UC Irvine Office of Information Technology Customer Satisfaction Survey
OVPTL IT

The OVPTL IT team supports the unique technology needs of units under the Office of the Vice Provost for Teaching and Learning. OVPTL IT provides ad-hoc reporting and supplies web systems such as DREM, Card Reader and At-a-Glance, the UU Application, CHP Admissions, LARC TMS, the Writing Center Intake Form, and SOP Pre-Application. They additionally provide the campus-wide Appointments scheduling service.

Strengths

Effective Online Documentation & Service Info
Accessibility
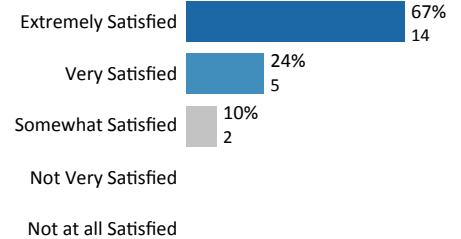
2019

23
respondents

Opportunities

Understanding My Needs and Requirements
Resolving Problems Effectively

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?

4.57
mean

Standard Deviation 0.66

Extremely Satisfied	67% 14
Very Satisfied	24% 5
Somewhat Satisfied	10% 2
Not Very Satisfied	
Not at all Satisfied	

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

#	Question	2019
1	Thinking of your OVERALL experience with OVPTL IT support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.57
2	Understanding my needs and requirements	4.55
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.67
4	Resolving problems effectively	4.62
5	Providing effective online documentation and service information	4.68
6	Changing in positive ways to meet my needs.	4.62

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

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	4.50	4.75	4.75	4.25	5.00	4.50
Staff	4.59 (17)	4.50 (18)	4.65 (17)	4.71 (17)	4.63 (16)	4.65 (17)

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

Satisfaction Mean Scores by Division and 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
Academic Affairs	Faculty	4.50	4.75	4.75	4.25	5.00	4.50
	Staff	4.59 (17)	4.50 (18)	4.65 (17)	4.71 (17)	4.63 (16)	4.65 (17)

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.