

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

Admissions and Relations with Schools

The Admissions and Relations with Schools IT team develops and maintains a range of tools and systems for managing the recruitment, selection and admission of undergraduate students.

2019
45
respondents

Strengths

Understanding My Needs and Requirements
Accessibility

2017
64 respondents

Opportunities

Resolving Problems Effectively
Collaborates
Changing in Positive Ways to Meet My Needs

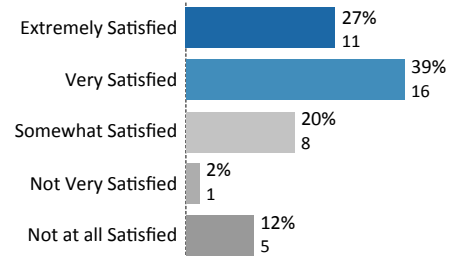
Overall Satisfaction

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?

3.66

mean

Standard Deviation
1.24



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	2019	2019 change from prior year
1	Thinking about your OVERALL experience with Admissions and Relations with Schools IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.27	3.85	3.66	↓
2	Understanding my needs and requirements	4.07	3.74	3.65	↓
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.33	3.73	3.78	↑
4	Resolving problems effectively	4.07	3.77	3.61	↓
5	Providing effective online documentation and service information	4.00	3.73	3.62	↓
6	Changing in positive ways to meet my needs.	4.15	3.64	3.61	↓
7	Admissions and Relations with Schools IT collaborates to meet user training needs on supported applications	4.00	3.76	3.54	↓
8	Admissions and Relations with Schools IT communicates changes, new features and planned/unplanned down-time affecting supported applications	4.07	3.70	3.58	↓

★ 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 (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

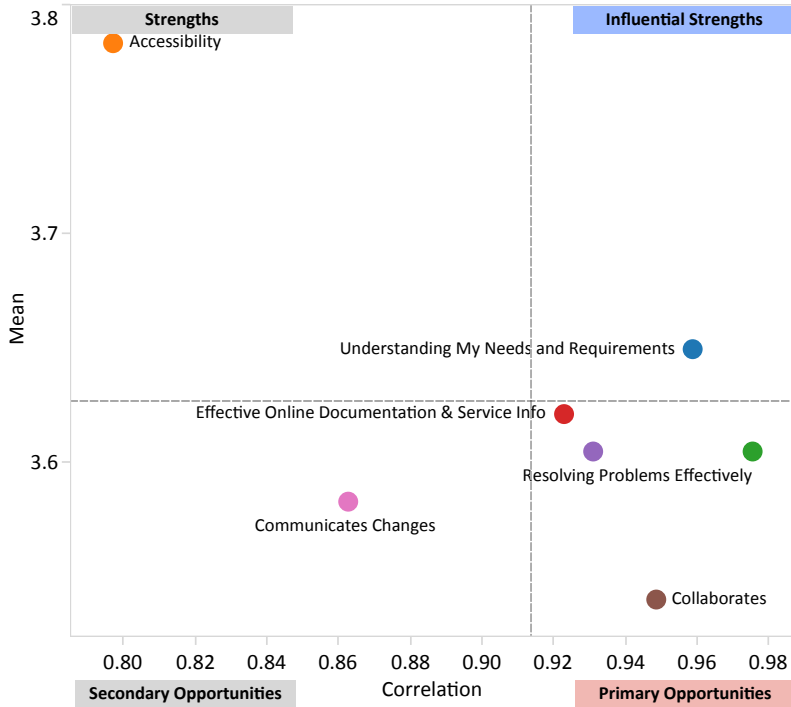
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Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
 Correlation Coefficient Average = **0.91**, Mean Average = **3.63**



- Accessibility
- Collaborates
- Communicates Changes
- Changing in Positive Ways to Meet My Needs
- Resolving Problems Effectively
- Understanding My Needs and Requirements
- Effective Online Documentation & Service Info

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	3.65	0.96	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.78	0.80	ST
4	Resolving problems effectively	3.61	0.98	PO
5	Providing effective online documentation and service information	3.62	0.92	PO
6	Changing in positive ways to meet my needs.	3.61	0.93	PO
7	Admissions and Relations with Schools IT collaborates to meet user training needs on supported applications	3.54	0.95	PO
8	Admissions and Relations with Schools IT communicates changes, new features and planned/unplanned down-time affecting supported applications	3.58	0.86	SO



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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	Collaborates	Communicates Changes
Faculty	4.07 (15)	4.00 (14)	3.86 (14)	4.00 (13)	4.00 (13)	4.08 (13)	4.00 (13)	4.00 (13)
Staff	3.42 (26)	3.46 (26)	3.74 (23)	3.40 (25)	3.42 (24)	3.36 (25)	3.29 (24)	3.35 (23)

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





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Satisfaction Mean Scores by Division and 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	Collaborates	Communicates Changes
APPLIED INNOVATION	Staff	3.00	3.00	4.00	3.00	3.00	3.00	3.00	3.00
ARTS - PRODUCTION DEPARTMENT	Staff	3.00	2.00	2.00	2.00	3.00	2.00	2.00	2.00
AVC-ENROLLMENT MANAGEMENT	Staff	3.00	3.00				1.00	1.00	1.00
CHEMISTRY	Faculty	3.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
CIVIL & ENVIRONMENTAL ENGR	Faculty	4.50	4.50	4.50	5.00	5.00	5.00	5.00	5.00
COMPUTER SCIENCE	Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
EAST ASIAN LANGUAGES & LIT	Faculty	4.00	4.00	2.00	4.00	4.00	4.00	4.00	4.00
EDUCATION	Faculty	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
HEALTH POLICY RESEARCH INST.	Staff	4.00	3.00	4.00	4.00	3.00	4.00	3.00	3.00
HUM GRADUATE OFFICE	Faculty	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
HUMANITIES UNDERGRADUATE	Staff	4.00							
INFORMATICS	Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Staff	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
INFORMATION TECHNOLOGY	Staff	3.50	3.67	4.33	3.67	3.33	3.67	3.50	3.00
MATHEMATICS	Faculty	5.00	5.00	4.50	5.00	5.00	5.00	5.00	5.00
MECHANICAL & AEROSPACE ENGR	Staff	5.00	5.00	4.00	4.00	5.00	4.00	5.00	5.00
OFFICE OF INSTITUTIONAL RSRCH	Staff	3.00	4.00		3.00		3.00		
OFFICE OF UNDERGRAD ADMISSIONS	Staff	3.57 (7)	3.57 (7)	4.00 (7)	3.57 (7)	3.71 (7)	3.83 (6)	3.57 (7)	3.57 (7)
PAUL MERAGE SCHOOL OF BUSINESS	Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.
Blank cells: respondents did not provide an answer to the question.



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		Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs	Collaborates	Communicates Changes
PAUL MERAGE SCHOOL OF BUSINESS	Staff	4.00	4.00	4.00	4.00	3.50	4.00	4.00	4.00
PHILOSOPHY	Staff	2.00	3.00	3.00	3.00	3.00	3.00	3.00	4.00
PHYSICS AND ASTRONOMY	Faculty	2.50	2.50	3.00	2.50	2.50	3.00	2.50	2.50
SOC SCI UNDERGRAD STUDENT AFRS	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SOCIAL SCIENCE GRAD OFFICE	Faculty	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
STUDENT GOV & STUDENT MEDIA	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
SUMMER SESSION	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
UNIVERSITY REGISTRARS	Staff	2.50	3.00	3.00	2.50	2.50	2.50	2.50	3.00

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