

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 |
|--------------------|------------------------------------|
| 118 Respondents | 90% Very or Extremely Satisfied |

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

| DRIVERS OF SATISFACTION | |
|---|--|
| STRENGTHS | OPPORTUNITIES |
| Understands My Needs and Requirements | Resolves Problems Effectively |
| Effective Online Documentation & Service Info | |
| Accessible to Customers | Changing in Positive Ways to Meet My Needs |

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").

UCI 2023 OIT Satisfaction Survey

Google Workspace for Education

The Google Workspace for Education support team encompasses the Google cloud suite of services including Gmail, Google Docs, Google Sheets, Google Slides and more.

2023
118
respondents

Strengths

- Understands My Needs and Requirements
- Effective Online Documentation & Service Info
- Accessible to Customers

2019
228
respondents

Opportunities

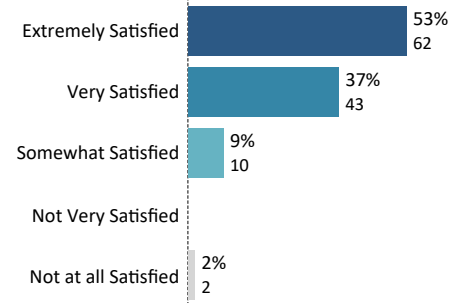
- Resolves Problems Effectively
- Changing in Positive Ways to Meet My Needs

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?

4.39
mean

Standard Deviation
0.78



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

Mean Score

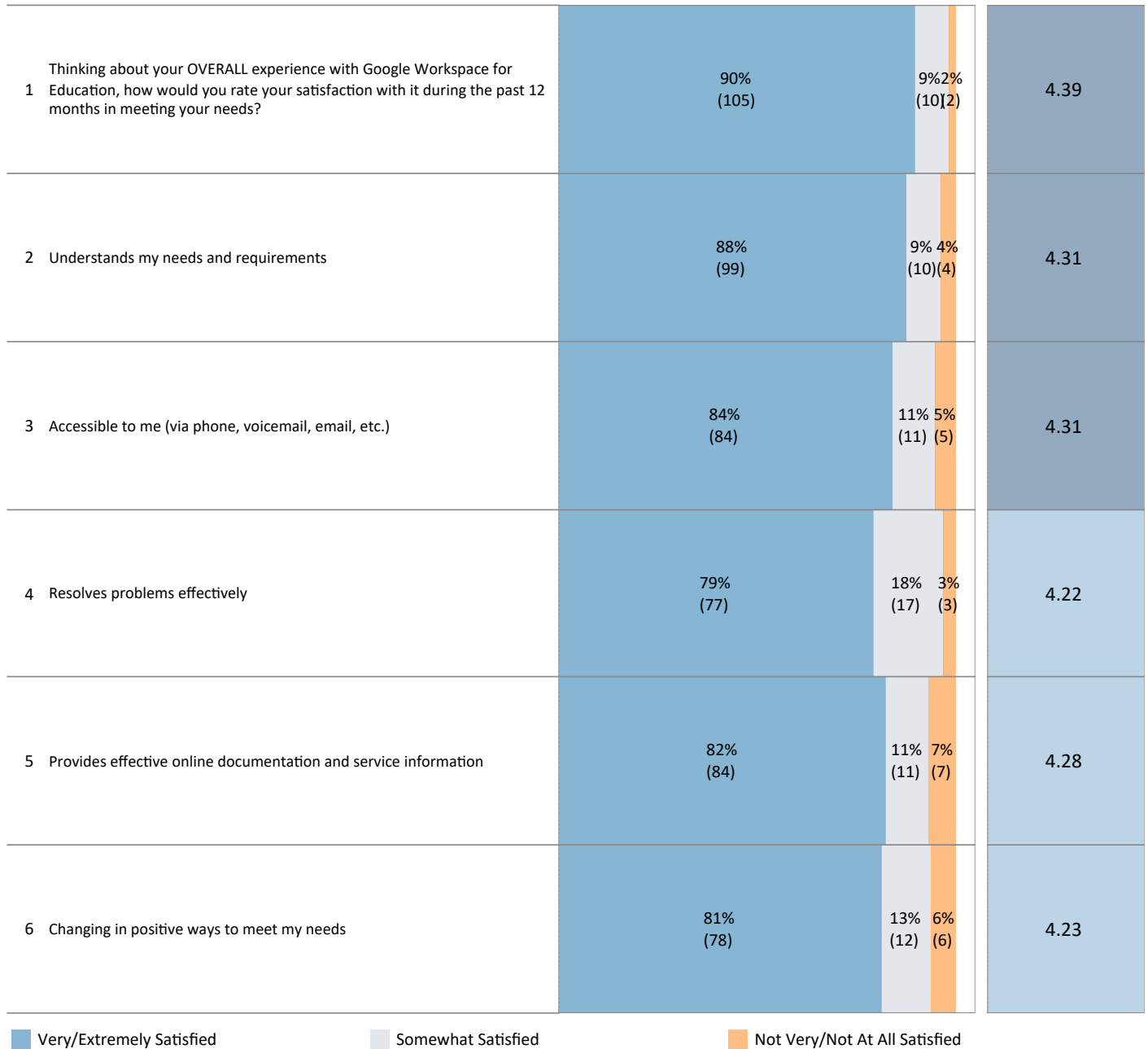
| # | Question | 2017 | 2019 | 2023 | 2023 change from prior year |
|---|---|------|------|------|-----------------------------|
| 1 | Thinking about your OVERALL experience with Google Workspace for Education, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.31 | 4.39 | 4.39 | |
| 2 | Understands my needs and requirements | 4.32 | 4.37 | 4.31 | |
| 3 | Accessible to me (via phone, voicemail, email, etc.) | 4.30 | 4.39 | 4.31 | |
| 4 | Resolves problems effectively | 4.33 | 4.36 | 4.22 | |
| 5 | Provides effective online documentation and service information | 4.28 | 4.26 | 4.28 | |
| 6 | Changing in positive ways to meet my needs | 4.26 | 4.29 | 4.23 | |

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

The Google Workspace for Education support team encompasses the Google cloud suite of services including Gmail, Google Docs, Google Sheets, Google Slides and more.

2023 Satisfaction Question Response Frequencies

Response Frequencies Breakdown

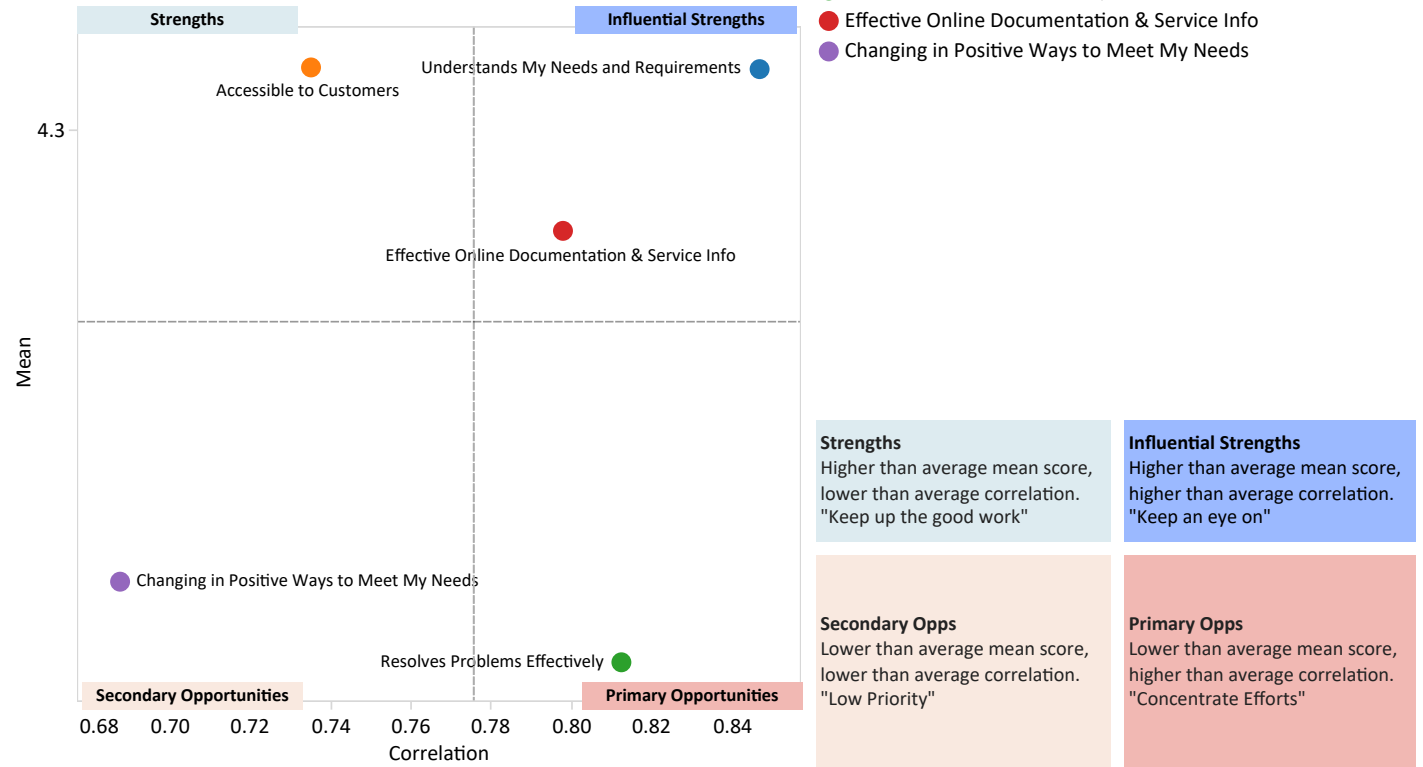


Mean (Average) Scores - Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

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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 = **0.78**, Mean Average = **4.27**



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 | 4.31 | 0.85 | IS |
| 3 | Accessible to me (via phone, voicemail, email, etc.) | 4.31 | 0.73 | ST |
| 4 | Resolves problems effectively | 4.22 | 0.81 | PO |
| 5 | Provides effective online documentation and service information | 4.28 | 0.80 | IS |
| 6 | Changing in positive ways to meet my needs | 4.23 | 0.69 | 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 | Understands My Needs and Requirements | Accessible to Customers | Resolves Problems Effectively | Effective Online Documentation & Service Info | Changing in Positive Ways to Meet My Needs |
|------------------|----------------------|---------------------------------------|-------------------------|-------------------------------|---|--|
| Academic/Faculty | 4.33 (15) | 4.29 (14) | 3.90 (10) | 4.22 (9) | 4.20 (10) | 4.10 (10) |
| Staff | 4.40 (102) | 4.31 (99) | 4.36 (90) | 4.22 (88) | 4.29 (92) | 4.24 (86) |

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.