

# UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

## OIT Help Desk and Desktop Support

OIT Help Desk and Desktop Support is the first point of contact for OIT services including business systems, email, calendar, security, campus network and telephone, and OIT desktop.

2019

756

respondents

2017

1,016 respondents

### Strengths

Understanding My Needs and Requirements  
Accessibility

### Opportunities

Changing in Positive Ways to Meet My Needs  
Resolving Problems Effectively  
Effective Online Documentation & Service Info

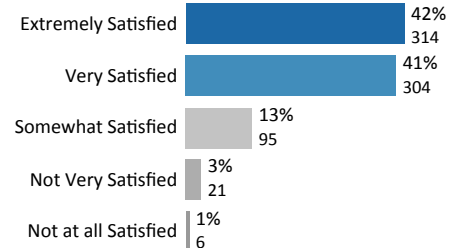
### Overall Satisfaction

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?

4.21

mean

Standard Deviation  
0.83



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 OIT Help Desk and Desktop Support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.16	4.20	4.21	
2	Understanding my needs and requirements	4.14	4.19	4.21	
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.27	4.32	4.31	
4	Resolving problems effectively	4.18	4.19	4.20	
5	Providing effective online documentation and service information	4.08	4.13	4.16	
6	Changing in positive ways to meet my needs.	4.07	4.13	4.16	

### Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

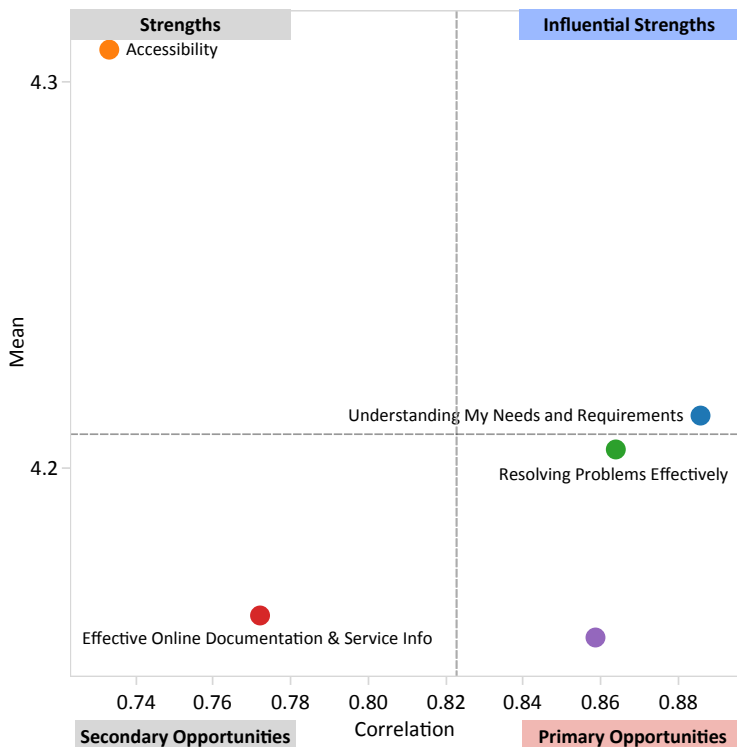
- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents provided computer 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](mailto: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 = 0.82, Mean Average = 4.21



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

<b>Strengths</b> Higher than average mean score, lower than average correlation. "Keep up the good work"	<b>Influential Strengths</b> Higher than average mean score, higher than average correlation. "Keep an eye on"
<b>Secondary Opps</b> Lower than average mean score, lower than average correlation. "Low Priority"	<b>Primary Opps</b> 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	0.89	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.31	0.73	ST
4	Resolving problems effectively	4.20	0.86	PO
5	Providing effective online documentation and service information	4.16	0.77	SO
6	Changing in positive ways to meet my needs.	4.16	0.86	PO



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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	4.20 (170)	4.25 (165)	4.38 (167)	4.18 (168)	4.03 (145)	4.09 (121)
Staff	4.22 (570)	4.20 (575)	4.29 (570)	4.21 (574)	4.20 (515)	4.17 (461)

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

