

UCI Gmail is the email service provided as part of UCI Google Apps.

2017  
**486**  
respondents

2016  
875 respondents

**Strengths**

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Accessible to Customers

**Opportunities**

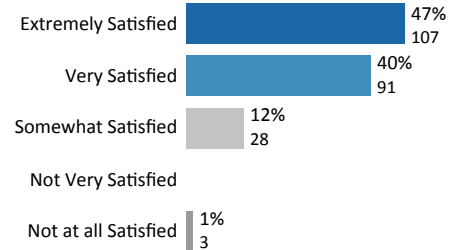
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction
- Accessible to Customers

**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?

**4.31**  
mean

Standard Deviation  
0.78



**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 UCI Gmail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.27	4.31	
2	Understanding my needs and requirements	4.24	4.32	
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.28	4.30	
4	Resolving problems effectively	4.23	4.33	
5	Providing effective online documentation and service information	4.18	4.28	
6	Making changes in a direction that better meets my needs	4.26	4.26	

**Background**

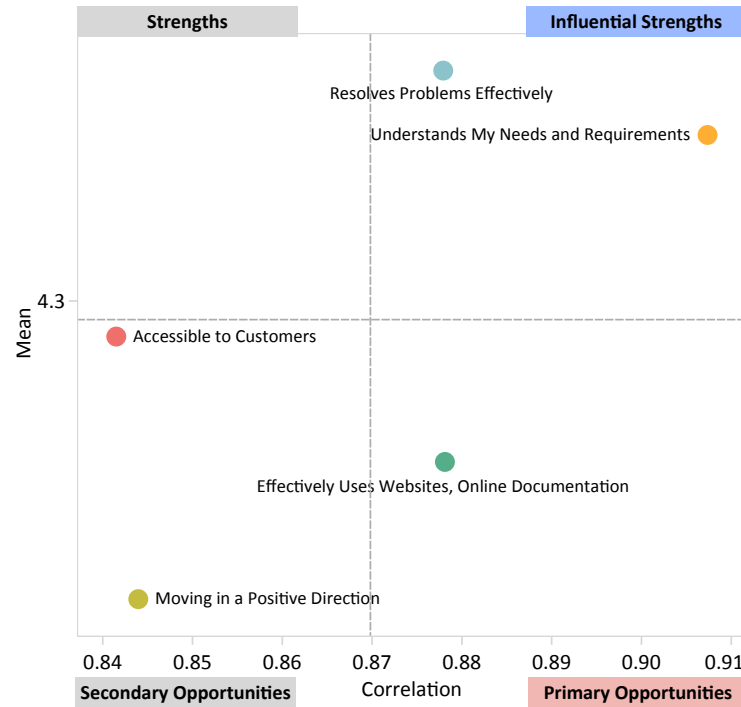
★ Change from 2016 to 2017 is statistically significant

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 = 0.87, Mean Average = 4.30



- Accessible to Customers
- Effectively Uses Websites, Online Documentation
- Moving in a Positive Direction
- Resolves Problems Effectively
- Understands My Needs and Requirements

<p><b>Strengths</b> Higher than average mean score, lower than average correlation. "Keep up the good work"</p>	<p><b>Influential Strengths</b> Higher than average mean score, higher than average correlation. "Keep an eye on"</p>
<p><b>Secondary Opps</b> Lower than average mean score, lower than average correlation. "Low Priority"</p>	<p><b>Primary Opps</b> Lower than average mean score, higher than average correlation. "Concentrate Efforts"</p>

**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	4.42	0.91	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.41	0.84	ST
4	Resolving problems effectively	4.43	0.88	IS
5	Providing effective online documentation and service information	4.28	0.88	PO
6	Making changes in a direction that better meets my needs	4.26	0.84	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

Classification	Overall	Understands	Accessible	Resolves	Website	PosDir
<b>Faculty</b>	4.28 (142)	4.32 (142)	4.30 (142)	4.27 (142)	4.26 (142)	4.26 (142)
<b>Staff</b>	4.34 (125)	4.33 (125)	4.29 (125)	4.40 (125)	4.30 (125)	4.25 (125)

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