

## 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               |
|--------------------|------------------------------------|
| 169<br>Respondents | 80%<br>Very or Extremely Satisfied |

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

| 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").

# UCI 2023 OIT Satisfaction Survey

## Sites, Faculty Sites, and Wordpress

The Sites, Faculty Sites, and Wordpress team supports the Sites@UCI (sites.uci.edu) and Faculty Websites (faculty.sites.uci.edu) WordPress Multisite hosting environments for simple websites and blogs.

2023  
169  
respondents

- Strengths**
- Resolves Problems Effectively
  - Accessible to Customers
  - Changing in Positive Ways to Meet My Needs

2019  
85 respondents

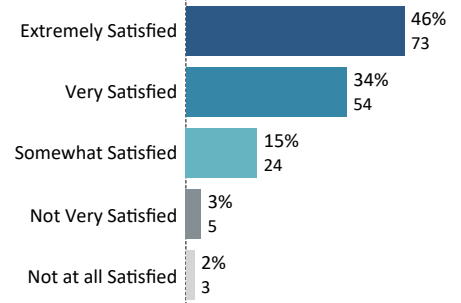
- Opportunities**
- Understands My Needs and Requirements
  - Effective Online Documentation & Service Info

### 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?

4.19  
mean

Standard Deviation  
0.93



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   | 2019 | 2023 | 2023 change from prior year |
|---|--|------|------|-----------------------------|
| 1 | Thinking about your OVERALL experience with Sites, Faculty Sites, and Wordpress support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 3.95 | 4.19 | ↑                           |
| 2 | Understands my needs and requirements  | 3.99 | 4.23 | ↑                           |
| 3 | Accessible to me (via phone, voicemail, email, etc.)   | 3.99 | 4.31 | ↑                           |
| 4 | Resolves problems effectively  | 4.00 | 4.26 | ↑                           |
| 5 | Provides effective online documentation and service information  | 3.91 | 4.19 | ↑                           |
| 6 | Changing in positive ways to meet my needs   | 3.93 | 4.27 | ↑                           |

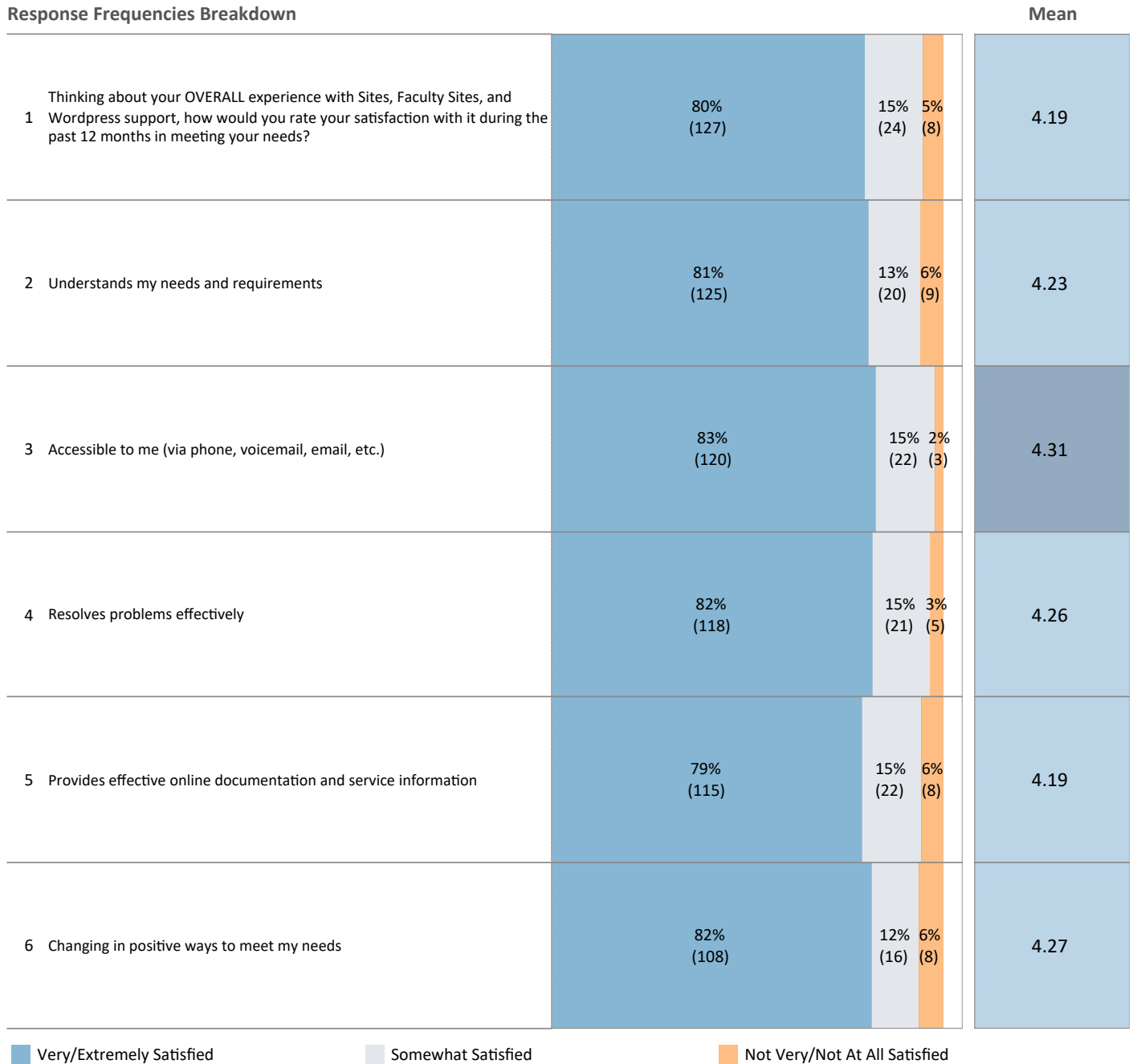
Arrow Up/Down - Increase/Decrease of 0.09 or greater

# UCI 2023 OIT Satisfaction Survey

## Sites, Faculty Sites, and Wordpress

The Sites, Faculty Sites, and Wordpress team supports the Sites@UCI (sites.uci.edu) and Faculty Websites (faculty.sites.uci.edu) WordPress Multisite hosting environments for simple websites and blogs.

### 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

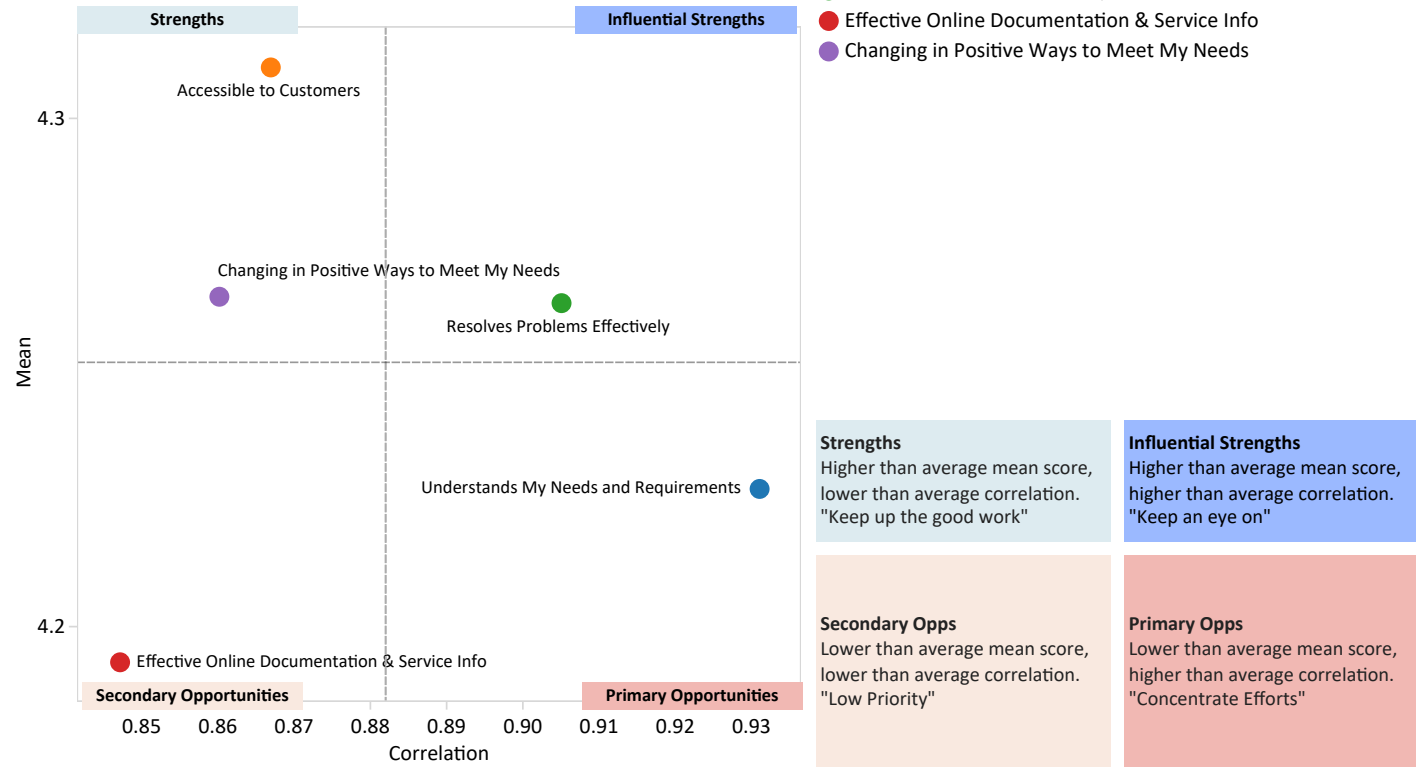
# UCI 2023 OIT Satisfaction Survey

## Sites, Faculty Sites, and Wordpress

The Sites, Faculty Sites, and Wordpress team supports the Sites@UCI (sites.uci.edu) and Faculty Websites (faculty.sites.uci.edu) WordPress Multisite hosting environments for simple websites and blogs.

### 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 = **4.25**



### 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                           | 4.23 | 0.93 | PO       |
| 3 | Accessible to me (via phone, voicemail, email, etc.)            | 4.31 | 0.87 | ST       |
| 4 | Resolves problems effectively                                   | 4.26 | 0.91 | IS       |
| 5 | Provides effective online documentation and service information | 4.19 | 0.85 | SO       |
| 6 | Changing in positive ways to meet my needs                      | 4.27 | 0.86 | 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 |
|------------------|----------------------|---------------------------------------|-------------------------|-------------------------------|---|--|
| Academic/Faculty | 4.30<br>(20)         | 4.30<br>(20)                          | 4.50<br>(18)            | 4.41<br>(17)                  | 4.06<br>(18)                                  | 4.06<br>(16)                               |
| Staff            | 4.17<br>(139)        | 4.22<br>(134)                         | 4.28<br>(127)           | 4.24<br>(127)                 | 4.21<br>(127)                                 | 4.29<br>(116)                              |

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.