

**Highlights:**

- 88 individuals rated this area.
- Average of the six standard satisfaction questions: 4.01 (Scale 1-5).

**Strengths:**

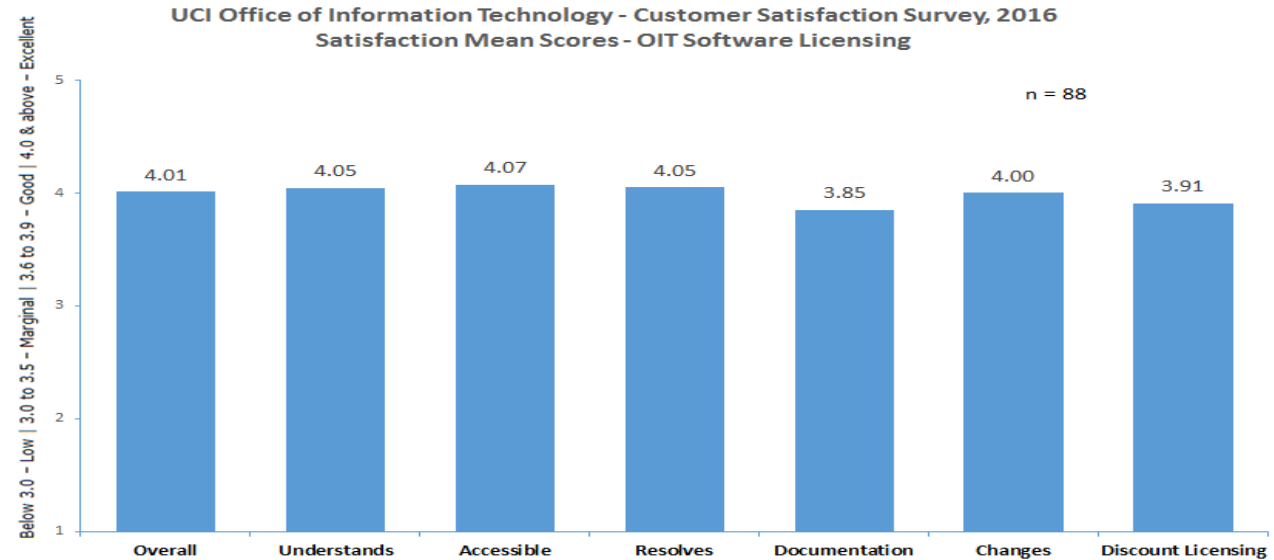
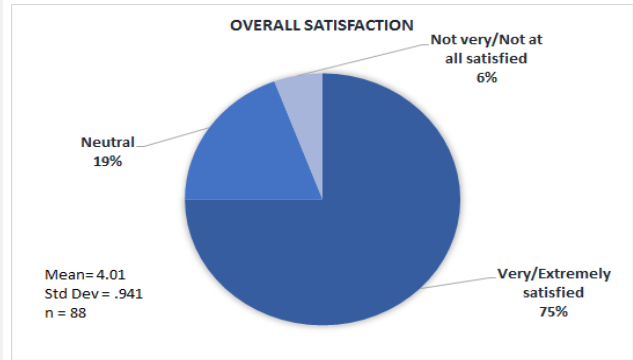
- Resolves problems
- Understands my needs
- Changes to meet needs

**Verbatim Comment Highlights:**

- Staff is knowledgeable and supportive.
- Better documentation for users (ordering, pricing, renewals).

**Opportunities:**

- Volume discount licensing
- Provides effective documentatio



**Background:**

- 2015 was the first year OIT participated in the annual survey.
- Survey period: Feb. 9 to Feb. 29, 2016
- Twenty-eight (28) OIT service areas were rated.
- 9,965 academic personnel and staff were invited to participate in the survey.
- 12% (1,207) responded to the survey.
- Each survey area consisted of 6 to 8 standard satisfaction questions and 1-2 supplemental questions (optional).
- One standard verbatim comment box enabled participants to provide feedback on how to provide better service. Some areas had one additional comment box. Participants were also asked to include their UCInetID if they wanted to be contacted regarding their comments.

