UC Irvine Office of Information Technology Customer Satisfaction Survey
Registrar Office

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.

2019

113
respondents

2017
98 respondents

Strengths

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

Opportunities

Changing in Positive Ways to Meet My Needs
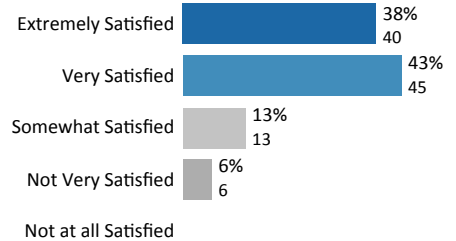Collaborates
Communicates Changes

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?

4.14
mean

Standard Deviation
0.85

Rating	%	Count
Extremely Satisfied	38%	40
Very Satisfied	43%	45
Somewhat Satisfied	13%	13
Not Very Satisfied	6%	6
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	Mean Score 2019	2019 change from prior year
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	4.14	
2	Understanding my needs and requirements	4.35	4.21	4.20	
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.26	4.07	4.16	⬆
4	Resolving problems effectively	4.39	4.22	4.18	
5	Providing effective online documentation and service information	4.10	3.95	4.17	⬆
6	Changing in positive ways to meet my needs.	4.07	4.06	4.11	
7	Registrar's Office IT collaborates to meet user training needs on supported applications	4.17	4.12	4.13	
8	Registrar's Office IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.07	4.15	4.08	

★ Change from prior year is statistically significant

Change of 0.09 or greater

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

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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 = **0.85**, Mean Average = **4.15**

Legend:
- Communicates Changes
- Changing in Positive Ways to Meet My Needs
- Collaborates
- Effective Online Documentation & Service Info
- Accessibility
- Resolving Problems Effectively
- Understanding 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	4.20	0.89	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.16	0.74	ST
4	Resolving problems effectively	4.18	0.89	IS
5	Providing effective online documentation and service information	4.17	0.85	ST
6	Changing in positive ways to meet my needs.	4.11	0.89	PO
7	Registrar's Office IT collaborates to meet user training needs on supported applications	4.13	0.87	PO
8	Registrar's Office IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.08	0.82	SO

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	4.06 (48)	4.09 (47)	4.17 (47)	4.00 (45)	4.07 (44)	4.03 (39)	4.06 (35)	4.00 (37)
Staff	4.21 (56)	4.29 (55)	4.15 (54)	4.33 (54)	4.27 (48)	4.17 (46)	4.19 (43)	4.14 (51)

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