

# UCI 2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey

## Server Hosting and System Administration

Server Hosting and System Administration maintains physical and virtual servers, houses customer-owned servers and clusters, provides file storage (disk farms, storage appliance), and data backup services.

2017

**135**  
respondents

2016

98 respondents

### Strengths

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Resolves Problems Effectively

### Opportunities

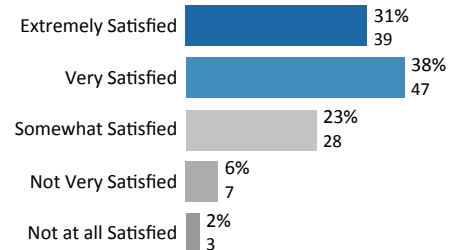
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction
- Understands My Needs and Requirements

### 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?

**3.90**  
mean

Standard Deviation  
0.99



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 Server Hosting and System Administration, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	3.87	3.90	
2	Understanding my needs and requirements	3.83	3.88	
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.88	3.95	
4	Resolving problems effectively	3.88	3.89	
5	Providing effective online documentation and service information	3.82	3.76	
6	Making changes in a direction that better meets my needs	3.78	3.87	

### Background

★ Change from 2016 to 2017 is statistically significant

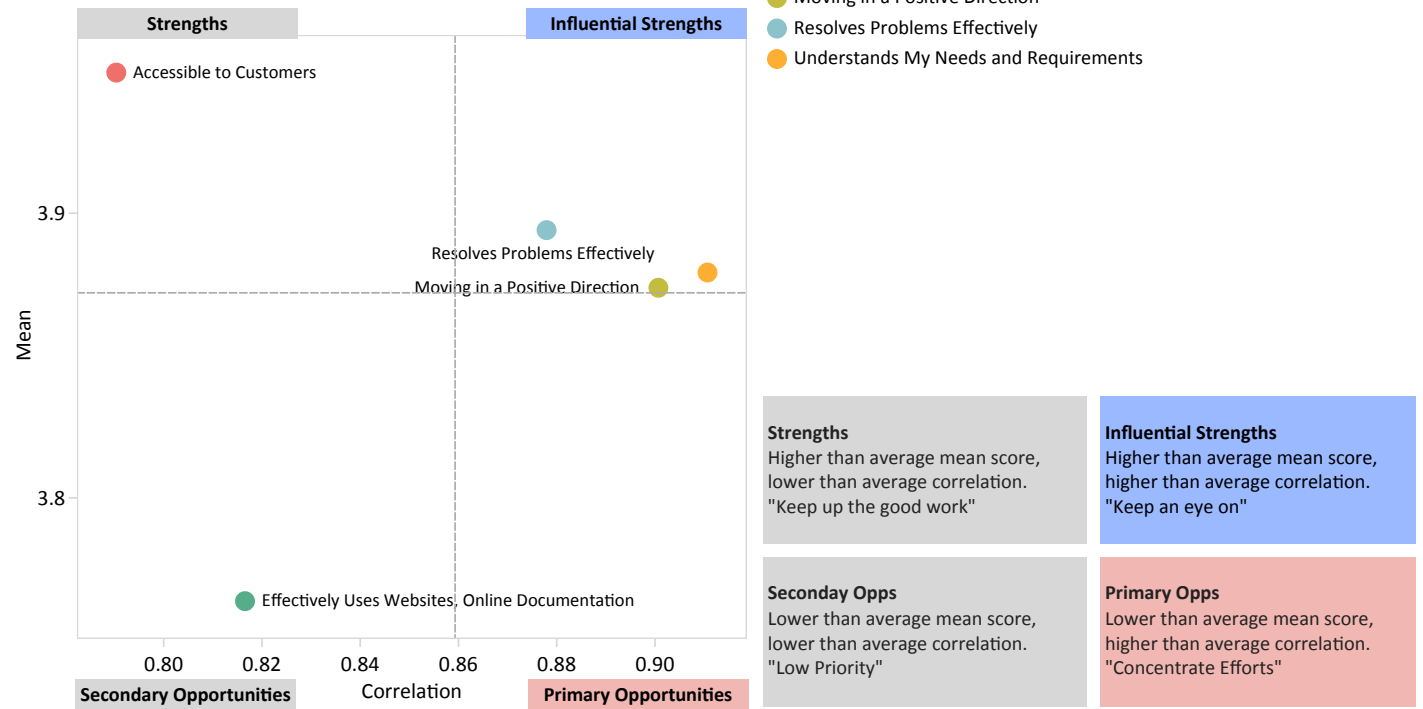
Change of 0.09 or greater

- 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 = 0.86, Mean Average = 3.87



**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	3.88	0.91	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.95	0.79	ST
4	Resolving problems effectively	3.89	0.88	IS
5	Providing effective online documentation and service information	3.76	0.82	SO
6	Making changes in a direction that better meets my needs	3.87	0.90	IS

**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
<b>Faculty</b>	4.15 (23)	4.15 (23)	4.05 (23)	4.00 (23)	4.05 (23)	4.18 (23)
<b>Staff</b>	3.86 (112)	3.83 (112)	3.93 (112)	3.88 (112)	3.70 (112)	3.82 (112)

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