

2019 OIT Customer Satisfaction Survey

AUDIENCE



Sent to **11,174** UCI Faculty & Staff
12% Response Rate (1,309)

METHODOLOGY

Confidential On-line Survey
Email Invitation – March/April 2019

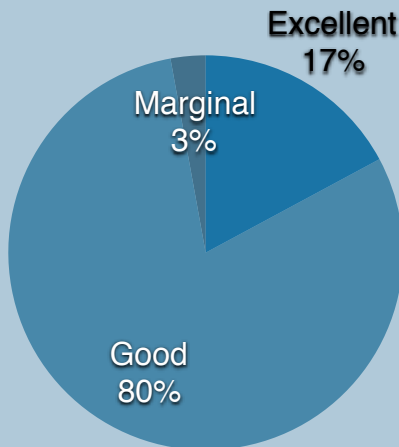


AREAS EVALUATED

36

Support Groups Surveyed

6-8 Standard Questions +
Verbatim comment box

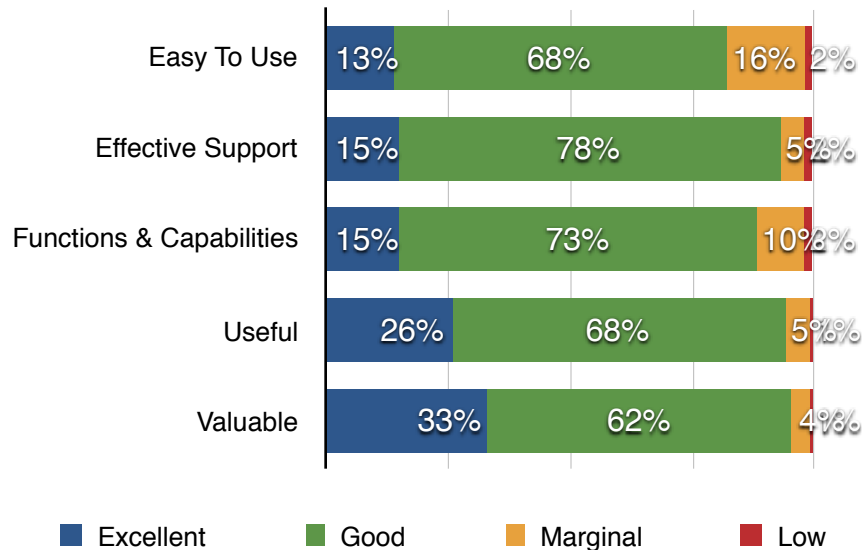


97% Rated Good or Excellent

82

Applications & Systems

5 Standard Questions +
Verbatim comment box



We're Listening

OIT leadership is analyzing the results to develop a plan for the next fiscal year. Areas that appear to need special attention will be prioritized and a general plan for making improvements is being developed.