

## 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
69 Respondents	76% 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 Accessible to Customers	1 Changing in Positive Ways to Meet My Needs	1 Changing in Positive Ways to Meet My Needs ↓
2 Resolves Problems Effectively	2 Collaborates	2 Accessible to Customers ●
3 Understands My Needs and Requirements	3 Communicates Changes	3 Collaborates ●
4 Effective Online Documentation & Service I..	4 Overall Satisfaction	4 Effective Online Documentation & Service Info ●
5 Overall Satisfaction	5 Effective Online Documentation & Service Info	5 Overall Satisfaction ●

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

### 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").

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

2023  
**69**  
respondents

**Strengths**

- Effective Online Documentation & Service Info
- Resolves Problems Effectively
- Understands My Needs and Requirements

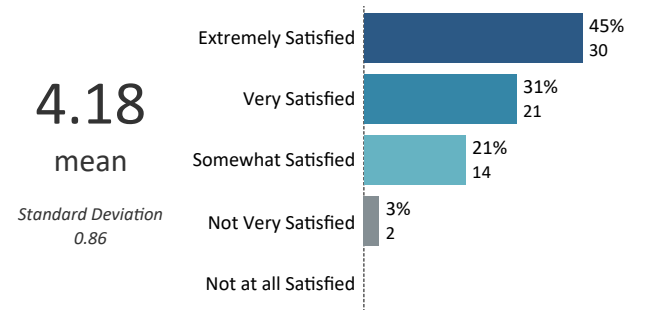
2019  
137  
respondents

**Opportunities**

- Changing in Positive Ways to Meet My Needs
- Collaborates
- Communicates Changes

**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?



**4.18**  
mean

Standard Deviation  
0.86

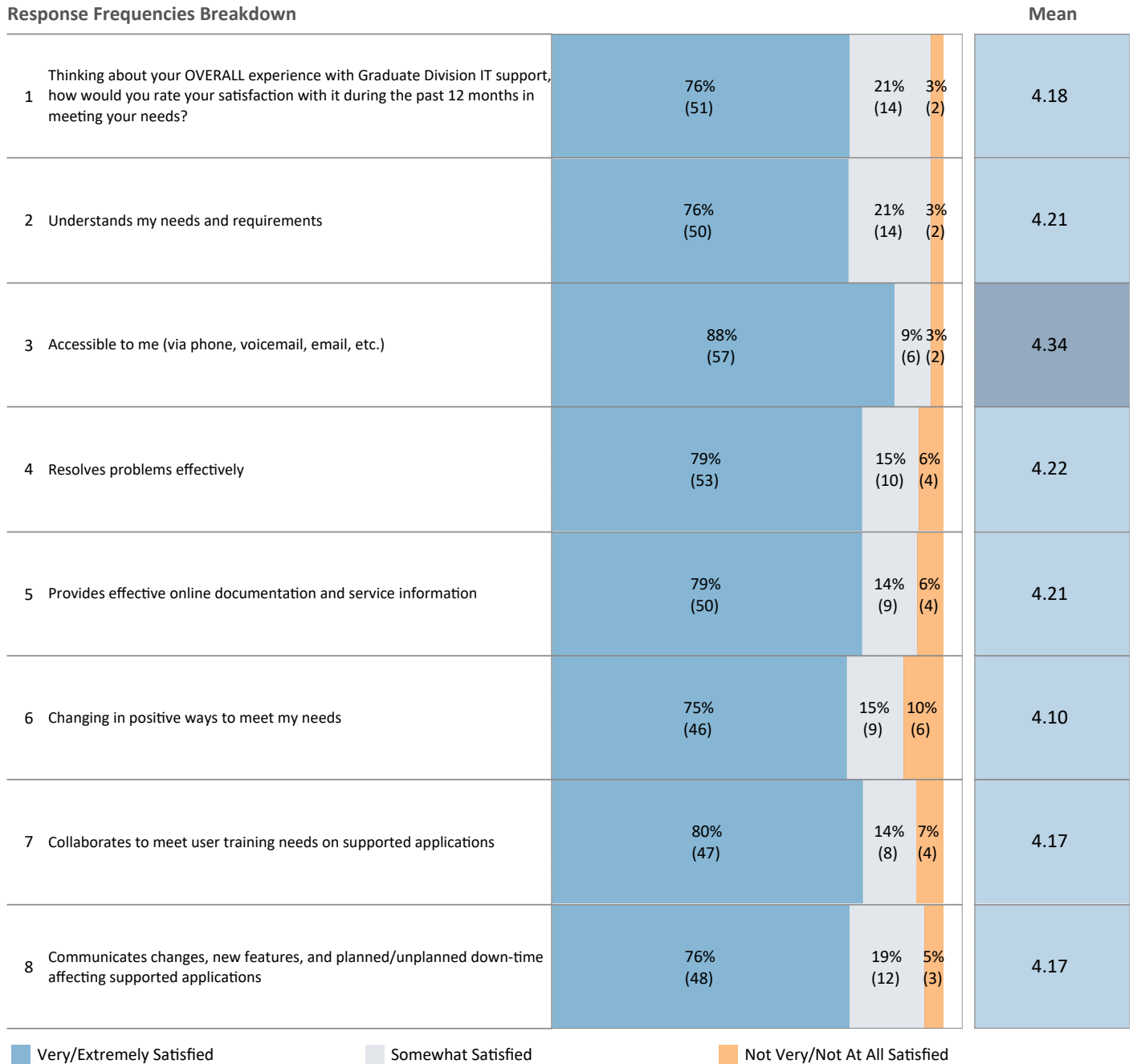
**Mean Scores** Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#	Question	2017	2019	2023	2023 change from prior year
1	Thinking about your OVERALL experience with Graduate Division IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.11	4.22	4.18	↓
2	Understands my needs and requirements	4.07	4.24	4.21	↓
3	Accessible to me (via phone, voicemail, email, etc.)	4.07	4.26	4.34	↑
4	Resolves problems effectively	4.08	4.23	4.22	↓
5	Provides effective online documentation and service information	4.06	4.16	4.21	↑
6	Changing in positive ways to meet my needs	4.04	4.20	4.10	↓
7	Collaborates to meet user training needs on supported applications	3.88	4.22	4.17	↓
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.06	4.17	4.17	↔

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

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

## 2023 Satisfaction Question Response Frequencies

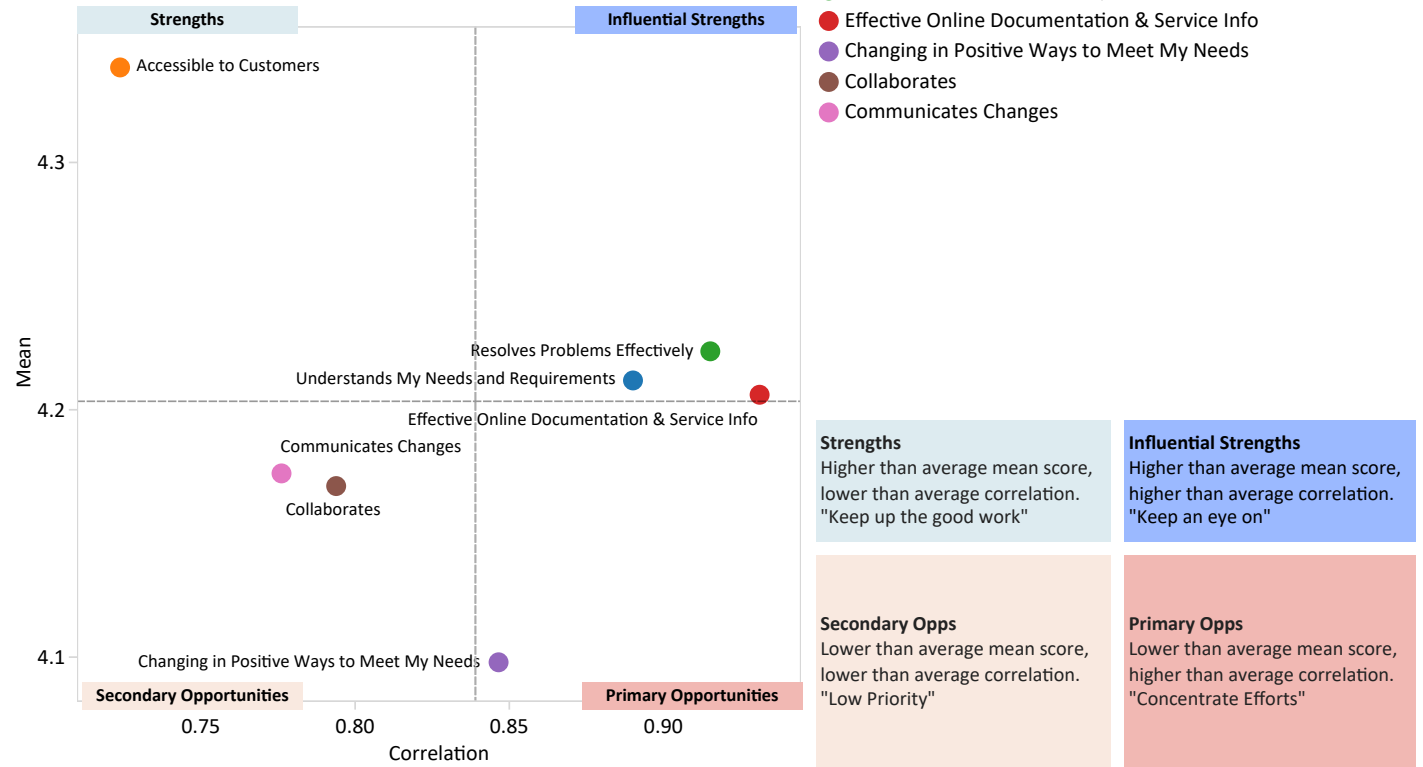


**Mean (Average) Scores** - Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

**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 = **0.84**, Mean Average = **4.20**



**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	4.21	0.89	IS
3	Accessible to me (via phone, voicemail, email, etc.)	4.34	0.72	ST
4	Resolves problems effectively	4.22	0.91	IS
5	Provides effective online documentation and service information	4.21	0.93	IS
6	Changing in positive ways to meet my needs	4.10	0.85	PO
7	Collaborates to meet user training needs on supported applications	4.17	0.79	SO
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.17	0.78	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	Collaborates	Communicates Changes
Academic/Faculty	3.00	2.67	3.50	2.50	3.00	2.00	2.50	3.00
Staff	4.23 (64)	4.29 (63)	4.37 (63)	4.28 (65)	4.25 (61)	4.17 (59)	4.23 (57)	4.21 (61)

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.