

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
<p>299 Respondents</p>	<p>74% Very or Extremely Satisfied</p>

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 Effective Online Documentation & Service Info	1 Resolves Problems Effectively ↓
2 Understands My Needs and Requirements	2 Changing in Positive Ways to Meet My Needs	2 Overall Satisfaction ↓
3 Resolves Problems Effectively	3 Overall Satisfaction	3 Effective Online Documentation & Se.. ↓
4 Overall Satisfaction	4 Resolves Problems Effectively	4 Changing in Positive Ways to Meet My Needs ↓
5 Changing in Positive Ways to Meet My Needs	5 Understands My Needs and Requirements	5 Understands My Needs and Requirements ↓

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

Telephone and Voicemail

The Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

2023
299
respondents

Strengths

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

2019
237
respondents

Opportunities

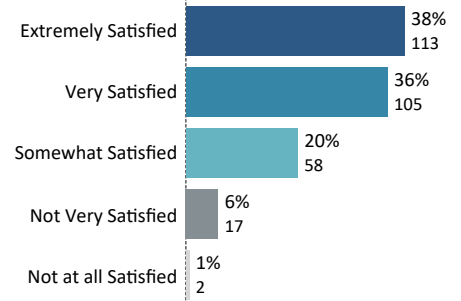
- Changing in Positive Ways to Meet My Needs
- Effective Online Documentation & Service Info

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?

4.05
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

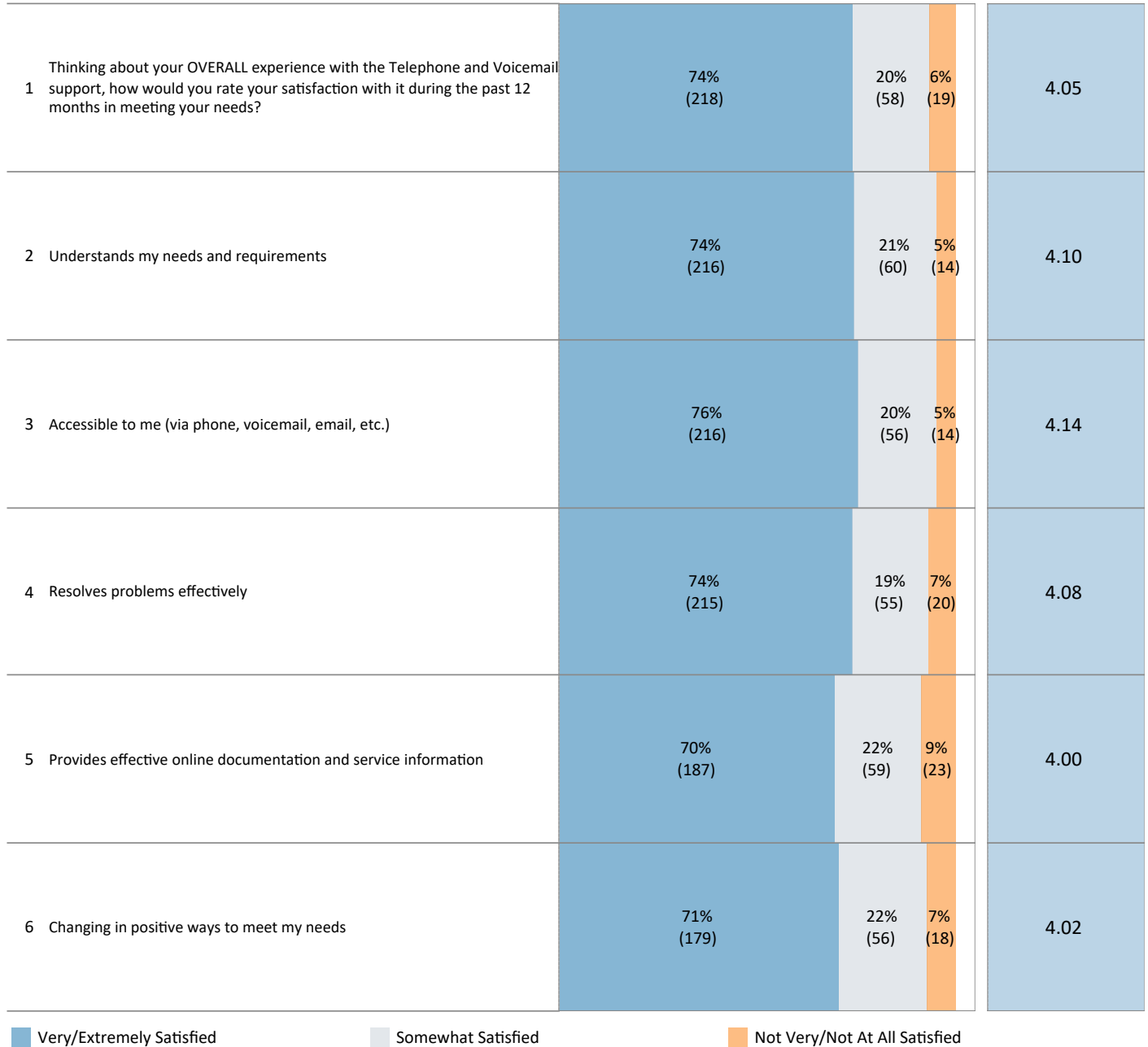
#	Question	2017	2019	2023	2023 change from prior year
1	Thinking about your OVERALL experience with the Telephone and Voicemail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	4.11	4.21	4.05	↓
2	Understands my needs and requirements	4.17	4.21	4.10	↓
3	Accessible to me (via phone, voicemail, email, etc.)	4.21	4.25	4.14	↓
4	Resolves problems effectively	4.21	4.27	4.08	↓
5	Provides effective online documentation and service information	4.03	4.11	4.00	↓
6	Changing in positive ways to meet my needs	4.10	4.13	4.02	↓

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

The Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

2023 Satisfaction Question Response Frequencies

Response Frequencies Breakdown



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

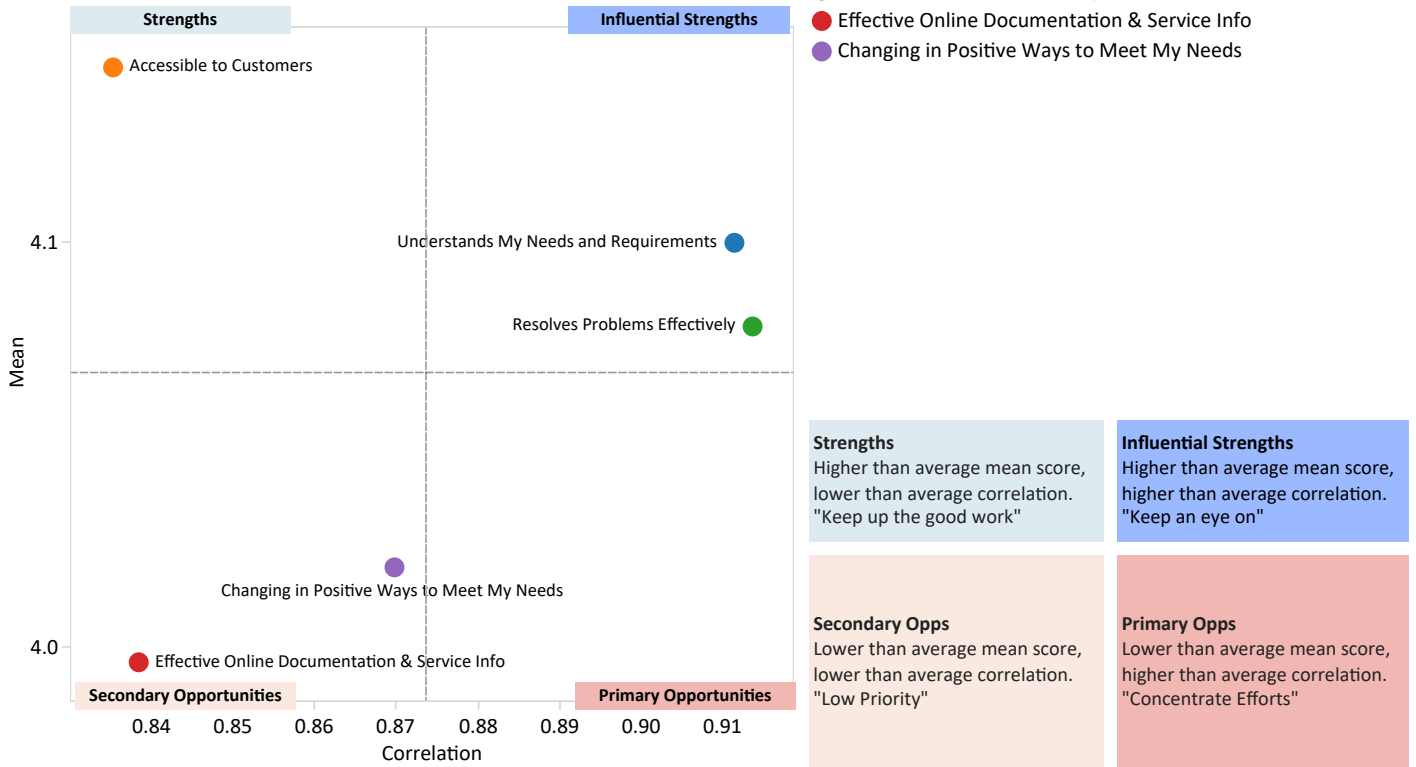
Telephone and Voicemail

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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 = **4.07**

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



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	IS
3	Accessible to me (via phone, voicemail, email, etc.)	4.14	0.84	ST
4	Resolves problems effectively	4.08	0.91	IS
5	Provides effective online documentation and service information	4.00	0.84	SO
6	Changing in positive ways to meet my needs	4.02	0.87	SO

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	3.70 (10)	3.67 (9)	3.89 (9)	3.67 (9)	3.75 (8)	3.38 (8)
Staff	4.06 (285)	4.11 (281)	4.15 (277)	4.09 (281)	4.00 (261)	4.04 (245)

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.