

Zotmail is the campus mass-mailing system whereby you can reach large segments of the campus population without impacting the performance of other campus email servers.

2019  
**112**  
respondents

**Strengths**

Resolving Problems Effectively  
Accessibility

**Opportunities**

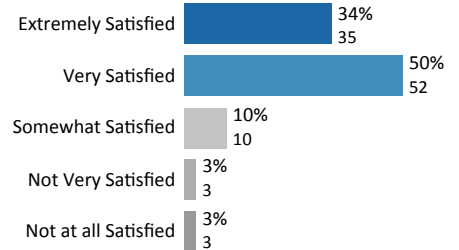
Understanding My Needs and Requirements  
Changing in Positive Ways to Meet My Needs  
Effective Online Documentation & Service Info

**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?

**4.10**  
mean

Standard Deviation  
0.90



**Mean Scores** Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#	Question	2019
1	Thinking of your OVERALL experience with Zotmail support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.10
2	Understanding my needs and requirements	4.06
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.07
4	Resolving problems effectively	4.09
5	Providing effective online documentation and service information	4.05
6	Changing in positive ways to meet my needs.	4.07

**Background**

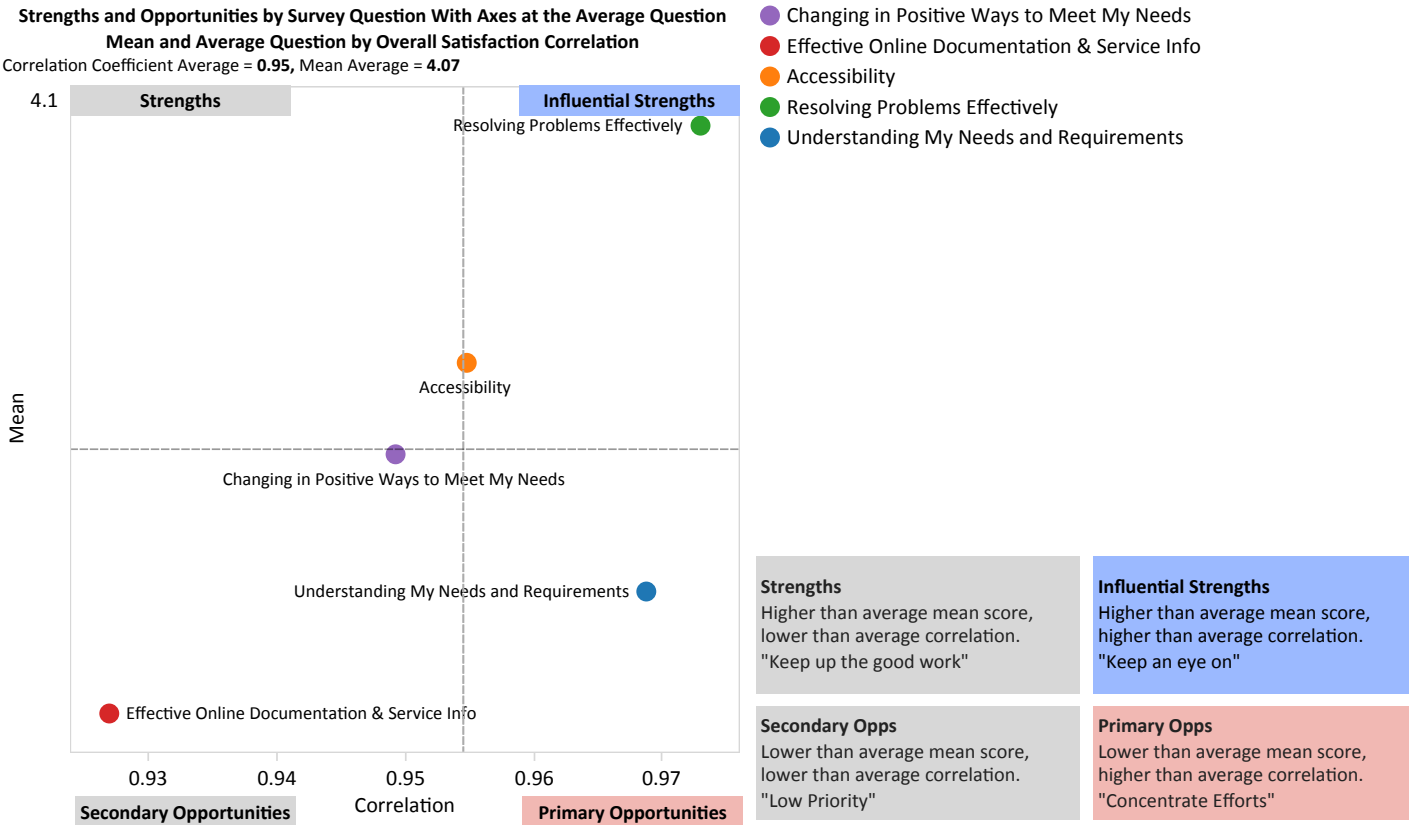
- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents provided computer 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

# UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

## Zotmail

Zotmail is the campus mass-mailing system whereby you can reach large segments of the campus population without impacting the performance of other campus email servers.

**Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation**  
 Correlation Coefficient Average = 0.95, Mean Average = 4.07



**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	0.97	PO
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.07	0.95	IS
4	Resolving problems effectively	4.09	0.97	IS
5	Providing effective online documentation and service information	4.05	0.93	SO
6	Changing in positive ways to meet my needs.	4.07	0.95	SO



# UC Irvine Office of Information Technology Customer Satisfaction Survey

Zotmail

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
Faculty	3.87 (30)	3.79 (28)	3.85 (27)	3.83 (24)	3.80 (25)	3.79 (24)
Staff	4.19 (73)	4.17 (71)	4.16 (67)	4.18 (66)	4.14 (69)	4.17 (63)

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

