

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

Office of Research

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

2019

105
respondents

2017

84 respondents

Strengths

Accessibility
Collaborates
Communicates Changes

Opportunities

Understanding My Needs and Requirements
Resolving Problems Effectively
Effective Online Documentation & Service Info

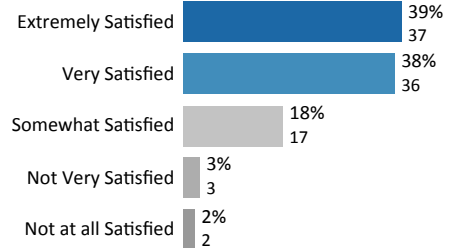
Overall Satisfaction

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?

4.08

mean

Standard Deviation
0.94



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 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	4.08	Change of 0.09 or greater
2	Understanding my needs and requirements	4.35	4.15	4.13	Change of 0.09 or greater
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.35	4.19	4.16	Change of 0.09 or greater
4	Resolving problems effectively	4.38	4.18	4.11	Change of 0.09 or greater
5	Providing effective online documentation and service information	4.32	4.03	4.02	Change of 0.09 or greater
6	Changing in positive ways to meet my needs.	4.20	4.09	4.08	Change of 0.09 or greater
7	Office of Research IT collaborates to meet user training needs on supported applications	4.36	4.14	4.18	Change of 0.09 or greater
8	Office of Research IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.28	4.12	4.20	Change of 0.09 or greater

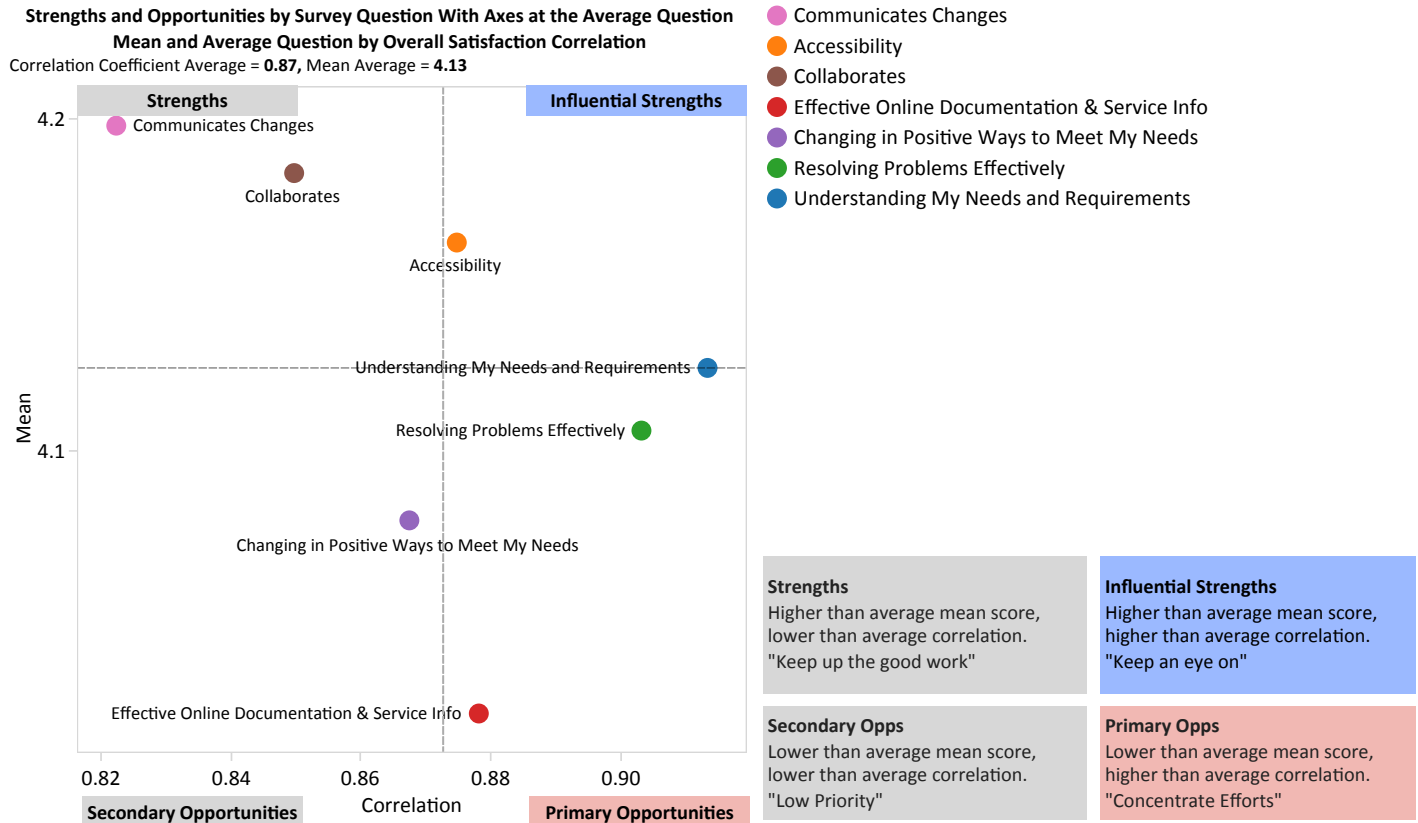
Background

★ 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 (11%) 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

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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	4.13	0.91	PO
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.16	0.87	IS
4	Resolving problems effectively	4.11	0.90	PO
5	Providing effective online documentation and service information	4.02	0.88	PO
6	Changing in positive ways to meet my needs.	4.08	0.87	SO
7	Office of Research IT collaborates to meet user training needs on supported applications	4.18	0.85	ST
8	Office of Research IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.20	0.82	ST



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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	Collaborates	Communicates Changes
Faculty	3.68 (25)	3.79 (24)	3.86 (22)	3.77 (22)	3.57 (23)	3.64 (22)	3.82 (22)	3.82 (22)
Staff	4.23 (70)	4.24 (72)	4.26 (70)	4.21 (72)	4.17 (70)	4.23 (66)	4.31 (65)	4.32 (69)

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

