

Customer Satisfaction Survey Results 2017

In October 2017, as part of a strategy for continuous service improvement, the Office of Information Technology distributed our second Customer Satisfaction Survey.

In cooperation with UC San Diego, who has been successfully using this process for many years, our goal is to learn which OIT services are of most value, and where we have opportunities to serve the campus better.

Background

Audience

Surveys were sent to all academic personnel and staff.

Methodology

This was an on-line survey conducted by UC San Diego's Organizational Performance Assessments (OPA) Unit. Email was sent out to each participant with an individual access code. Individual responses were confidential, although we recorded which department individuals were in to help provide an understanding of specific department needs and requirements.

9,337 email invitations sent
52% Faculty & 48% Staff
Response rate – 15% (1,430)

More information can be found on our website:

www.oit.uci.edu/org/customer-satisfaction-survey/

Areas Evaluated

Customer Support Satisfaction

Our survey covered **27 service areas of support** within **5** OIT divisions including:

- Central Services
- Client Services
- Enterprise Applications
- Enterprise Infrastructure
- Student and Academic Services

Each survey area consisted of 6 to 8 standard satisfaction questions. One standard verbatim comment box enabled participants to provide feedback on how to provide better service. Participants were also asked to include their UCInetID if they wanted to be contacted for follow-up.

OIT Application and System Satisfaction

The survey covered **69 OIT applications and systems**. The survey included 4 standard questions on system satisfaction to gauge ease of use, effective support, needed functions and capabilities, and usefulness. One standard verbatim comment box enabled participants to provide feedback on the system being evaluated.

Technology Used on Campus

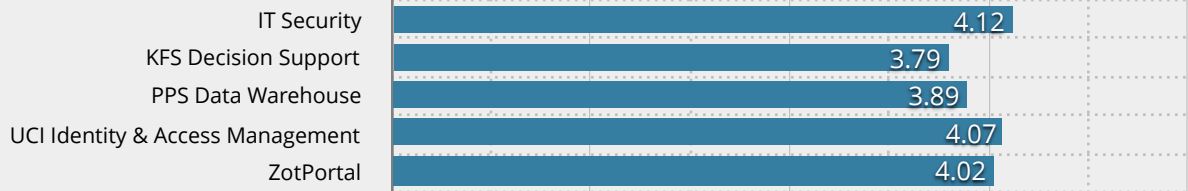
The survey included questions on the devices and technologies used most on campus for University business.

High Level Overview of Results

Support Area Satisfaction

100% of support areas in OIT were ranked as **Good** or **Excellent**.

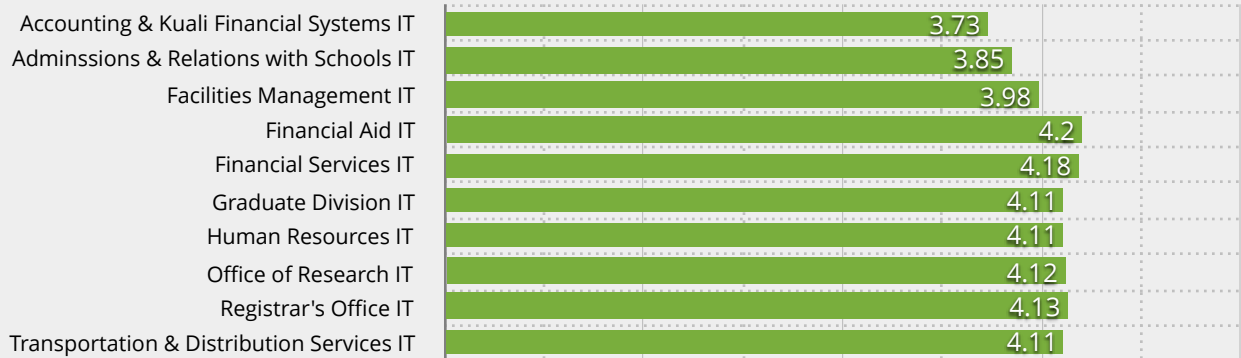
Central Services



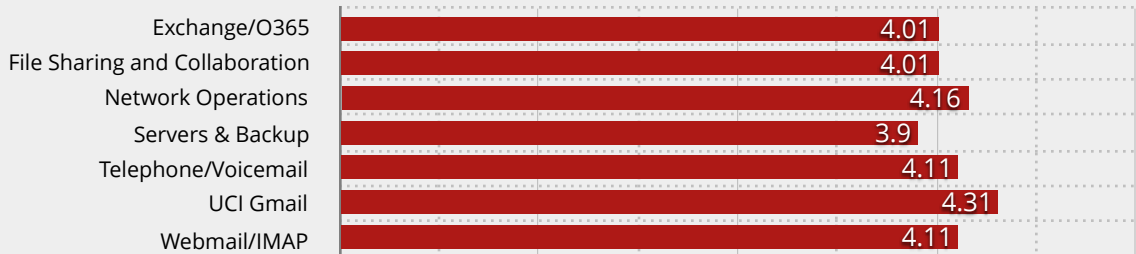
Client Services



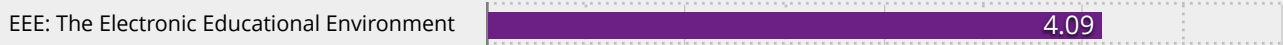
Enterprise Applications



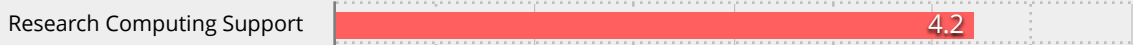
Enterprise Infrastructure



Student & Academic Services



Affiliate



1 2 3 4 5

Below 3.0 = Low | 3.00 - 3.59 = Marginal | 3.6 - 4.29 = Good | 4.3 & above = Excellent

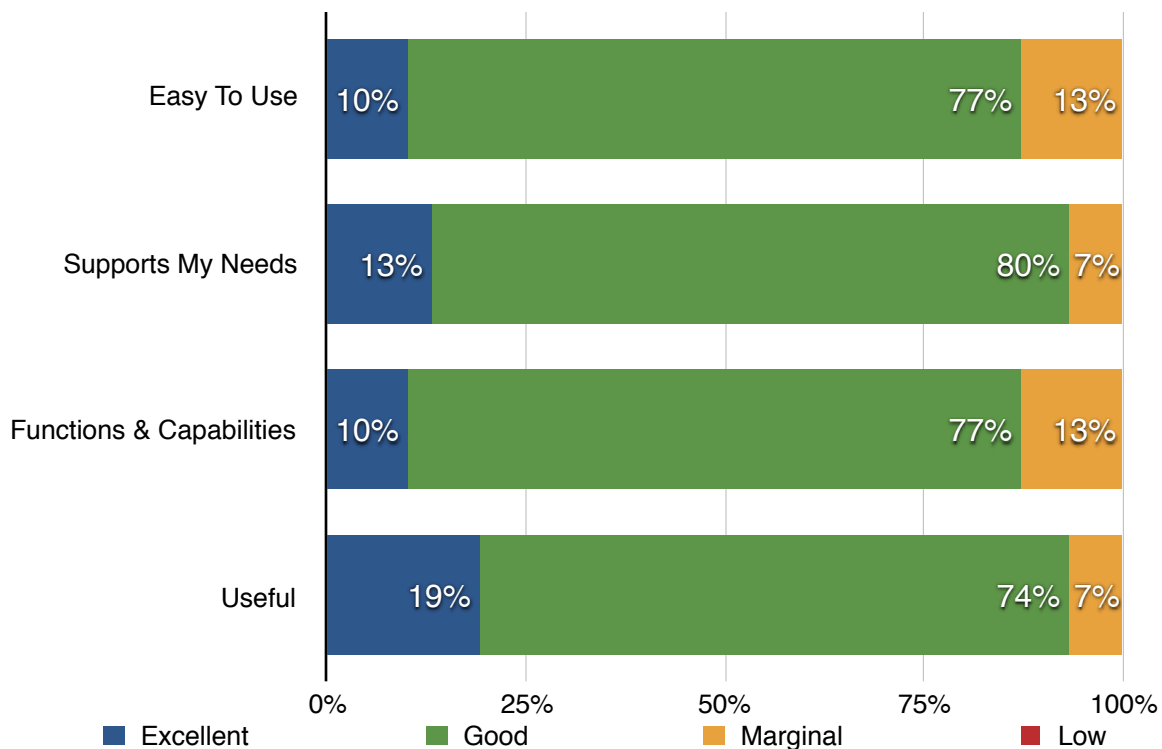
Application and System Satisfaction

Easy To Use - **87%** of OIT systems were ranked as **Good** or **Excellent**

Supports My Needs - **93%** of OIT systems were ranked as **Good** or **Excellent**

Functions & Capabilities - **87%** of OIT systems were ranked as **Good** or **Excellent**

Useful - **93%** of OIT systems were ranked as **Good** or **Excellent**



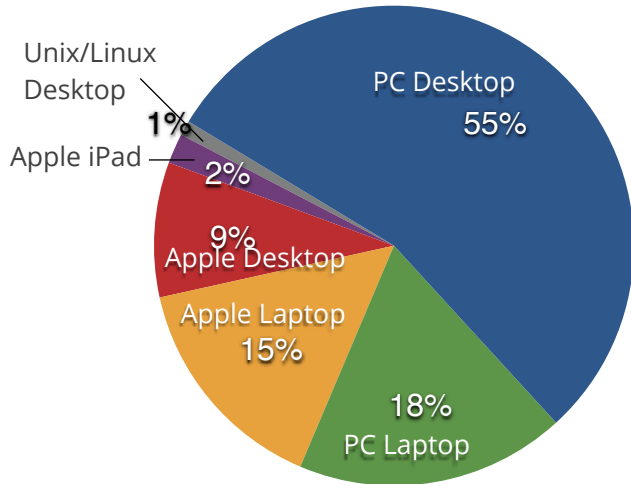
of Applications and Systems showed improvement from the 2016 survey*

(* No data to compare 14.5% of systems.)

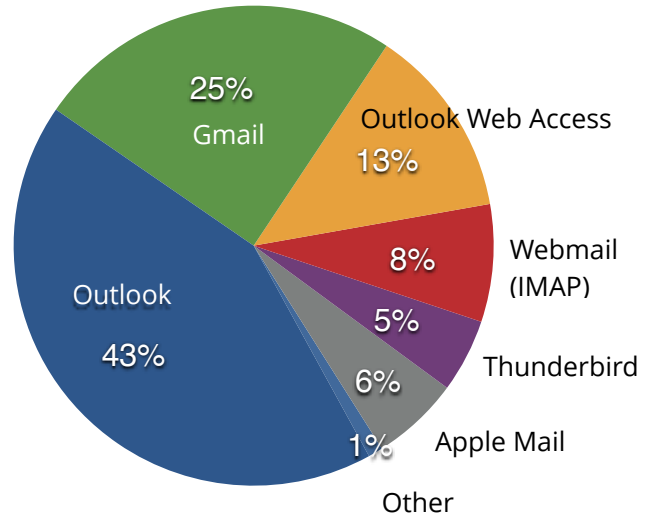
Technologies Used

We were able to gain valuable insight into the technologies used to conduct University Business.

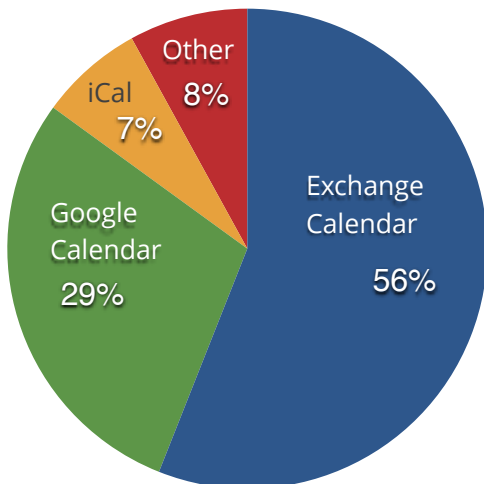
Computer Device Used Most Often for University Business



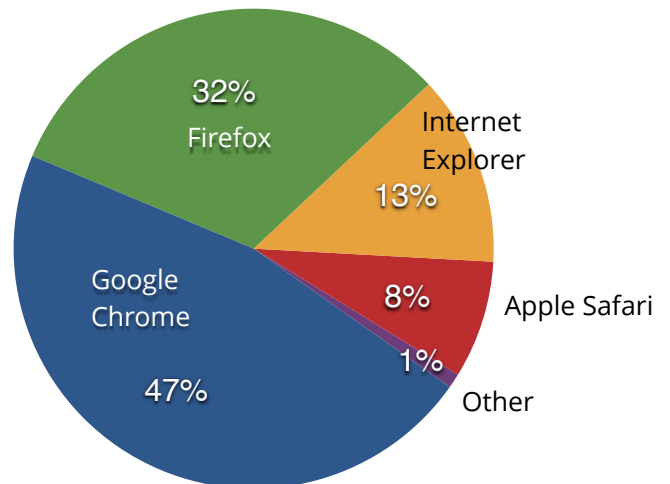
Email Used Most Often for University Business (Multiple Responses)



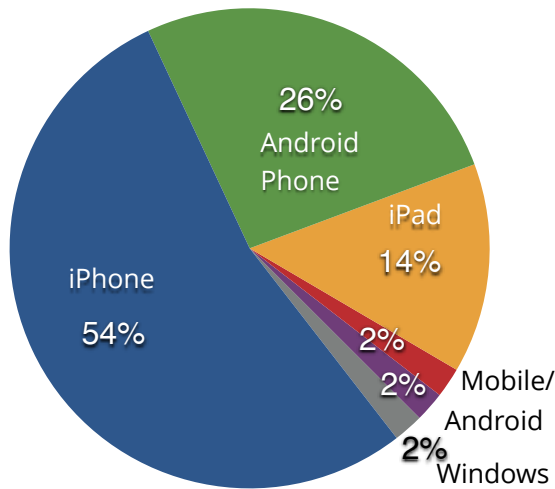
Calendar Used Most Often for University Business



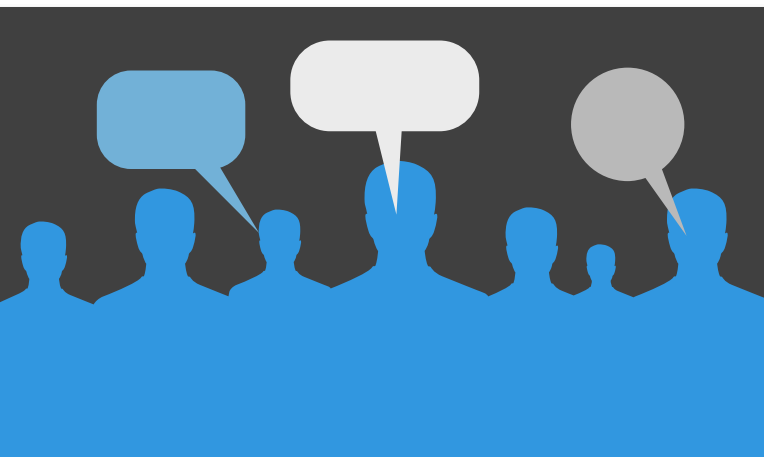
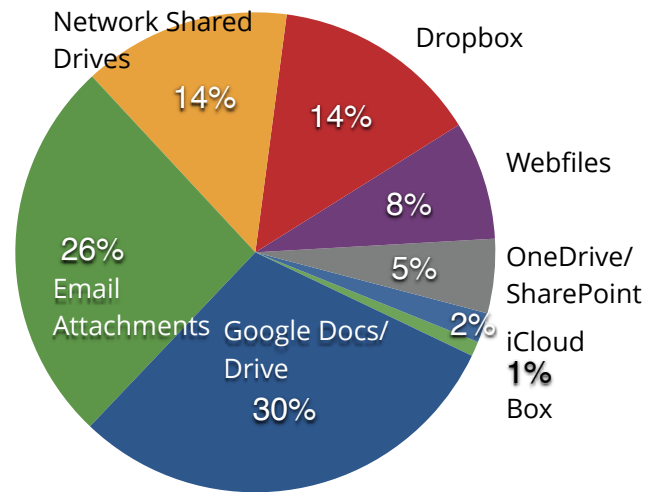
Browser Used Most Often for University Business



Mobile Device Used Most Often for University Business (Multiple Responses)



Applications Used for File Sharing & Collaboration



We're Listening

OIT leadership is analyzing the results to develop a plan for the next fiscal year. Areas that appear to need special attention will be prioritized and a general plan for making improvements is being developed.