

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

IT Security

The IT Security team protects the campus network against outside threats, tracks emerging threats (such as new viruses), filters SPAM from the incoming email stream, protects UCI intellectual property, privacy, and identity, and consults with campus affiliates as needed. IT Security also supports UCI's Virtual Private Network (VPN).

2019

147
respondents

2017

245 respondents

Strengths

Resolving Problems Effectively
Accessibility

Opportunities

Understanding My Needs and Requirements
Changing in Positive Ways to Meet My Needs
Effective Online Documentation & Service Info

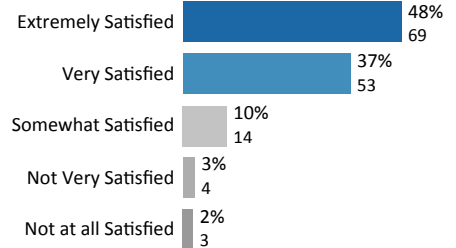
Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

4.27

mean

Standard Deviation
0.90



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

| # | Question | Mean Score | | | 2019 change from prior year |
|---|--|------------|------|------|-----------------------------|
| | | 2016 | 2017 | 2019 | |
| 1 | Thinking about your OVERALL experience with IT Security support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.08 | 4.12 | 4.27 | → |
| 2 | Understanding my needs and requirements | 4.02 | 4.11 | 4.21 | → |
| 3 | Accessibility (via phone, voicemail, e-mail, etc.) | 3.93 | 4.10 | 4.27 | → |
| 4 | Resolving problems effectively | 4.00 | 4.11 | 4.25 | → |
| 5 | Providing effective online documentation and service information | 3.90 | 4.01 | 4.22 | → |
| 6 | Changing in positive ways to meet my needs. | 3.82 | 4.04 | 4.23 | → |

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents provided computer usage info in the Technology Used section
- Up to 8 standard satisfaction questions were asked in each survey area
- One verbatim comment box each for the 36 OIT support groups and one each for the 82 IT system items
- Contact us at oit@uci.edu if you have any questions about this report or would like additional in-depth analysis of your survey data

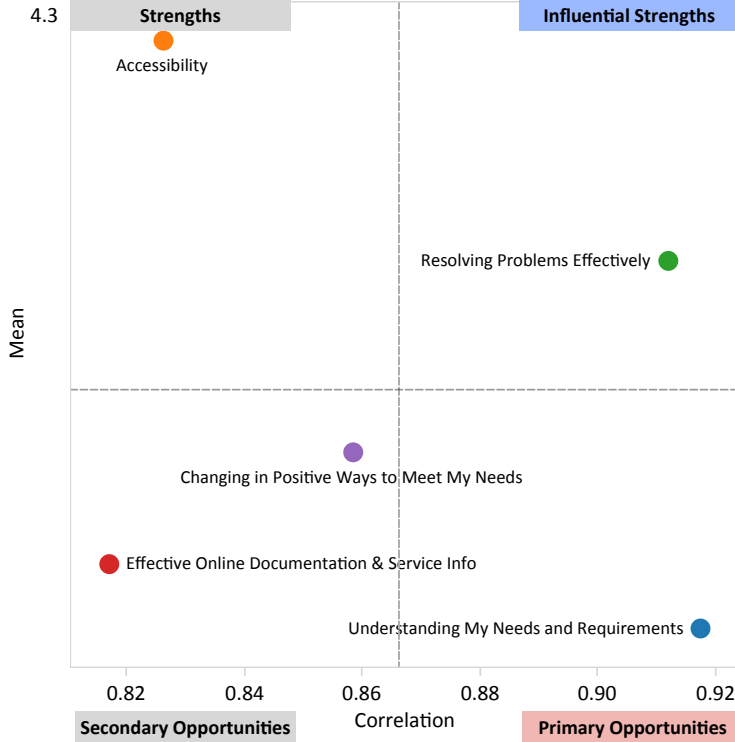
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Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.87, Mean Average = 4.24



- Changing in Positive Ways to Meet My Needs
- Understanding My Needs and Requirements
- Accessibility
- Effective Online Documentation & Service Info
- Resolving Problems Effectively

Strengths
Higher than average mean score, lower than average correlation.
"Keep up the good work"

Influential Strengths
Higher than average mean score, higher than average correlation.
"Keep an eye on"

Secondary Opps
Lower than average mean score, lower than average correlation.
"Low Priority"

Primary Opps
Lower than average mean score, higher than average correlation.
"Concentrate Efforts"

List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

| # | Question | Mean | Corr | Str/Opps |
|---|--|------|------|----------|
| 2 | Understanding my needs and requirements | 4.21 | 0.92 | PO |
| 3 | Accessibility (via phone, voicemail, e-mail, etc.) | 4.27 | 0.83 | ST |
| 4 | Resolving problems effectively | 4.25 | 0.91 | IS |
| 5 | Providing effective online documentation and service information | 4.22 | 0.82 | SO |
| 6 | Changing in positive ways to meet my needs. | 4.23 | 0.86 | SO |

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

| | Overall Satisfaction | Understanding My Needs and Requirements | Accessibility | Resolving Problems Effectively | Effective Online Documentation & Service Info | Changing in Positive Ways to Meet My Needs |
|---------|----------------------|---|---------------|--------------------------------|---|--|
| Faculty | 4.19 (26) | 4.09 (23) | 4.48 (23) | 4.16 (25) | 3.96 (24) | 4.15 (20) |
| Staff | 4.28 (117) | 4.24 (117) | 4.23 (117) | 4.27 (115) | 4.28 (103) | 4.25 (101) |

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five