

UCI 2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey

Network Operations

The Network Operations team builds and maintains UCI's data network (UCInet - wired and wireless/WiFi).

2017

162
respondents

2016

224 respondents

Strengths

Understands My Needs and Requirements
Resolves Problems Effectively
Accessible to Customers

Opportunities

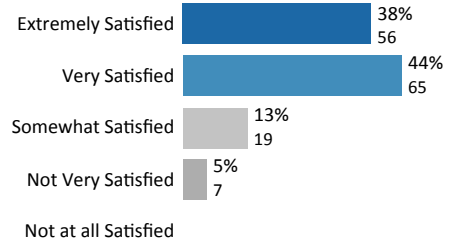
Moving in a Positive Direction
Effectively Uses Websites, Online Documentation
Understands My Needs and Requirements

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?

4.16
mean

Standard Deviation
0.82



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

| # | Question | 2016 | 2017 | Chg from 2016 to 2017 |
|---|---|------|------|-----------------------|
| 1 | Thinking about your OVERALL experience with the Network Operations support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.12 | 4.16 | |
| 2 | Understanding my needs and requirements | 4.21 | 4.10 | |
| 3 | Accessibility (via phone, voicemail, e-mail, etc.) | 4.13 | 4.15 | |
| 4 | Resolving problems effectively | 4.15 | 4.18 | |
| 5 | Providing effective online documentation and service information | 4.13 | 3.90 | |
| 6 | Making changes in a direction that better meets my needs | 4.17 | 4.06 | |

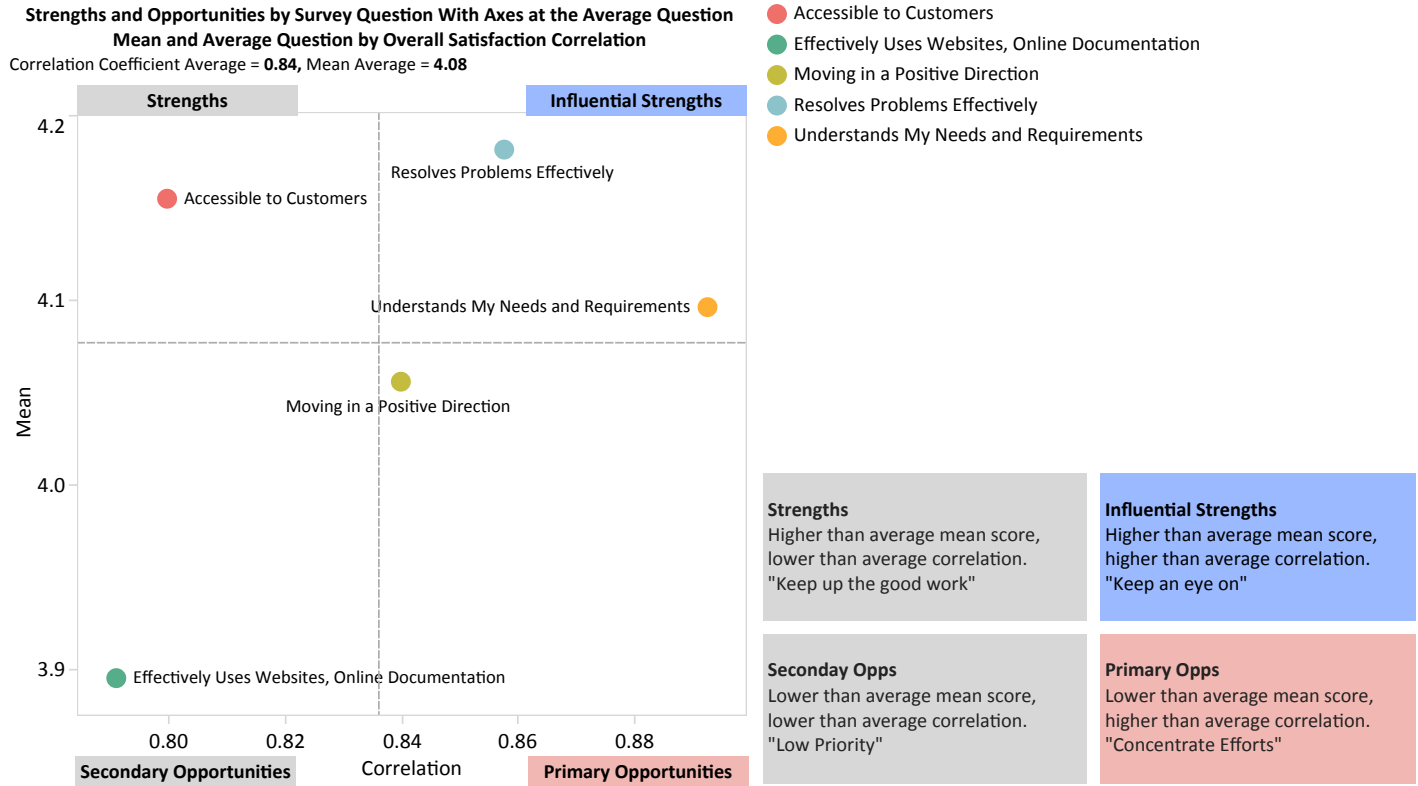
Background

★ Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater

- 2017 was the second annual Information Technology Customer Satisfaction Survey
- 9,337 - 4,826 Academic Personnel/Faculty and 4,511 Staff were invited to take the survey; 1,430 (15%) responded
- Survey Period: October 3 to October 27, 2017
- 27 Support Groups and 87 IT system items were rated; Users 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 27 OIT support groups and one each for the IT system satisfaction items

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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 | 4.10 | 0.89 | IS |
| 3 | Accessibility (via phone, voicemail, e-mail, etc.) | 4.15 | 0.80 | ST |
| 4 | Resolving problems effectively | 4.18 | 0.86 | IS |
| 5 | Providing effective online documentation and service information | 3.90 | 0.79 | SO |
| 6 | Making changes in a direction that better meets my needs | 4.06 | 0.84 | PO |

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

| Classification | Overall | Understands | Accessible | Resolves | Website | PosDir |
|----------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Faculty | 4.04 (29) | 3.88 (29) | 3.96 (29) | 4.04 (29) | 4.05 (29) | 4.10 (29) |
| Staff | 4.18 (133) | 4.14 (133) | 4.20 (133) | 4.21 (133) | 3.86 (133) | 4.05 (133) |

Number of respondents in parenthesis: (N). N not shown when # of responses is less than 5