UC Irvine Office of Information Technology Customer Satisfaction Survey
OIT Decision Support - Business Intelligence and Data Warehouse

OIT Decision Support – Business Intelligence and Data Warehouse is a set of tools and services that allow campus users to analyze and report on campus financial data.

2019

64
respondents

2017
144 respondents

Strengths

Resolving Problems Effectively
Accessibility
Understanding My Needs and Requirements
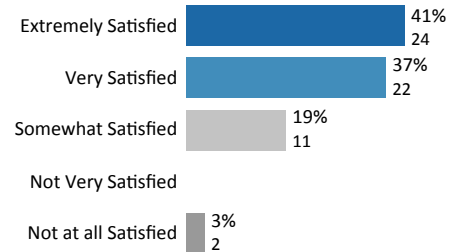
Opportunities

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?

4.12
mean

*Standard Deviation
0.94*

	%	Count
Extremely Satisfied	41%	24
Very Satisfied	37%	22
Somewhat Satisfied	19%	11
Not Very Satisfied		
Not at all Satisfied	3%	2

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

#	Question	2016	2017	2019	2019 change from prior year
1	Thinking about your OVERALL experience with OIT Decision Support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	3.58	3.79	4.12	↑
2	Understanding my needs and requirements	3.58	3.79	4.15	↑
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.59	3.80	4.19	↑
4	Resolving problems effectively	3.56	3.82	4.16	↑
5	Providing effective online documentation and service information	3.49	3.71	4.02	↑
6	Changing in positive ways to meet my needs.	3.64	3.78	4.04	↑

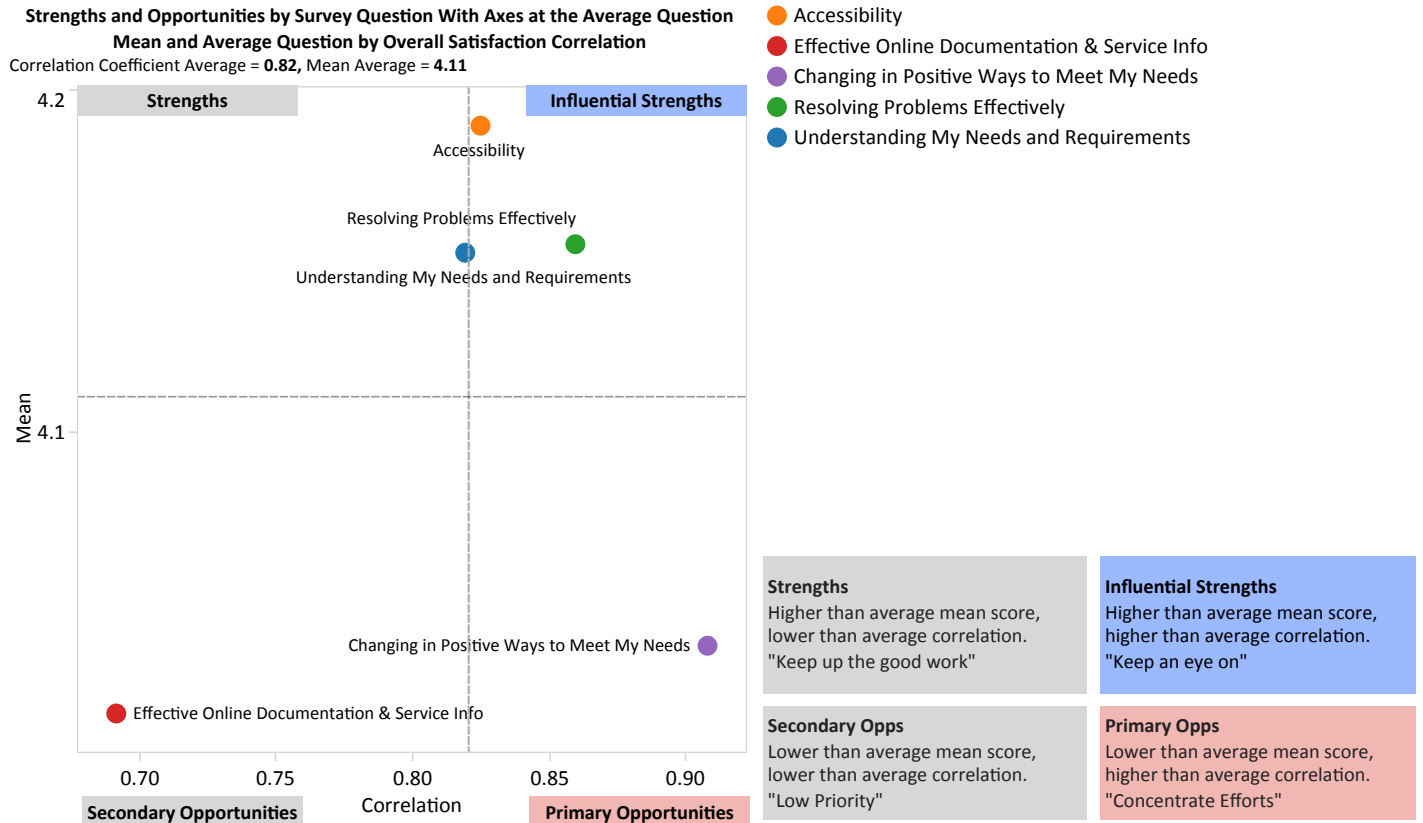Mean Score (column header spanning 2016/2017/2019)

★ Change from prior year is statistically significant

Change of 0.09 or greater

Background

- 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 (1l7%) 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

UC Irvine Office of Information Technology Customer Satisfaction Survey
OIT Decision Support - Business Intelligence and Data Warehouse

OIT Decision Support – Business Intelligence and Data Warehouse is a set of tools and services that allow campus users to analyze and report on campus financial data.

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

Correlation Coefficient Average = **0.82,** Mean Average = **4.11**

Legend:
- 🟠 Accessibility
- 🔴 Effective Online Documentation & Service Info
- 🟣 Changing in Positive Ways to Meet My Needs
- 🟢 Resolving Problems Effectively
- 🔵 Understanding My Needs and Requirements

Chart plotting Mean vs Correlation:
- Strengths (upper left quadrant)
- Influential Strengths (upper right quadrant)
- Secondary Opportunities (lower left quadrant)
- Primary Opportunities (lower right quadrant)

Points:
- Accessibility (upper area)
- Resolving Problems Effectively
- Understanding My Needs and Requirements
- Changing in Positive Ways to Meet My Needs
- Effective Online Documentation & Service Info

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	4.15	0.82	ST
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.19	0.82	IS
4	Resolving problems effectively	4.16	0.86	IS
5	Providing effective online documentation and service information	4.02	0.69	SO
6	Changing in positive ways to meet my needs.	4.04	0.91	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

	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	4.67	4.67	4.67	5.00	4.67	4.67
Staff	4.09 (56)	4.13 (56)	4.16 (55)	4.11 (55)	3.98 (52)	4.00 (50)

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