2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey
Telephone/Voicemail

The Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

2017

290
respondents

2016
263 respondents

Strengths

Understands My Needs and Requirements
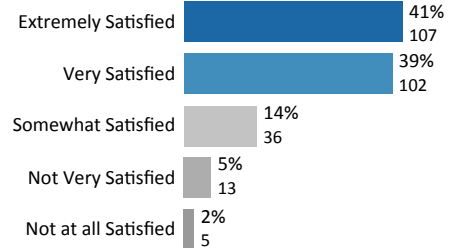Accessible to Customers
Resolves Problems Effectively

Opportunities

Moving in a Positive Direction
Effectively Uses Websites, Online Documentation
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?

4.11
mean

Standard Deviation 0.95

Extremely Satisfied		41% / 107
Very Satisfied		39% / 102
Somewhat Satisfied		14% / 36
Not Very Satisfied		5% / 13
Not at all Satisfied		2% / 5

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 the Telephone and Voicemail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.24	4.11	↓
2	Understanding my needs and requirements	4.25	4.17	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.29	4.21	↓
4	Resolving problems effectively	4.34	4.21	↓
5	Providing effective online documentation and service information	4.20	4.03	↓
6	Making changes in a direction that better meets my needs	4.24	4.10	↓

★ 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

UCI | University of California, Irvine

The Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = **0.87**, Mean Average = **4.14**
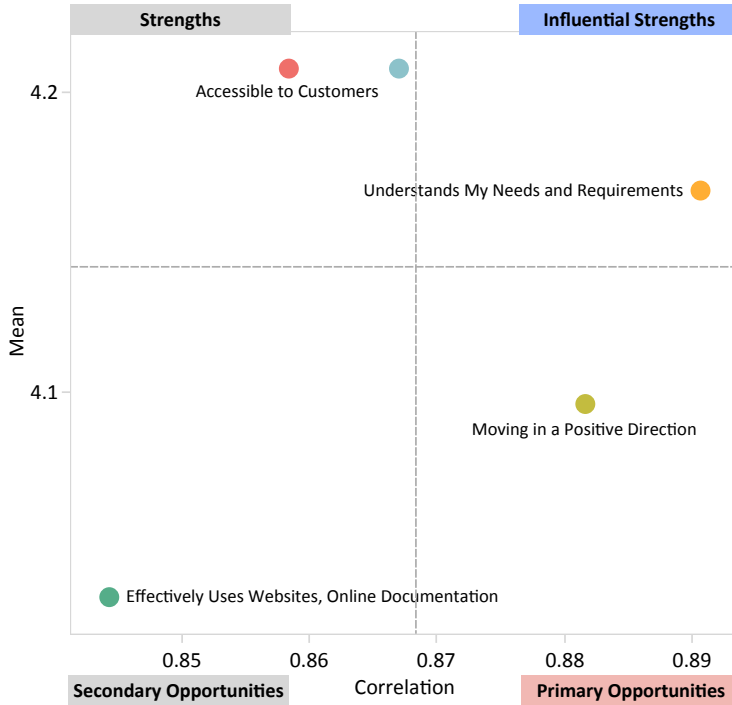
- ● Accessible to Customers
- ● Effectively Uses Websites, Online Documentation
- ● Moving in a Positive Direction
- ● Resolves Problems Effectively
- ● Understands My Needs and Requirements

Strengths | **Influential Strengths**

4.2

Accessible to Customers

Understands My Needs and Requirements ●

Mean

4.1

Moving in a Positive Direction

● Effectively Uses Websites, Online Documentation

0.85   0.86   0.87   0.88   0.89

Secondary Opportunities   Correlation   **Primary Opportunities**

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"

Seconday 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	4.17	0.89	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.21	0.86	ST
4	Resolving problems effectively	4.21	0.87	ST
5	Providing effective online documentation and service information	4.03	0.84	SO
6	Making changes in a direction that better meets my needs	4.10	0.88	PO

PAGE
2

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego

UCI University of California, Irvine

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
Faculty	3.90 (34)	4.11 (34)	4.04 (34)	3.83 (34)	4.04 (34)	3.88 (34)
Staff	4.14 (256)	4.17 (256)	4.23 (256)	4.25 (256)	4.03 (256)	4.12 (256)

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

University of
California, Irvine