UC Irvine Office of Information Technology Customer Satisfaction Survey
UCInetIDS, Identity and Access

UCI Identity and Access Management: The Identity and Access Management team manages the issuing and maintenance of network identities (UCInetIDs) and their use in accessing campus services (e.g. WebAuth).

2019

296

respondents

2017
163 respondents

Strengths

Resolving Problems Effectively
Timely

Opportunities

Understanding My Needs and Requirements
Changing in Positive Ways to Meet My Needs
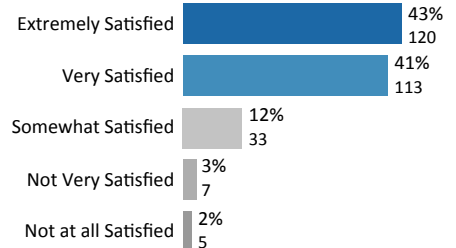Accessibility

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?

4.21

mean

Standard Deviation 0.88

Extremely Satisfied		43% / 120
Very Satisfied		41% / 113
Somewhat Satisfied		12% / 33
Not Very Satisfied		3% / 7
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

#	Question	Mean Score 2016	2017	2019	2019 change from prior year
1	Thinking about your OVERALL experience withUCInetIDS, Identity and Access support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.16	4.07	4.21	↑
2	Understanding my needs and requirements	4.15	4.00	4.19	↑
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.20	4.01	4.18	↑
4	Resolving problems effectively	4.17	4.00	4.21	↑
5	Providing effective online documentation and service information	4.06	3.91	4.13	↑
6	Changing in positive ways to meet my needs.	4.09	3.91	4.14	↑
7	UCInetIDs are created in a timely manner	4.13	4.01	4.30	★ ↑

★ 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 = **0.87,** Mean Average = **4.19**
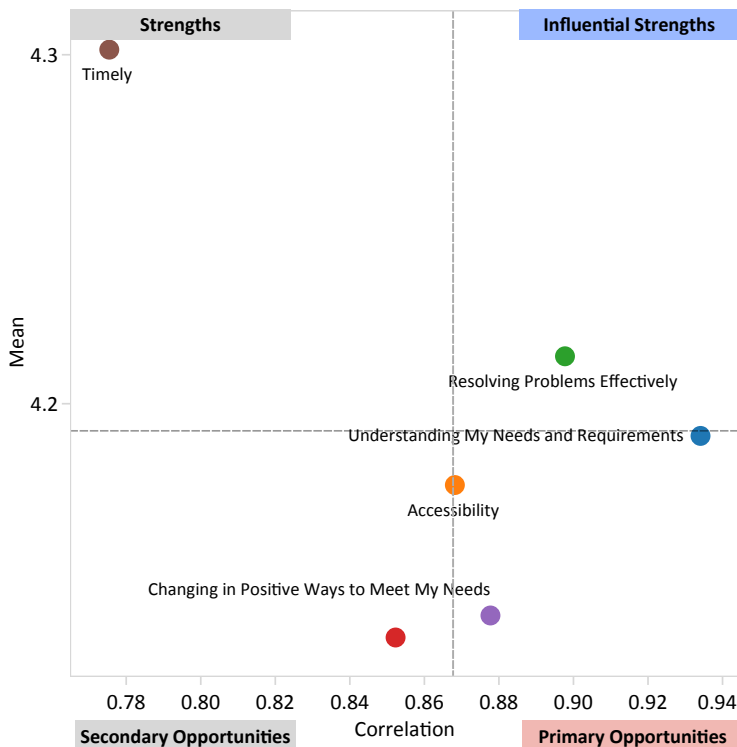
Legend:
- 🟣 Changing in Positive Ways to Meet My Needs
- 🔴 Effective Online Documentation & Service Info
- 🟠 Accessibility
- 🟢 Resolving Problems Effectively
- 🟤 Timely
- 🔵 Understanding My Needs and Requirements

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	4.19	0.93	PO
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.18	0.87	PO
4	Resolving problems effectively	4.21	0.90	IS
5	Providing effective online documentation and service information	4.13	0.85	SO
6	Changing in positive ways to meet my needs.	4.14	0.88	PO
7	UCInetIDs are created in a timely manner	4.30	0.78	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

	Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs	Timely
Faculty	4.26 (98)	4.25 (92)	4.18 (89)	4.24 (87)	4.18 (87)	4.08 (77)	4.29 (85)
Staff	4.18 (180)	4.16 (181)	4.18 (177)	4.20 (180)	4.11 (169)	4.17 (153)	4.31 (167)

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