UCI 2023 OIT Satisfaction Survey
OIT Help Desk and Desktop Support

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
1,276 Respondents	**84%** 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	1	Effective Online Documentation & Service Info	1	Changing in Positive Ways to Meet My Needs	⬆
2	Understands My Needs and Requirements	2	Resolves Problems Effectively	2	Accessible to Customers	●
3	Overall Satisfaction	3	Changing in Positive Ways to Meet My Needs	3	Understands My Needs and Require..	●
4	Changing in Positive Ways to Meet My Needs	4	Overall Satisfaction	4	Effective Online Documentation & Service Info	●
5	Resolves Problems Effectively	5	Understands My Needs and Requirements	5	Overall Satisfaction	●

DRIVERS OF SATISFACTION

STRENGTHS	OPPORTUNITIES
Accessible to Customers	Resolves Problems Effectively Understands My Needs and Requirements 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").

2023 OIT Satisfaction Survey
OIT Help Desk and Desktop Support

OIT Help Desk and Desktop Support are the first point of contact for OIT services including business systems, email, calendar, security, campus network and telephone, and OIT desktop.

2023
1,276
respondents

2019
756
respondents

Strengths
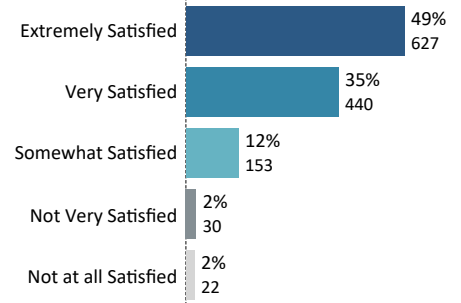
Accessible to Customers

Opportunities

Resolves Problems Effectively
Understands My Needs and Requirements
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?

4.27
mean

Standard Deviation 0.89

	%	Count
Extremely Satisfied	49%	627
Very Satisfied	35%	440
Somewhat Satisfied	12%	153
Not Very Satisfied	2%	30
Not at all Satisfied	2%	22

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

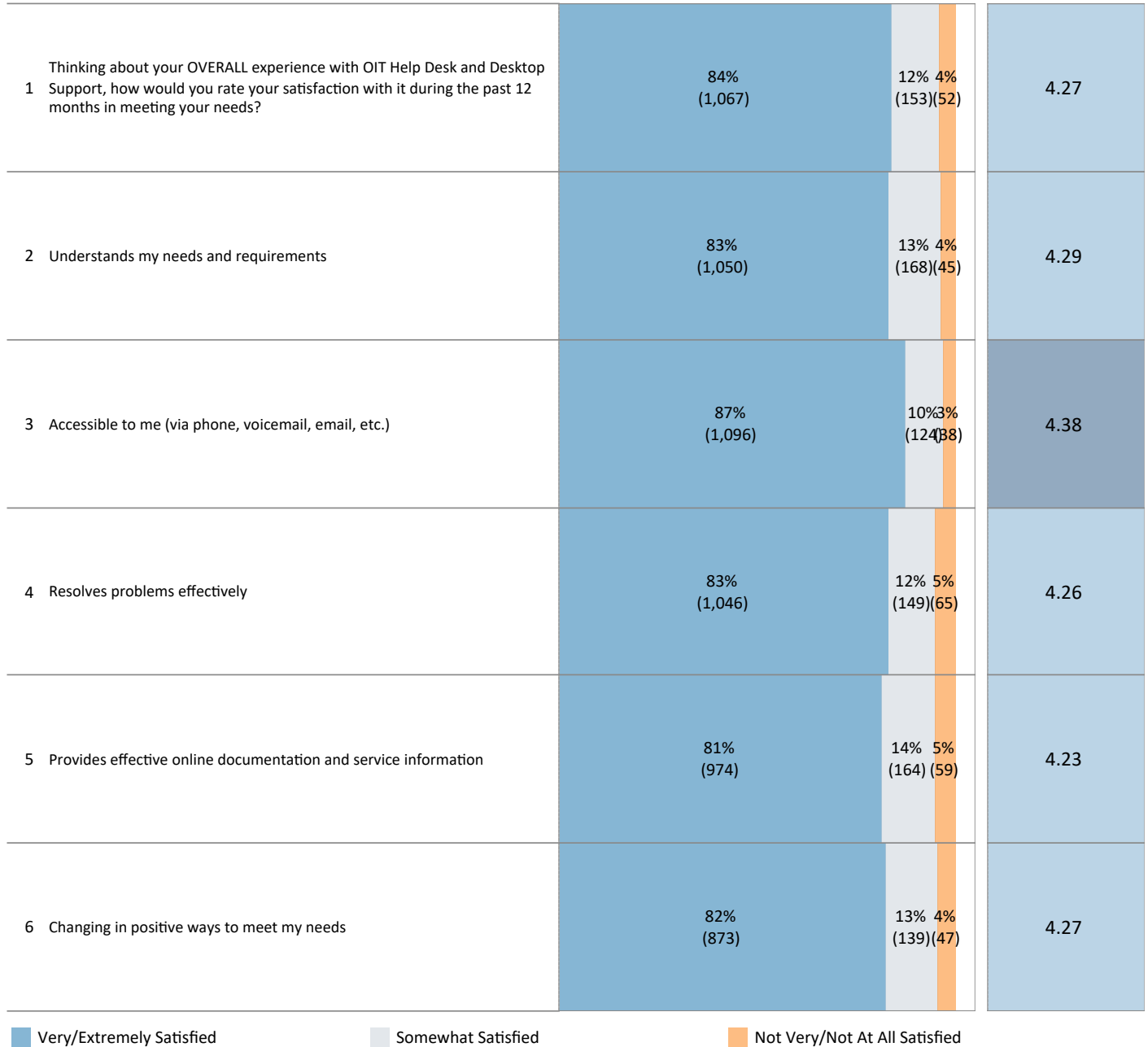| #	Question	Mean Score 2017	2019	2023	2023 change from prior year
1	Thinking about your OVERALL experience with OIT Help Desk and Desktop Support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.20	4.21	4.27	
2	Understands my needs and requirements	4.19	4.21	4.29	
3	Accessible to me (via phone, voicemail, email, etc.)	4.32	4.31	4.38	
4	Resolves problems effectively	4.19	4.20	4.26	
5	Provides effective online documentation and service information	4.13	4.16	4.23	
6	Changing in positive ways to meet my needs	4.13	4.16	4.27	★ ⬆

★ Change from prior year is statistically significant

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

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2023 Satisfaction Question Response Frequencies

Response Frequencies Breakdown   **Mean**

#	Question	Very/Extremely Satisfied	Somewhat Satisfied	Not Very/Not At All Satisfied	Mean
1	Thinking about your OVERALL experience with OIT Help Desk and Desktop Support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	84% (1,067)	12% (153)	4% (52)	4.27
2	Understands my needs and requirements	83% (1,050)	13% (168)	4% (45)	4.29
3	Accessible to me (via phone, voicemail, email, etc.)	87% (1,096)	10% (124)	3% (38)	4.38
4	Resolves problems effectively	83% (1,046)	12% (149)	5% (65)	4.26
5	Provides effective online documentation and service information	81% (974)	14% (164)	5% (59)	4.23
6	Changing in positive ways to meet my needs	82% (873)	13% (139)	4% (47)	4.27

■ Very/Extremely Satisfied   ■ Somewhat Satisfied   ■ Not Very/Not At All Satisfied
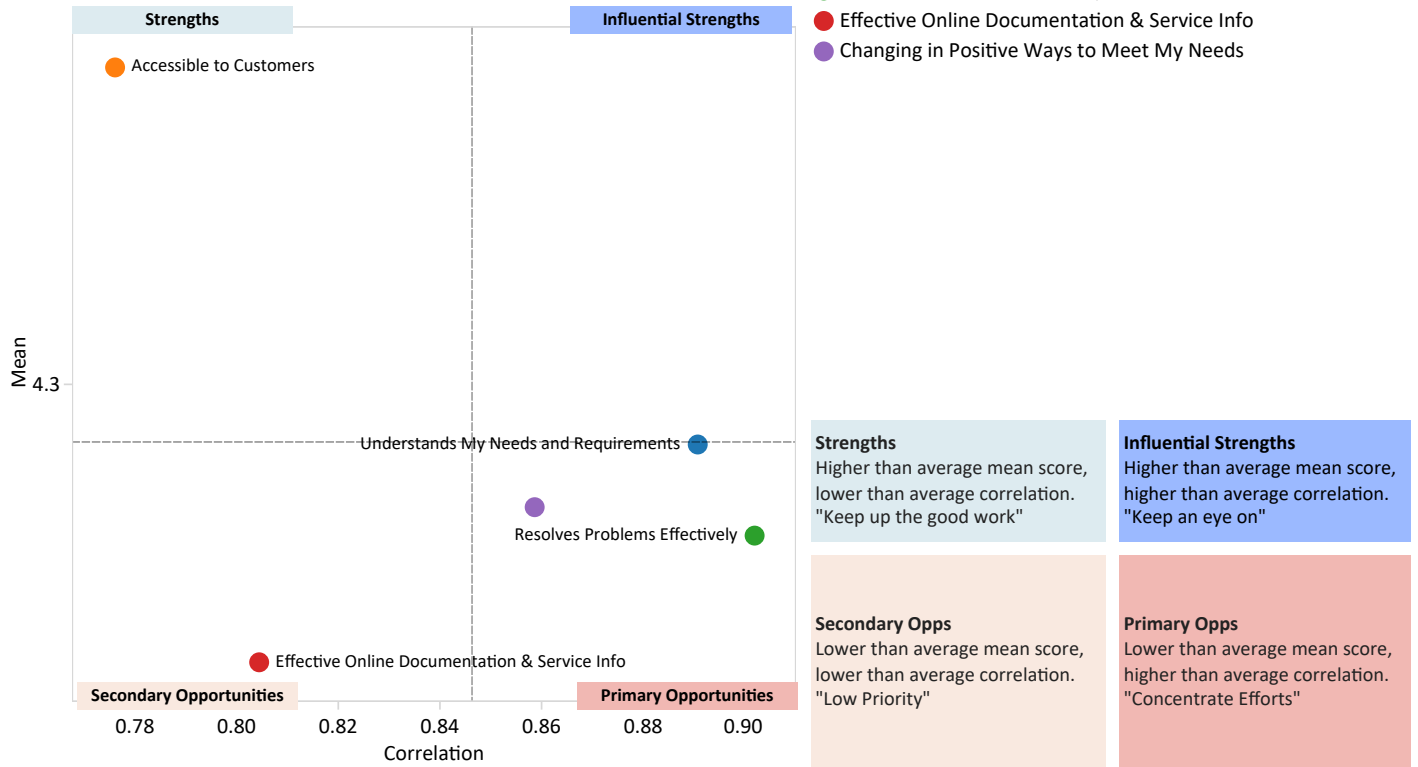
Mean (Average) Scores - Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

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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 = **0.85,** Mean Average = **4.29**

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

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	4.29	0.89	PO
3	Accessible to me (via phone, voicemail, email, etc.)	4.38	0.78	ST
4	Resolves problems effectively	4.26	0.90	PO
5	Provides effective online documentation and service information	4.23	0.80	SO
6	Changing in positive ways to meet my needs	4.27	0.86	PO

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	4.26 (126)	4.28 (124)	4.37 (124)	4.19 (124)	4.19 (116)	4.16 (89)
Staff	4.27 (1146)	4.29 (1139)	4.38 (1134)	4.27 (1136)	4.23 (1081)	4.28 (970)

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.