UC Irvine Office of Information Technology Customer Satisfaction Survey
Graduate Division

The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

2019
137 respondents

2017
75 respondents

Strengths
Resolving Problems Effectively
Understanding My Needs and Requirements
Collaborates

Opportunities
Changing in Positive Ways to Meet My Needs
Communicates Changes
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?

Mean
4.22

Standard Deviation
0.77

Extreme Satisfied | 40%
Very Satisfied | 55%
Somewhat Satisfied | 14%
Not Very Satisfied | 7%
Not at all Satisfied | 3%

Mean Scores  
Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent

#  Question                                                                 | 2016 | 2017 | 2019 | 2019 change from prior year
1  Thinking about your OVERALL experience with Graduate Division IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.48 | 4.11 | 4.22 | 
2  Understanding my needs and requirements | 4.52 | 4.07 | 4.24 | 
3  Accessibility (via phone, voicemail, e-mail, etc.) | 4.52 | 4.07 | 4.26 | 
4  Resolving problems effectively | 4.61 | 4.08 | 4.23 | 
5  Providing effective online documentation and service information | 4.48 | 4.06 | 4.16 | 
6  Changing in positive ways to meet my needs. | 4.43 | 4.04 | 4.20 | 
7  Graduate Division IT collaborates to meet user training needs on supported applications | 4.58 | 3.88 | 4.22 | 
8  Graduate Division IT communicates changes, new features and planned/unplanned down-time affecting supported applications | 4.41 | 4.06 | 4.17 | 

Background
- Third OIT Customer Satisfaction Survey
- 11,174 - 6,340 Faculty and 4,834 Staff were invited. Total responses - 1,309 (12%); 472 (7%) Faculty and 837 (117%) Staff responded
- Survey Period: March 26 to April 19, 2019
- 36 OIT support groups and 82 IT system items were rated. Respondents provided computer usage info in the Technology Used section
- Up to 8 standard satisfaction questions were asked in each survey area
- One verbatim comment box each for the 36 OIT support groups and one each for the 82 IT system items
- Contact us at oit@uci.edu if you have any questions about this report or would like additional in-depth analysis of your survey data

PAGE 1  Survey and analytics powered by Tritonlytics™,
  Organizational Assessments and Strategy, UC San Diego
The Graduate Division IT team develops and maintains a range of tools and systems in support of graduate education at UCI including admissions, enrolled student support, financial support and alumni.

### Strengths and Opportunities by Survey Question With Axes at the Average Question

**Mean and Average Question by Overall Satisfaction Correlation**

Correlation Coefficient Average = 0.79, Mean Average = 4.21

**Strengths**

- Collaborates
- Effective Online Documentation & Service Info
- Accessibility
- Changing in Positive Ways to Meet My Needs
- Understanding My Needs and Requirements
- Communicates Changes
- Resolving Problems Effectively

**Influential Strengths**

Higher than average mean score, higher than average correlation. "Keep an eye on"

Lower than average mean score, lower than average correlation. "Keep up the good work"

**Secondary Opportunities**

Lower than average mean score, lower than average correlation. "Low Priority"

**Primary Opportunities**

Lower than average mean score, higher than average correlation. "Concentrate Efforts"

### List of Strengths & Opportunities by Question

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>ST - Strength</th>
<th>IS - Influential Strength</th>
<th>PO - Primary Opportunity</th>
<th>SO - Secondary Opportunity</th>
<th>Mean</th>
<th>Corr</th>
<th>Str/Opps</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Understanding my needs and requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.24</td>
<td>0.87</td>
<td>IS</td>
</tr>
<tr>
<td>3</td>
<td>Accessibility (via phone, voicemail, e-mail, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.26</td>
<td>0.78</td>
<td>ST</td>
</tr>
<tr>
<td>4</td>
<td>Resolving problems effectively</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.23</td>
<td>0.89</td>
<td>IS</td>
</tr>
<tr>
<td>5</td>
<td>Providing effective online documentation and service information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.16</td>
<td>0.70</td>
<td>SO</td>
</tr>
<tr>
<td>6</td>
<td>Changing in positive ways to meet my needs.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.20</td>
<td>0.78</td>
<td>SO</td>
</tr>
<tr>
<td>7</td>
<td>Graduate Division IT collaborates to meet user training needs on supported applications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.22</td>
<td>0.80</td>
<td>IS</td>
</tr>
<tr>
<td>8</td>
<td>Graduate Division IT communicates changes, new features and planned/unplanned down-time affecting supported applications</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.17</td>
<td>0.72</td>
<td>SO</td>
</tr>
</tbody>
</table>
## Satisfaction Mean Scores by Classification

<table>
<thead>
<tr>
<th>Classification</th>
<th>Below 3.00 - Low</th>
<th>3.00 to 3.59 - Marginal</th>
<th>3.60 to 4.29 - Good</th>
<th>4.30 &amp; above - Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Overall Satisfaction</td>
<td>Understanding Website Requirements</td>
<td>Accessibility</td>
<td>Resolving Problems Effectively</td>
</tr>
<tr>
<td>Faculty</td>
<td>4.25 (79)</td>
<td>4.26 (76)</td>
<td>4.24 (75)</td>
<td>4.28 (71)</td>
</tr>
<tr>
<td>Staff</td>
<td>4.15 (46)</td>
<td>4.21 (48)</td>
<td>4.29 (48)</td>
<td>4.14 (49)</td>
</tr>
</tbody>
</table>

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five