2023 OIT Satisfaction Survey
Registrar IT

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
81	77%
Respondents	Very or Extremely Satisfied

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

DRIVERS OF SATISFACTION

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

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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2023

81

respondents

2019
113
respondents

Strengths

Effective Online Documentation & Service Info
Collaborates
Resolves Problems Effectively

Opportunities

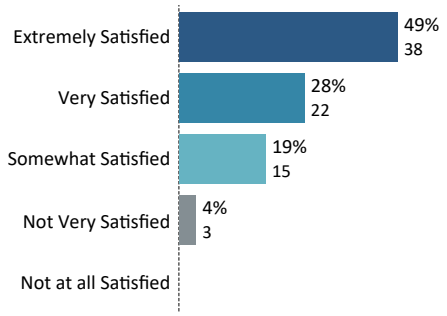
Changing in Positive Ways to Meet My Needs
Understands My Needs and Requirements

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?

4.22
mean

Standard Deviation
0.89



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 Registrar IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.13	4.14	4.22	
2	Understands my needs and requirements	4.21	4.20	4.14	
3	Accessible to me (via phone, voicemail, email, etc.)	4.07	4.16	4.21	
4	Resolves problems effectively	4.22	4.18	4.20	
5	Provides effective online documentation and service information	3.95	4.17	4.17	
6	Changing in positive ways to meet my needs	4.06	4.11	4.04	
7	Collaborates to meet user training needs on supported applications	4.12	4.13	4.19	
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.15	4.08	4.19	

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

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

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2023 Satisfaction Question Response Frequencies

	Response Frequencies Breakdown	Very/Extremely Satisfied	Somewhat Satisfied	Not Very/Not At All Satisfied	Mean
1	Thinking about your OVERALL experience with Business Intelligence and Registrar IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	77% (60)	19% (15)	4% (3)	4.22
2	Understands my needs and requirements	79% (60)	12% (9)	9% (7)	4.14
3	Accessible to me (via phone, voicemail, email, etc.)	78% (56)	15% (11)	7% (5)	4.21
4	Resolves problems effectively	79% (59)	15% (11)	7% (5)	4.20
5	Provides effective online documentation and service information	77% (58)	12% (9)	11% (8)	4.17
6	Changing in positive ways to meet my needs	74% (52)	13% (9)	13% (9)	4.04
7	Collaborates to meet user training needs on supported applications	81% (55)	10% (7)	9% (6)	4.19
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	79% (55)	14% (10)	7% (5)	4.19

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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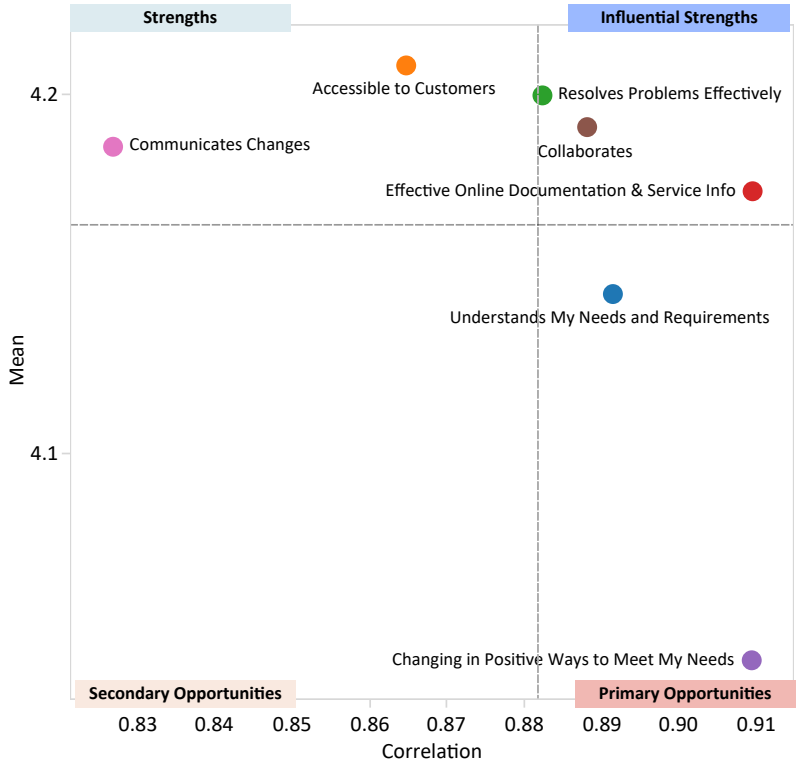
Correlation with "Overall Satisfaction"

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by "Overall Satisfaction" Correlation
Correlation Coefficient Average = **0.88,** Mean Average = **4.16**



- 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	4.14	0.89	PO
3	Accessible to me (via phone, voicemail, email, etc.)	4.21	0.86	ST
4	Resolves problems effectively	4.20	0.88	IS
5	Provides effective online documentation and service information	4.17	0.91	IS
6	Changing in positive ways to meet my needs	4.04	0.91	PO
7	Collaborates to meet user training needs on supported applications	4.19	0.89	IS
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.19	0.83	ST

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	3.88 (8)	3.25 (8)	3.50 (8)	3.38 (8)	3.71 (7)	2.86 (7)	3.00 (6)	3.50 (6)
Staff	4.26 (70)	4.25 (68)	4.30 (64)	4.30 (67)	4.22 (68)	4.17 (63)	4.31 (62)	4.25 (64)

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.