

UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

Windows System Administration

Windows System Administration OIT provides system administration of servers running Microsoft Windows technologies (Windows Server, security patching, etc.).

2019

66

respondents

Strengths

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

Opportunities

Effective Online Documentation & Service Info
Resolving Problems Effectively

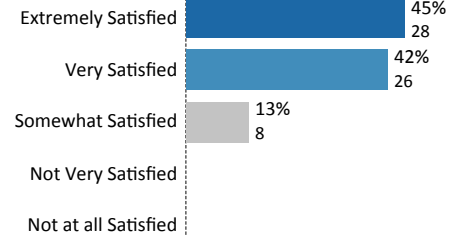
Overall Satisfaction

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?

4.32

mean

Standard Deviation
0.69



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 Windows System Administration support, how would you rate your satisfaction with it during the past 12 months in meeting your or your department's needs?	4.32
2	Understanding my needs and requirements	4.43
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.42
4	Resolving problems effectively	4.38
5	Providing effective online documentation and service information	4.37
6	Changing in positive ways to meet my needs.	4.42

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

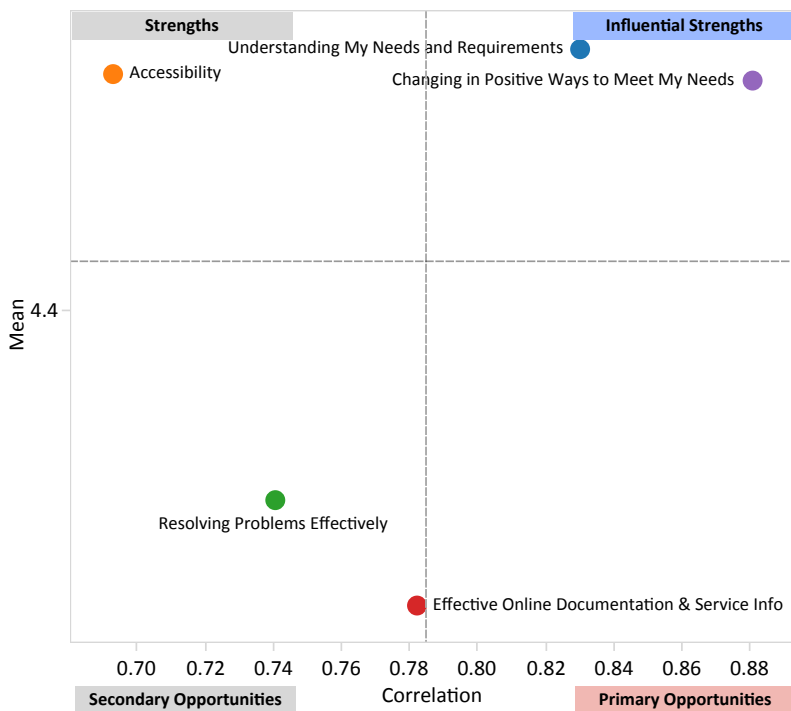
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Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
 Correlation Coefficient Average = **0.79**, Mean Average = **4.40**



- Accessibility
- 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	4.43	0.83	IS
3	Accessibility (via phone, voicemail, e-mail, etc.)	4.42	0.69	ST
4	Resolving problems effectively	4.38	0.74	SO
5	Providing effective online documentation and service information	4.37	0.78	SO
6	Changing in positive ways to meet my needs.	4.42	0.88	IS



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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
Faculty	4.33 (6)	4.20 (5)	4.25	4.00 (6)	4.00 (5)	4.50
Staff	4.32 (56)	4.45 (56)	4.44 (55)	4.42 (57)	4.41 (49)	4.42 (48)

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
ACADEMIC AFFAIRS	Staff	4.00	4.00	3.00	4.00	4.00	3.00
ACADEMIC ENGLISH/ESL PROGRAM	Faculty	4.00			3.00		
ACCOUNTING OFFICE	Staff	4.00	4.00	5.00	5.00	5.00	5.00
CAMPUS TEMPORARY SERVICES	Staff	5.00	5.00	5.00	5.00	5.00	5.00
CIVIL & ENVIRONMENTAL ENGR	Faculty	5.00	5.00	5.00	5.00	5.00	5.00
COMPUTER SCIENCE	Faculty	4.00	4.00	4.00	4.00	4.00	5.00
COUNSELING CENTER	Staff	5.00	5.00	5.00	5.00	5.00	5.00
DESIGN & CONSTRUCTION SERVICES	Staff	5.00	5.00	5.00	5.00	5.00	5.00
DIVISION OF FINANCE & ADMIN	Staff	4.00	4.00	4.00	4.00	4.00	4.00
DONALD BREN SCHOOL OF ICS	Staff	5.00	5.00	5.00	5.00	4.00	
EARTH SYSTEM SCIENCE	Faculty	5.00	5.00	5.00	5.00	5.00	5.00
EDUCATION	Staff	3.00	4.00	4.00	4.00	3.00	3.00
EDUCATION - WP	Staff	4.00					
EQUAL OPPORTUNITY & DIVERSITY	Staff	5.00	5.00	5.00	5.00	5.00	5.00
FACILITIES MANAGEMENT	Staff	4.00		5.00	5.00	5.00	
GRADUATE DIVISION	Staff	5.00	5.00	5.00	5.00	5.00	5.00
HENRY SAMUELI SCH. ENGINEERING	Faculty	4.00	3.00	3.00	3.00	3.00	3.00
HOUSING	Staff	4.00	4.00	4.00	4.00	4.00	4.00
INFORMATION TECHNOLOGY	Staff	4.48 (29)	4.48 (31)	4.35 (31)	4.45 (31)	4.38 (26)	4.48 (27)
LIBRARY	Staff	4.00	5.00		3.00	4.00	4.00

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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
MOLECULAR BIOLOGY & BIOCHEM	Staff	4.00	4.00	4.00	4.00	4.00	4.00
OFFICE OF RES-RESEARCH ADMIN	Staff	3.00	3.00		3.00	3.00	
OFFICE OF RESEARCH	Staff	4.00	4.00	5.00	4.00	5.00	
PAUL MERAGE SCHOOL OF BUSINESS	Staff	5.00	5.00	5.00	5.00	5.00	5.00
PEOPLE SERVICES HUMAN RESOURCE	Staff		5.00	5.00	5.00	5.00	5.00
SCHOOL OF LAW	Faculty	4.00	4.00		4.00	3.00	
	Staff	5.00	5.00	5.00	5.00	5.00	5.00
STRATEGIC COMMUNICATIONS	Staff	4.00	4.00	4.00	4.00	4.00	4.00
STUDENT CENTER & EVENT SVS	Staff	4.00	4.00	4.00	4.00	4.00	4.00
UC PATH	Staff	3.00	4.00	4.00	3.00		3.00
UNIVERSITY ADVANCEMENT	Staff	3.50	4.00	4.00	4.00		4.00
UNIVERSITY EXTENSION	Staff	4.00	4.00	4.00	4.00	4.00	4.00
UNIVERSITY REGISTRARS	Staff	4.00	5.00	5.00	5.00	5.00	5.00

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