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

Support Groups Surveyed
6-8 Standard Questions + Verbatim comment box

- Excellent: 17%
- Good: 80%
- Marginal: 3%

97% Rated Good or Excellent

Applications & Systems
5 Standard Questions + Verbatim comment box

- Easy To Use
  - Excellent: 13%
  - Good: 68%
  - Marginal: 16%
  - Low: 2%

- Effective Support
  - Excellent: 15%
  - Good: 78%
  - Marginal: 5%

- Functions & Capabilities
  - Excellent: 15%
  - Good: 73%
  - Marginal: 10%

- Useful
  - Excellent: 26%
  - Good: 68%
  - Marginal: 5%

- Valuable
  - Excellent: 33%
  - Good: 62%
  - Marginal: 4%

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.