

ES (IMAP) email is the on-campus email service, including UCI Webmail.

2017
185
respondents

Strengths

- Understands My Needs and Requirements
- Effectively Uses Websites, Online Documentation
- Accessible to Customers

2016
117 respondents

Opportunities

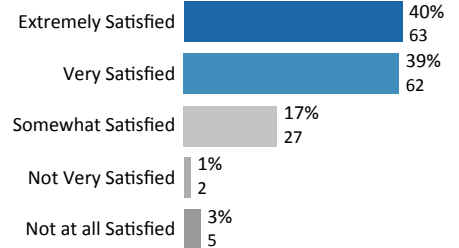
- Moving in a Positive Direction
- Resolves Problems Effectively
- Accessible to Customers

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?

4.11
mean

Standard Deviation
0.94



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 ES (IMAP) email support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.04	4.11	
2	Understanding my needs and requirements	4.08	4.12	
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.16	4.10	
4	Resolving problems effectively	4.16	4.06	
5	Providing effective online documentation and service information	4.02	4.10	
6	Making changes in a direction that better meets my needs	4.06	4.03	

Background

★ Change from 2016 to 2017 is statistically significant

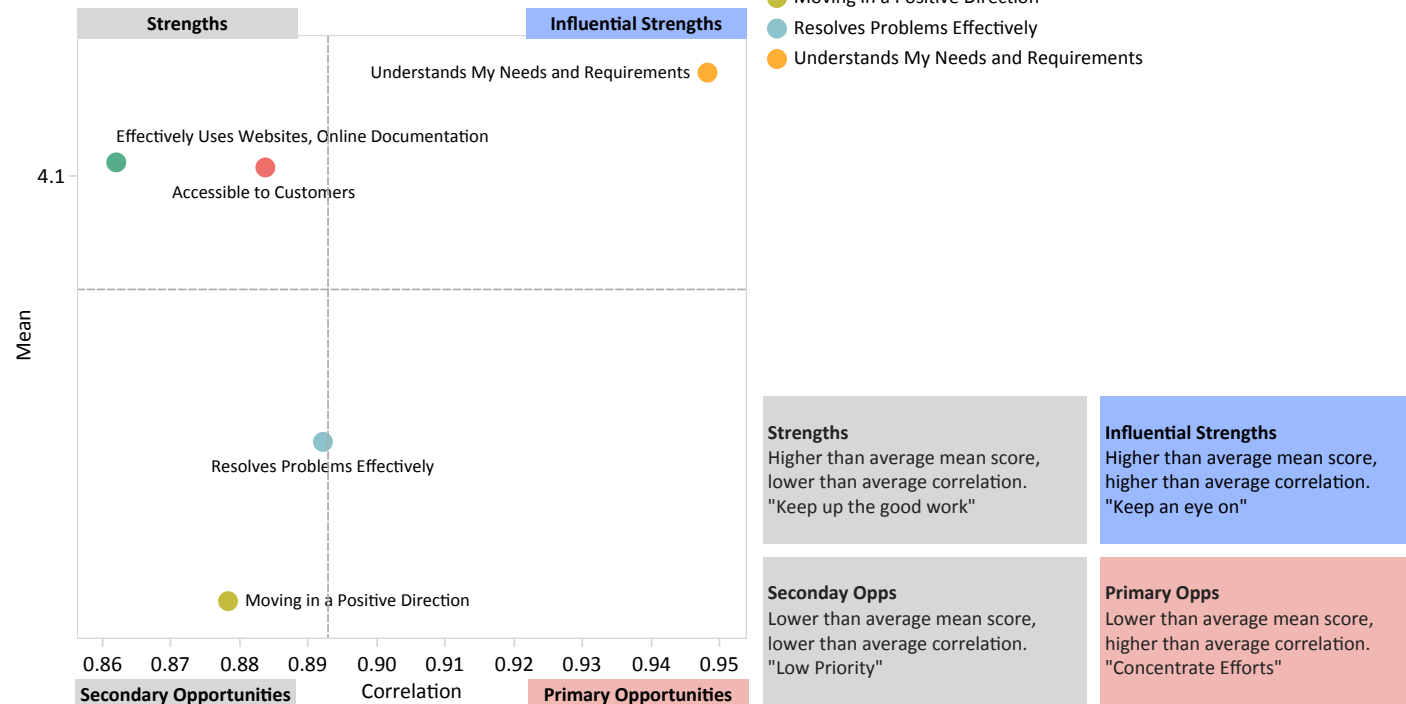
Change of 0.09 or greater

- 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 = 0.89, Mean Average = 4.08



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	4.12	0.95	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.10	0.88	ST
4	Resolving problems effectively	4.06	0.89	SO
5	Providing effective online documentation and service information	4.10	0.86	ST
6	Making changes in a direction that better meets my needs	4.03	0.88	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
Faculty	4.22 (70)	4.24 (70)	4.22 (70)	4.09 (70)	4.24 (70)	4.13 (70)
Staff	4.03 (115)	4.03 (115)	4.02 (115)	4.03 (115)	4.01 (115)	3.98 (115)

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