2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey
Office of Research IT

The Office of Research IT team develops and maintains a range of tools and systems for facilitating research policy, administration and support at UCI.

2017

84
respondents

2016
26 respondents

Strengths

Understands My Needs and Requirements
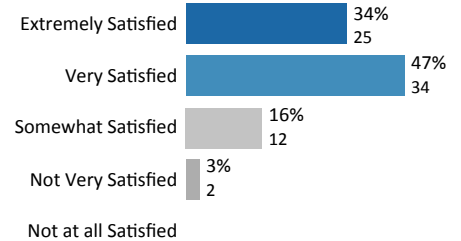Collaborates
Accessible to Customers

Opportunities

Effective Communications
Effectively Uses Websites, Online Documentation
Moving in a Positive Direction

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 0.78

Extremely Satisfied	34% / 25
Very Satisfied	47% / 34
Somewhat Satisfied	16% / 12
Not Very Satisfied	3% / 2
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

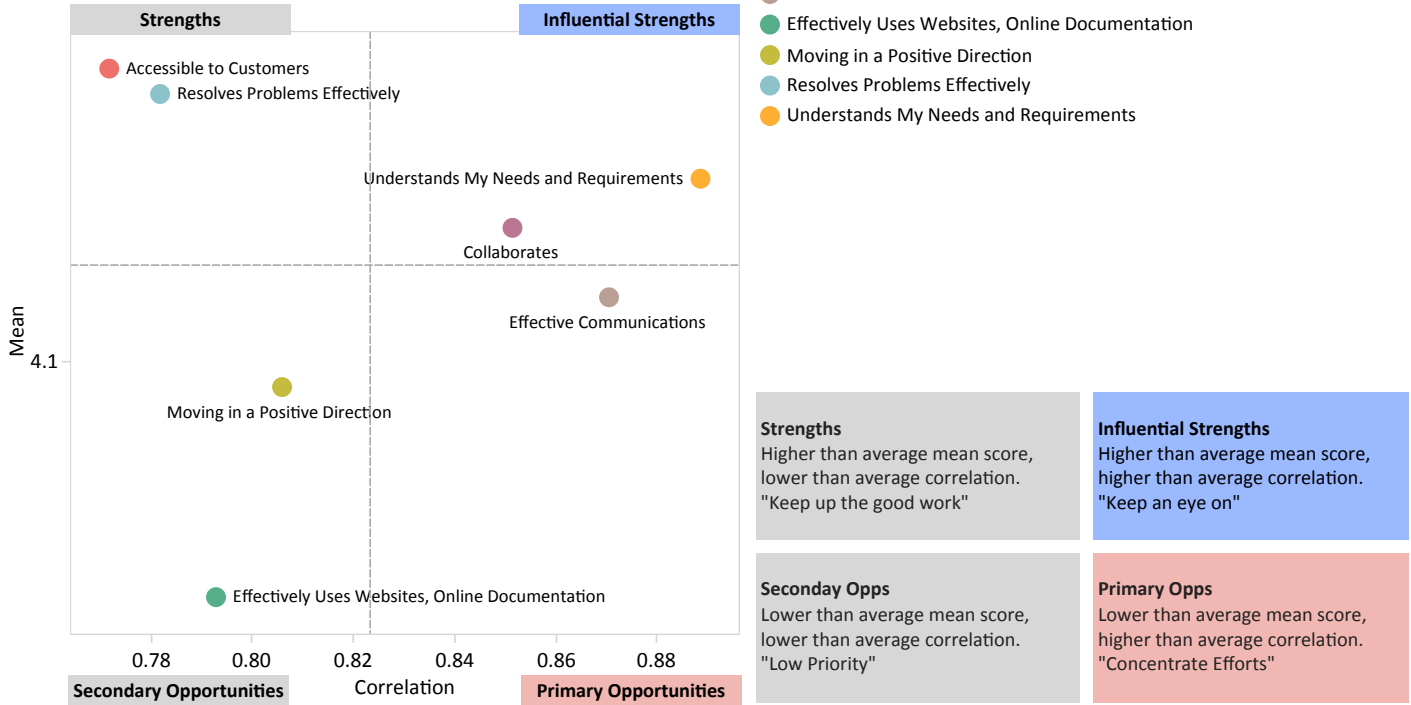| #	Question	Mean Score 2016	Mean Score 2017	Chg from 2016 to 2017
1	Thinking about your OVERALL experience with Office of Research IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.35	4.12	↓
2	Understanding my needs and requirements	4.35	4.15	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.35	4.19	↓
4	Resolving problems effectively	4.38	4.18	↓
5	Providing effective online documentation and service information	4.32	4.03	↓
6	Making changes in a direction that better meets my needs	4.20	4.09	↓
7	Office of Research IT collaborates to meet user training needs on supported applications	4.36	4.14	↓
8	Office of Research IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.28	4.12	↓

★ Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater

Background

- 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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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 = **4.13**

Legend:
- 🔴 Accessible to Customers
- 🟣 Collaborates
- 🟤 Effective Communications
- 🟢 Effectively Uses Websites, Online Documentation
- 🟡 Moving in a Positive Direction
- 🔵 Resolves Problems Effectively
- 🟠 Understands My Needs and Requirements

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	0.89	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.19	0.77	ST
4	Resolving problems effectively	4.18	0.78	ST
5	Providing effective online documentation and service information	4.03	0.79	SO
6	Making changes in a direction that better meets my needs	4.09	0.81	SO
7	Office of Research IT collaborates to meet user training needs on supported applications	4.14	0.85	IS
8	Office of Research IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.12	0.87	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

Classification	Overall	Understands	Accessible	Resolves	Website	PosDir	Collaborates	Communicates
Faculty	4.22 (21)	4.18 (21)	4.24 (21)	4.06 (21)	4.19 (21)	4.06 (21)	4.40 (21)	4.27 (21)
Staff	4.09 (63)	4.15 (63)	4.17 (63)	4.22 (63)	3.98 (63)	4.10 (63)	4.05 (63)	4.08 (63)

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

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