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
261 Respondents	**78%** 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 Effective Online Documentation & Service Info ⬇
2 Resolves Problems Effectively	2 Changing in Positive Ways to Meet My Needs	2 Changing in Positive Ways to Meet My Needs ⬇
3 Overall Satisfaction	3 Understands My Needs and Requirements	3 Overall Satisfaction ⬇
4 Understands My Needs and Requirements	4 Overall Satisfaction	4 Understands My Needs and Requirements ⬇
5 Changing in Positive Ways to Meet My Needs	5 Resolves Problems Effectively	5 Resolves Problems Effectively ⬇

DRIVERS OF SATISFACTION

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

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
IT Security

The IT Security team protects the campus network against outside threats, tracks emerging threats (such as new viruses), filters spam from the incoming email stream, protects UCI intellectual property, privacy, and identity, and consults with campus affiliates as needed. IT Security also supports UCI's Virtual Private Network (VPN).

2023
261
respondents

2019
147
respondents

Strengths

Resolves Problems Effectively
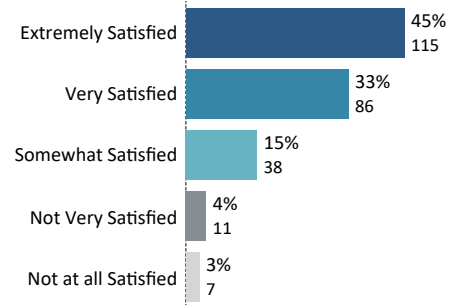Accessible to Customers

Opportunities

Understands My Needs and Requirements
Changing in Positive Ways to Meet My Needs
Effective Online Documentation & Service Info

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?

4.13
mean

*Standard Deviation
1.00*

Extremely Satisfied		45% / 115
Very Satisfied		33% / 86
Somewhat Satisfied		15% / 38
Not Very Satisfied		4% / 11
Not at all Satisfied		3% / 7

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 IT Security support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.12	4.27	4.13	↓
2	Understands my needs and requirements	4.11	4.21	4.10	↓
3	Accessible to me (via phone, voicemail, email, etc.)	4.10	4.27	4.23	—
4	Resolves problems effectively	4.11	4.25	4.14	↓
5	Provides effective online documentation and service information	4.01	4.22	4.05	↓
6	Changing in positive ways to meet my needs	4.04	4.23	4.09	↓

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 IT Security support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	78% (201)	15% (38)	7% (18)	4.13
2	Understands my needs and requirements	77% (198)	14% (35)	9% (23)	4.10
3	Accessible to me (via phone, voicemail, email, etc.)	82% (204)	12% (31)	6% (15)	4.23
4	Resolves problems effectively	79% (200)	14% (35)	7% (18)	4.14
5	Provides effective online documentation and service information	74% (181)	16% (39)	9% (23)	4.05
6	Changing in positive ways to meet my needs	77% (173)	15% (33)	8% (18)	4.09

■ 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
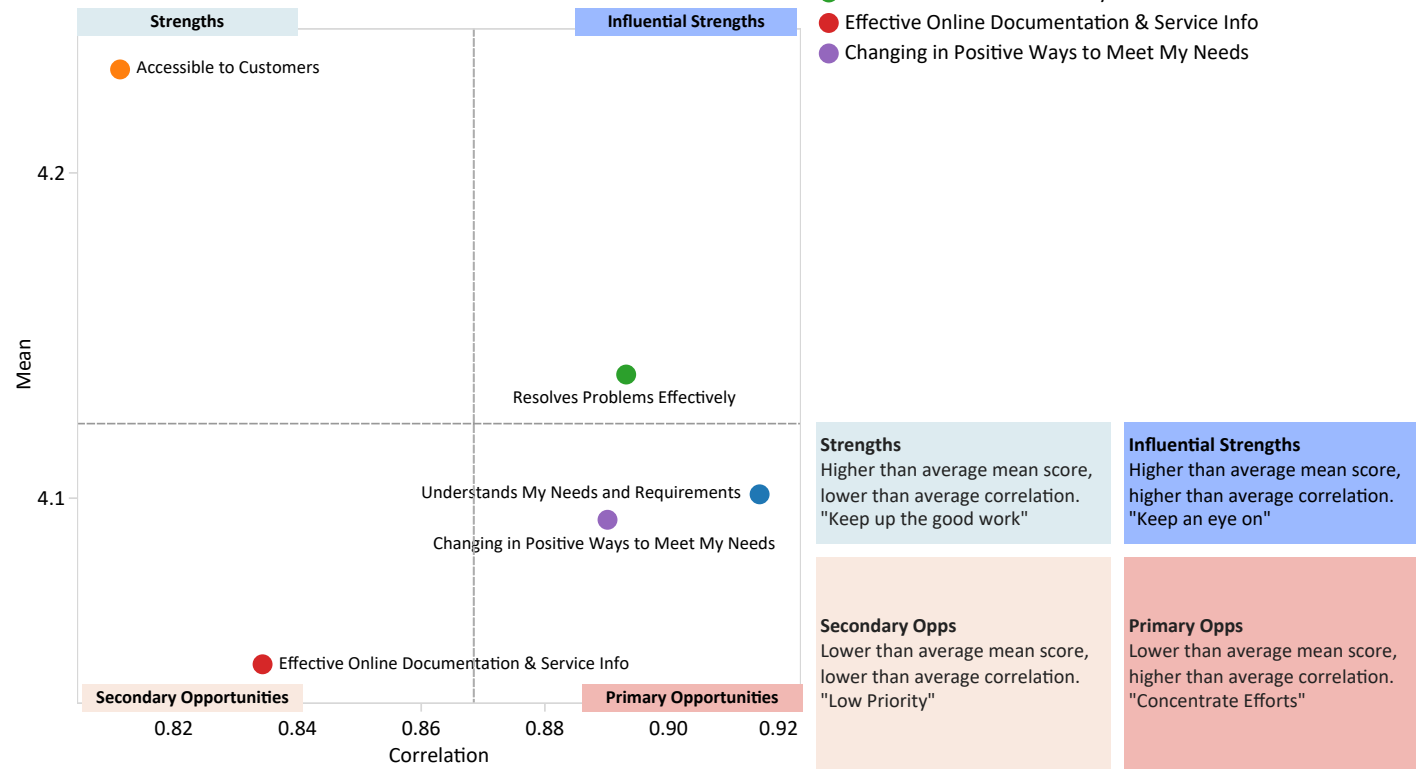
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Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
Correlation Coefficient Average = **0.87,** Mean Average = **4.12**

- 🔵 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	4.10	0.91	PO
3	Accessible to me (via phone, voicemail, email, etc.)	4.23	0.81	ST
4	Resolves problems effectively	4.14	0.89	IS
5	Provides effective online documentation and service information	4.05	0.83	SO
6	Changing in positive ways to meet my needs	4.09	0.89	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	4.06 (16)	4.00 (16)	4.29 (14)	4.13 (16)	4.07 (15)	4.00 (12)
Staff	4.14 (241)	4.11 (240)	4.23 (236)	4.14 (237)	4.05 (228)	4.10 (212)

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.