

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

ZotPortal

ZotPortal is a campus resource designed to provide aggregated, efficient, and customized access to the information and tools staff and faculty need to conduct UCI business.

2019

225
respondents

2017

257 respondents

Strengths

- Resolving Problems Effectively
- Understanding My Needs and Requirements
- Changing in Positive Ways to Meet My Needs

Opportunities

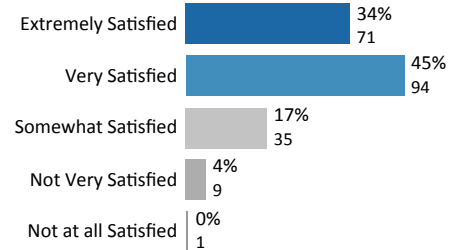
- Effective Online Documentation & Service Info
- Satisfied with Content in ZotPortal

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?

4.07
mean

Standard Deviation
0.84



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			2019 change from prior year
		2016	2017	2019	
1	Thinking about your OVERALL experience with ZotPortal support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.00	4.02	4.07	
2	Understanding my needs and requirements	4.02	3.99	4.06	
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.11	4.00	4.04	
4	Resolving problems effectively	4.12	3.98	4.04	
5	Providing effective online documentation and service information	3.95	3.92	4.01	
6	Changing in positive ways to meet my needs.	3.95	3.93	4.04	
7	How satisfied are you with the content in ZotPortal?	3.90	3.88	3.93	

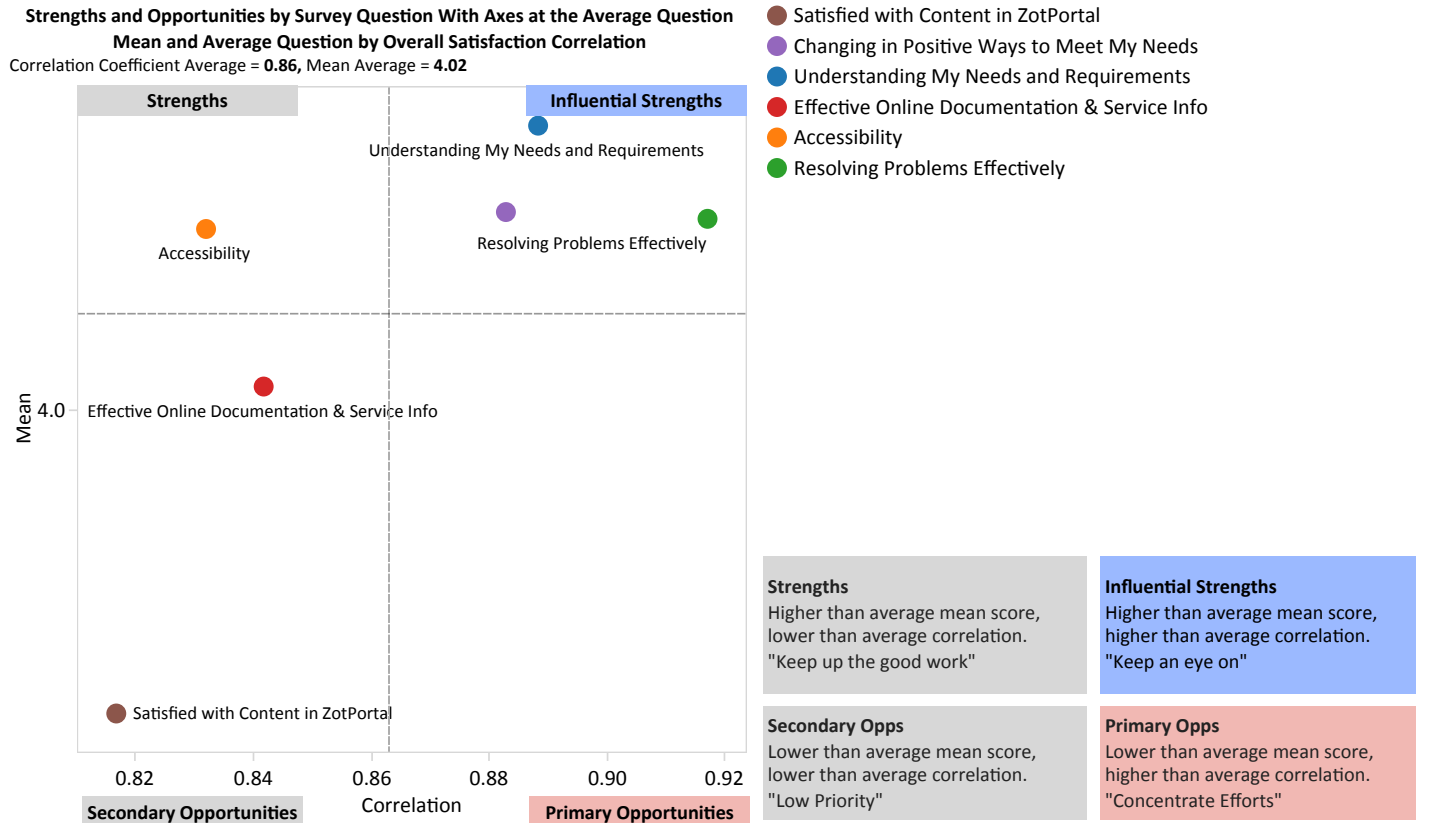
Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 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 (117%) 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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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	4.06	0.89	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.04	0.83	ST
4	Resolving problems effectively	4.04	0.92	IS
5	Providing effective online documentation and service information	4.01	0.84	SO
6	Changing in positive ways to meet my needs.	4.04	0.88	IS
7	How satisfied are you with the content in ZotPortal?	3.93	0.82	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**

	Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs	Satisfied with Content in ZotPortal
Faculty	3.96 (77)	4.01 (77)	3.92 (77)	3.93 (69)	3.97 (75)	3.97 (66)	3.90 (77)
Staff	4.14 (133)	4.09 (127)	4.12 (120)	4.11 (118)	4.02 (121)	4.09 (114)	3.95 (128)

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