2023 OIT Satisfaction Survey
Business Intelligence and Data Warehouse

EXECUTIVE SUMMARY

BACKGROUND

- 4th year of the OIT Customer Satisfaction Survey
- Survey Period: February 21 - March 17, 2023
- 24 OIT support groups and 45 systems participated in the survey
- Invited: 11,638 Faculty and Staff (2,039 Faculty and 9,599 Staff)
- Total Responses: 1,772 (15%) (192 Faculty and 1,580 Staff)
- Survey consisted of up to 8 standard satisfaction questions, customer service recognition, and open-ended questions related to areas of improvement and experience with support group/system
- Contact oit@uci.edu for questions about this report or additional analysis of survey data

TOTAL RESPONSES	OVERALL SATISFACTION
61	83%
Respondents	Very or Extremely Satisfied

	TOP SATISFACTION SCORES	LOWEST SATISFACTION SCORES	LARGEST CHANGES IN SCORES ↑↓ *change of .09 or more,* ● *less than .09*
1	Accessible to Customers	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs ↑
2	Collaborates	Overall Satisfaction	Accessible to Customers ↑
3	Changing in Positive Ways to Meet My Needs	Understands My Needs and Requirements	Resolves Problems Effectively ↑
4	Communicates Changes	Resolves Problems Effectively	Understands My Needs and Requirements ↑
5	Resolves Problems Effectively	Communicates Changes	Overall Satisfaction ↑

DRIVERS OF SATISFACTION

STRENGTHS	OPPORTUNITIES
Resolves Problems Effectively	Effective Online Documentation & Service Info
Changing in Positive Ways to Meet My Needs	Understands My Needs and Requirements
Collaborates	

NEXT STEPS

- Monitor and track trends from prior years.
- Encourage directors to discuss the results with their teams and have a facilitated session to discuss the results and actions they can take to make improvements.
- Be comprehensive in your interpretation of the data by attending to areas of strength (e.g., 90% were satisfied) and opportunities for growth (e.g., 10% were not).
- Communicate the results and action plans of the survey as widely as possible - via website, email staff members recognized for excellent customer service.
- Develop an action plan based on the opportunities. Compare past action plans/implementations with current results.
- Regularly communicate the linkage between the actions taken throughout the year and the survey ("we heard you").

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The Business Intelligence and Data Warehouse team provides integrated data for reporting and analysis support. Support includes large campus data sets, reporting tools, and analytics of campus data.

2023

61

respondents

2019

64 respondents

Strengths

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

Opportunities

Effective Online Documentation & Service Info
Understands My Needs and Requirements

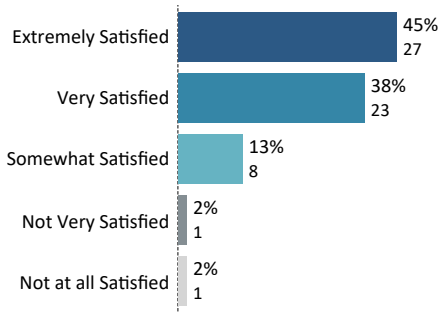
Overall Satisfaction

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?

4.23

mean

Standard Deviation 0.86



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 2017	2019	2023	2023 change from prior year
1	Thinking about your OVERALL experience with Business Intelligence and Data Warehouse support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	3.79	4.12	4.23	↑
2	Understands my needs and requirements	3.79	4.15	4.27	↑
3	Accessible to me (via phone, voicemail, email, etc.)	3.80	4.19	4.32	↑
4	Resolves problems effectively	3.82	4.16	4.28	↑
5	Provides effective online documentation and service information	3.71	4.02	4.13	↑
6	Changing in positive ways to meet my needs	3.78	4.04	4.31	↑
7	Collaborates to meet user training needs on supported applications			4.31	
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications			4.28	

Arrow Up/Down - Increase/Decrease of 0.09 or greater

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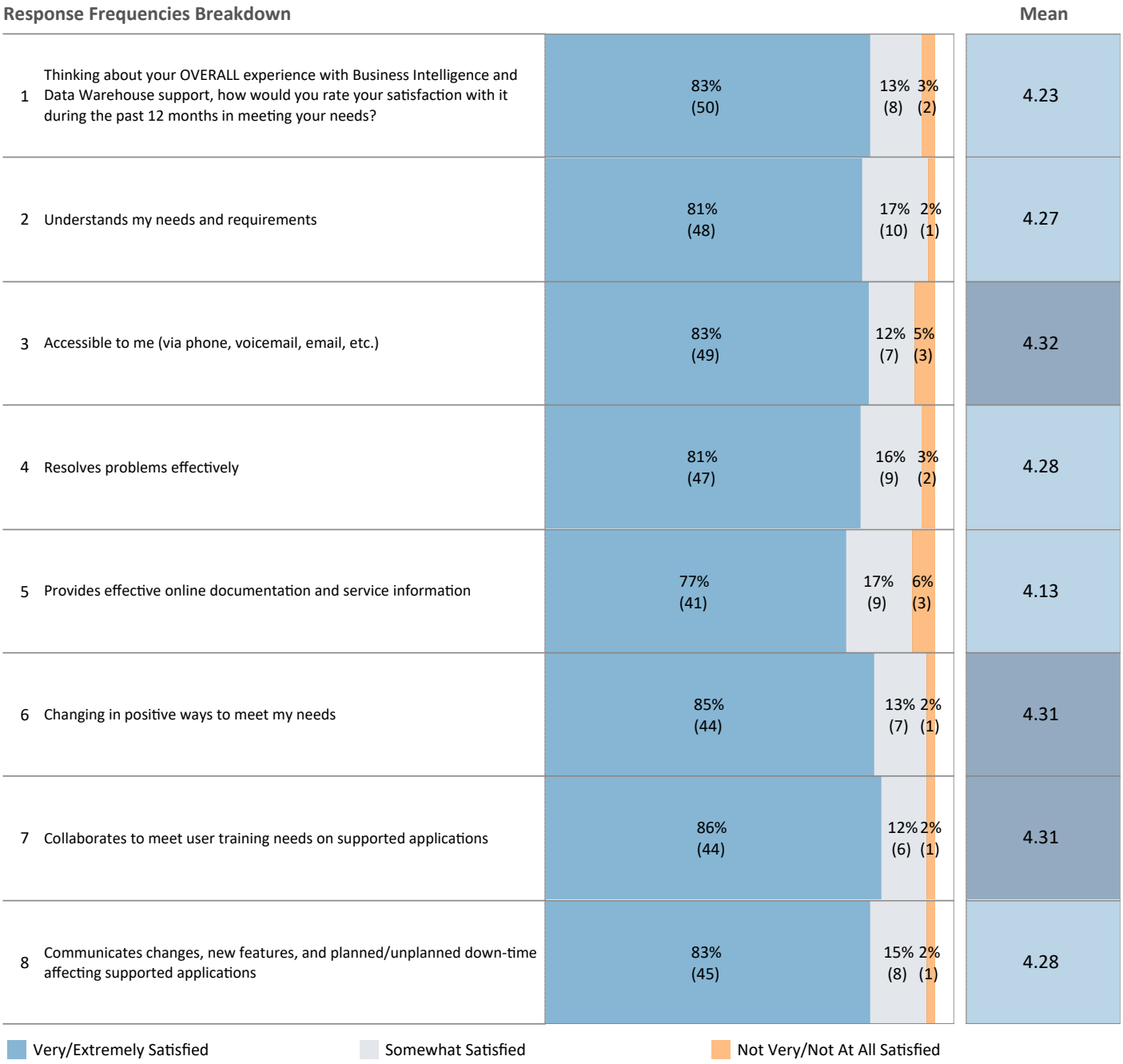
2023 Satisfaction Question Response Frequencies



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

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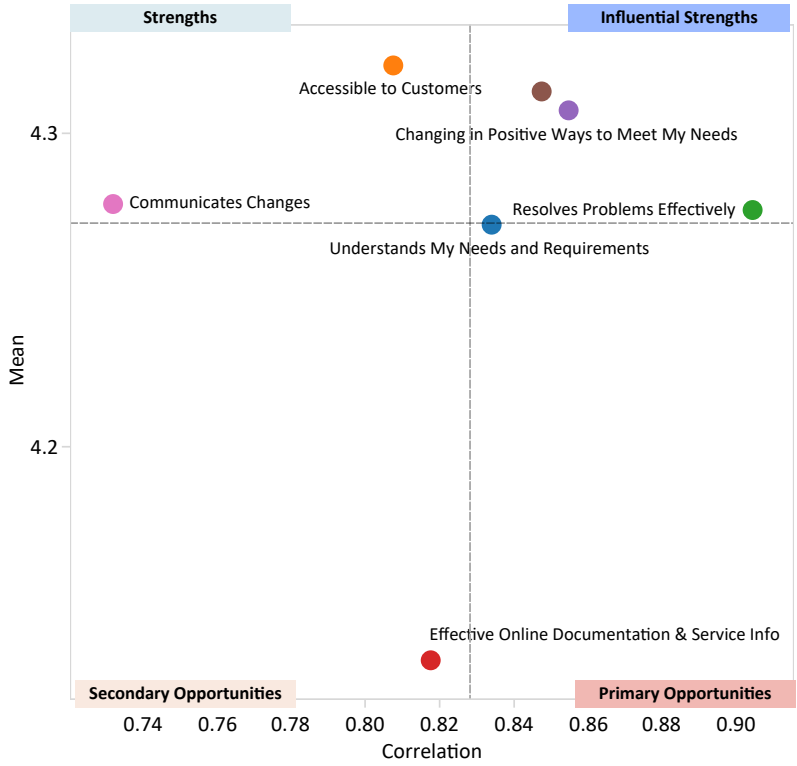
Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
Correlation Coefficient Average = **0.83,** Mean Average = **4.27**



- Understands My Needs and Requirements
- Accessible to Customers
- Resolves Problems Effectively
- Effective Online Documentation & Service Info
- Changing in Positive Ways to Meet My Needs
- Collaborates
- Communicates Changes

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	Understands my needs and requirements	4.27	0.83	PO
3	Accessible to me (via phone, voicemail, email, etc.)	4.32	0.81	ST
4	Resolves problems effectively	4.28	0.90	IS
5	Provides effective online documentation and service information	4.13	0.82	SO
6	Changing in positive ways to meet my needs	4.31	0.85	IS
7	Collaborates to meet user training needs on supported applications	4.31	0.85	IS
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.28	0.73	ST

Survey and analytics powered by Triton*lytics*™, Operational Strategic Initiatives, UC San Diego

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	Understands My Needs and Requirements	Accessible to Customers	Resolves Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs	Collaborates	Communicates Changes
Academic Affairs/ Academic Personnel	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Academic Affairs/ Office Institutional Research	Staff	2.00	2.00	3.00	2.00	2.00	2.00	2.00	2.00
Academic Affairs/ Provost General Operations	Staff	4.00	3.00	4.00	4.00	4.00	4.00	4.00	4.00
Academic Affairs/ Registrar	Staff	4.00	4.00	5.00	3.00		4.00	4.00	4.00
Academic Affairs/ Undergraduate Admissions	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Claire Trevor Sch of the Arts/ Arts Deans Office	Staff	3.00	3.00	2.50	3.00	1.50	3.00	3.00	3.50
Div of Finance/ Administration/ Accounting & Fiscal Services	Staff	4.33	4.67	4.33	4.67	4.33	4.67	4.67	4.67
Div of Finance/ Administration/ Budget Office	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Div of Finance/ Administration/ DFA AVC Pgrm Dev & Execution	Staff	4.50	4.50	4.50	4.50	4.50	4.50	4.50	4.50
Div of Finance/ Administration/ Facilities Management	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Div of Finance/ Administration/ Procurement Services	Staff	4.33	4.33	4.33	4.33	4.33	4.33	4.33	4.33
Donald Bren School of ICS/ ICS DO Student Affairs	Staff	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00
Donald Bren School of ICS/ Informatics	Staff	4.00							4.00
Donald Bren School of ICS/ Statistics	Staff	5.00	5.00	5.00	5.00	5.00			
Executive Management/ Chancellors Office	Staff	5.00	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Executive Management/ Chief HR Officer/VC-HR	Staff	5.00	5.00	5.00					
Executive Management/ Health Science Human Resources	Staff	4.00	4.00	5.00	4.00	4.00	4.00	5.00	3.00
Executive Management/ Medical Center Human Resources	Staff	4.00	4.00	5.00	4.00	3.00			5.00
Executive Management/ Ofc of Equal Oppor & Diversity	Staff	5.00	5.00	5.00	5.00		5.00		
Graduate Division/ Grad Div Operations	Staff	3.00	4.00	4.00	4.00	3.00	5.00	4.00	3.00

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.