

The Registrar's Office IT team develops and maintains a range of tools and systems for managing course enrollment, student records, reports of grades and more.

2017  
**98**  
respondents

2016  
36 respondents

**Strengths**

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Effective Communications

**Opportunities**

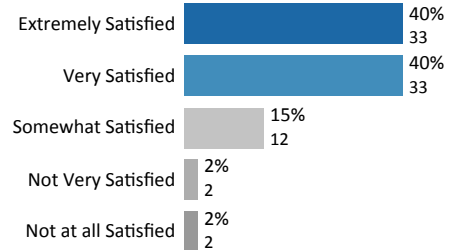
- Accessible to Customers
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction

**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?

**4.13**  
mean

Standard Deviation  
0.92



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

#	Question	2016	2017	Chg from 2016 to 2017
1	Thinking about your OVERALL experience with Registrar's Office IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.38	4.13	↓
2	Understanding my needs and requirements	4.35	4.21	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.26	4.07	↓
4	Resolving problems effectively	4.39	4.22	↓
5	Providing effective online documentation and service information	4.10	3.95	↓
6	Making changes in a direction that better meets my needs	4.07	4.06	↓
7	Registrar's Office IT collaborates to meet user training needs on supported applications	4.17	4.12	↓
8	Registrar's Office IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.07	4.15	↑

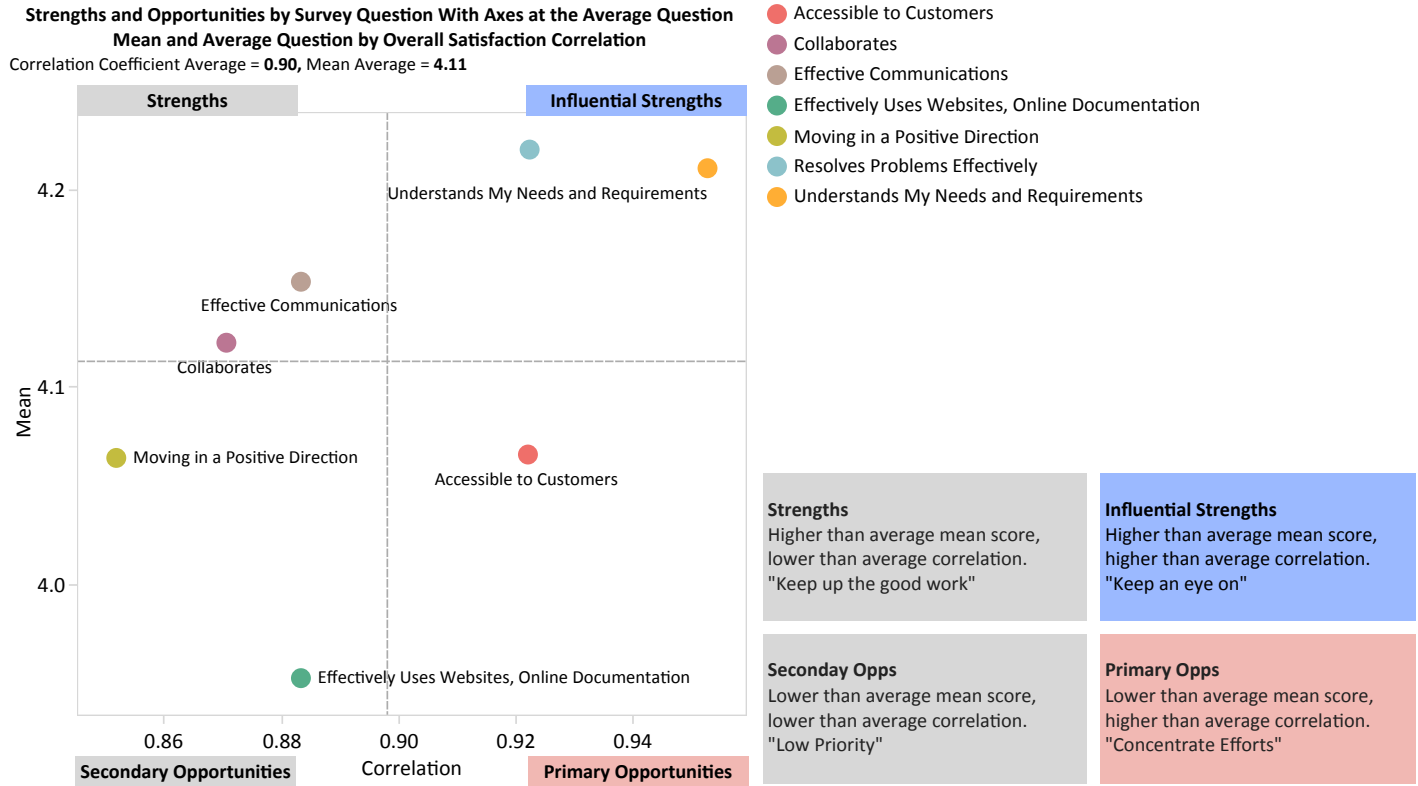
★ Change from 2016 to 2017 is statistically significant

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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**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	0.95	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.07	0.92	PO
4	Resolving problems effectively	4.22	0.92	IS
5	Providing effective online documentation and service information	3.95	0.88	SO
6	Making changes in a direction that better meets my needs	4.06	0.85	SO
7	Registrar's Office IT collaborates to meet user training needs on supported applications	4.12	0.87	ST
8	Registrar's Office IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.15	0.88	ST

**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
<b>Faculty</b>	4.00 (28)	4.30 (28)	3.94 (28)	4.11 (28)	4.00 (28)	3.86 (28)	3.82 (28)	4.15 (28)
<b>Staff</b>	4.18 (70)	4.18 (70)	4.10 (70)	4.25 (70)	3.93 (70)	4.13 (70)	4.21 (70)	4.15 (70)

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