

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
230 Respondents	75% 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 Collaborates	No data available if this is your first survey year, or if no previous year data exists.
2 Resolves Problems Effectively	2 Changing in Positive Ways to Meet My Needs	
3 Communicates Changes	3 Effective Online Documentation & Service Info	
4 Overall Satisfaction	4 Understands My Needs and Requirements	
5 Understands My Needs and Requirements	5 Overall Satisfaction	

DRIVERS OF SATISFACTION	
STRENGTHS	OPPORTUNITIES
Understands My Needs and Requirements	Collaborates
Accessible to Customers	Changing in Positive Ways to Meet My Needs
Resolves Problems Effectively	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").

The ServiceNow team is responsible for central administration and configuration of the platform as well as development and maintenance of broad-ranging business and IT capabilities powered by the platform.

2023
230
respondents

Strengths

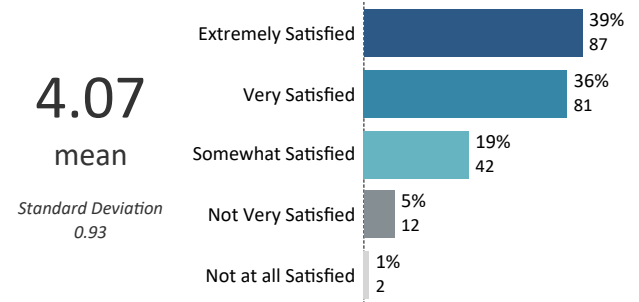
- Understands My Needs and Requirements
- Accessible to Customers
- Resolves Problems Effectively

Opportunities

- Collaborates
- 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?



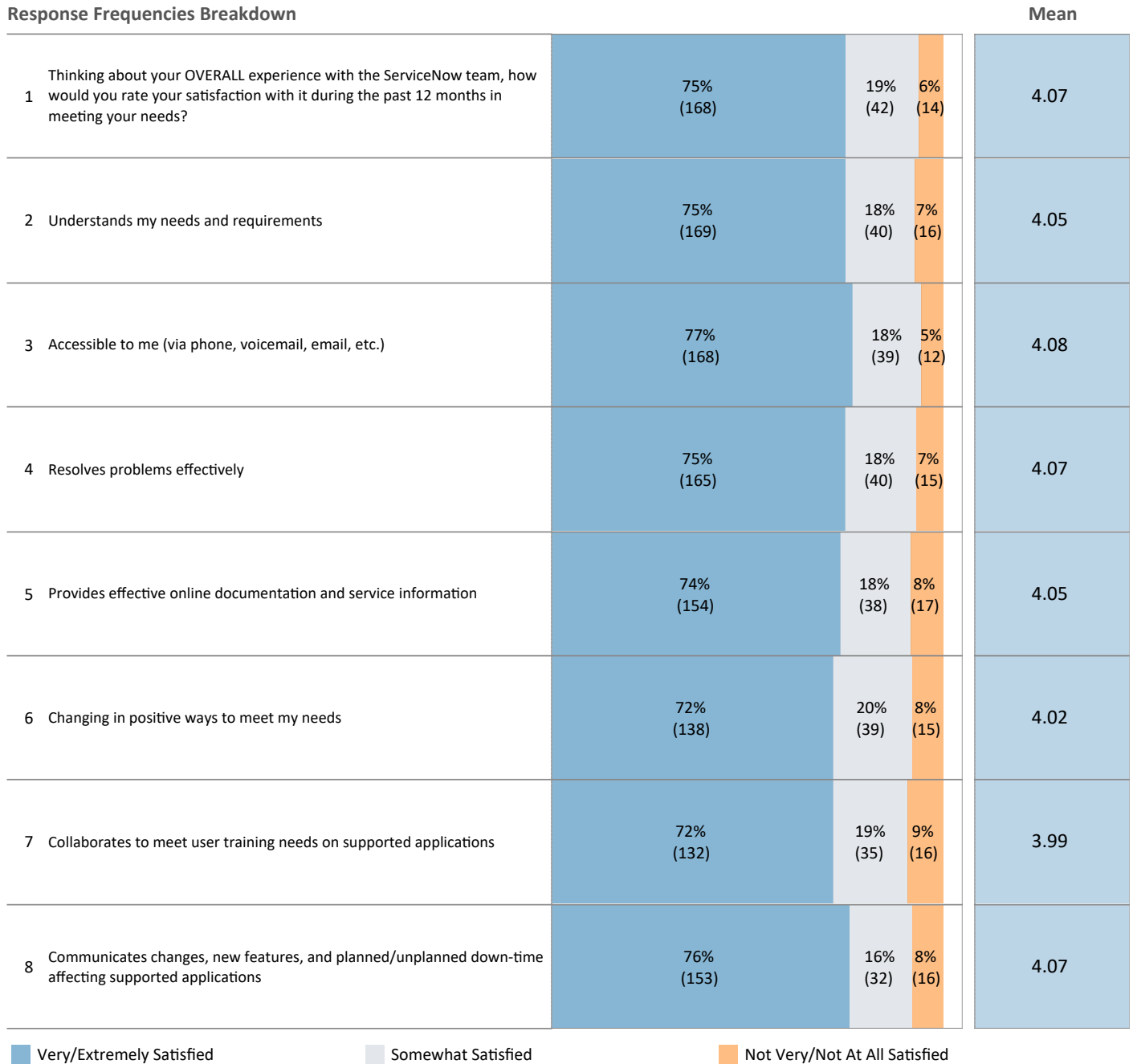
Mean Scores Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

Mean Score

#	Question	Mean Score
1	Thinking about your OVERALL experience with the ServiceNow team, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.07
2	Understands my needs and requirements	4.05
3	Accessible to me (via phone, voicemail, email, etc.)	4.08
4	Resolves problems effectively	4.07
5	Provides effective online documentation and service information	4.05
6	Changing in positive ways to meet my needs	4.02
7	Collaborates to meet user training needs on supported applications	3.99
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.07

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2023 Satisfaction Question Response Frequencies

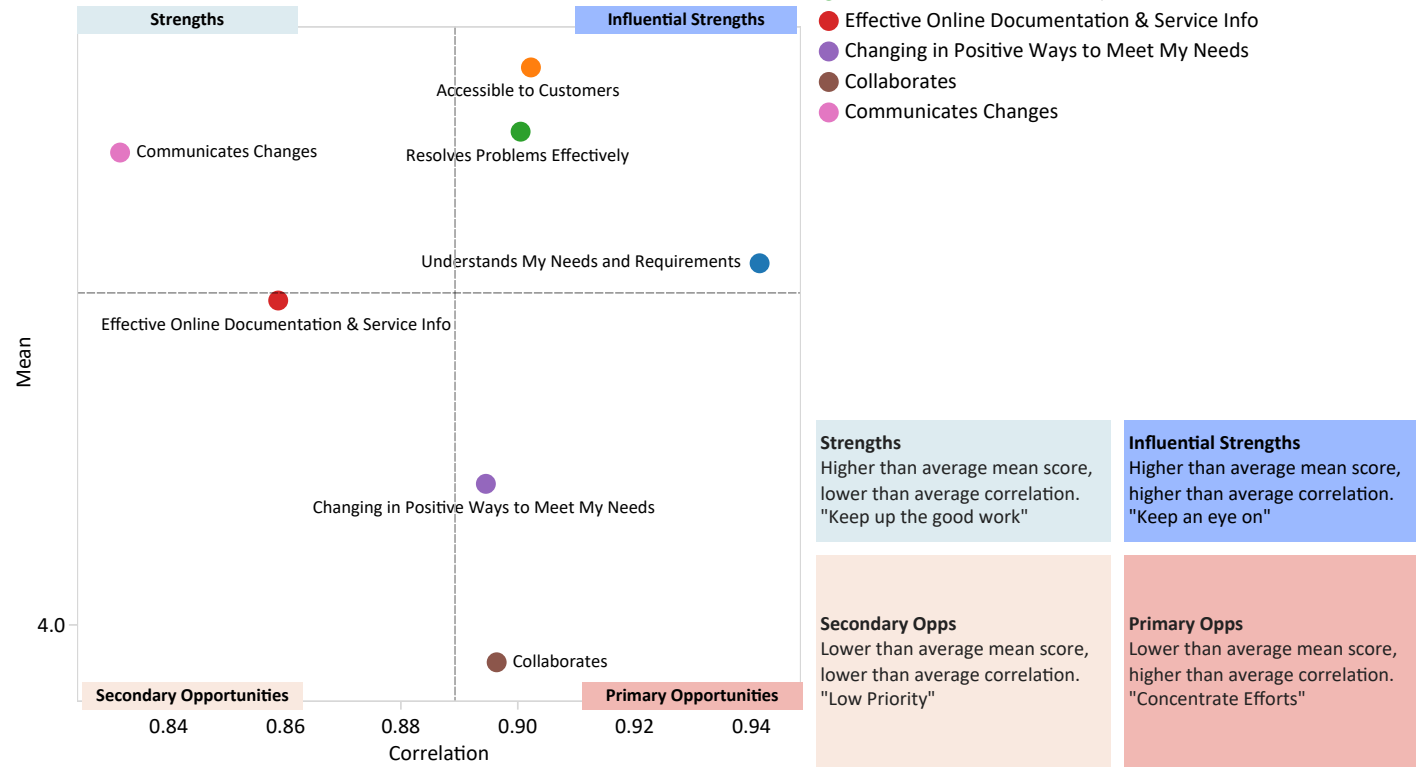


Mean (Average) Scores - Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

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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 = **0.89**, Mean Average = **4.05**



List of Strengths & Opportunities by Question

#	Question	Mean	Corr	Str/Opps
2	Understands my needs and requirements	4.05	0.94	IS
3	Accessible to me (via phone, voicemail, email, etc.)	4.08	0.90	IS
4	Resolves problems effectively	4.07	0.90	IS
5	Provides effective online documentation and service information	4.05	0.86	SO
6	Changing in positive ways to meet my needs	4.02	0.89	PO
7	Collaborates to meet user training needs on supported applications	3.99	0.90	PO
8	Communicates changes, new features, and planned/unplanned down-time affecting supported applications	4.07	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	3.38 (8)	3.38 (8)	3.38 (8)	3.14 (7)	3.63 (8)	3.25 (8)	3.00 (6)	3.38 (8)
Staff	4.09 (216)	4.08 (217)	4.11 (211)	4.10 (213)	4.06 (201)	4.05 (184)	4.03 (177)	4.10 (193)

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.