2019
147 respondents
2017
245 respondents

Strengths
Resolving Problems Effectively
Accessibility

Opportunities
Understanding My Needs and Requirements
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?

Mean Score
4.27
Mean

Standard Deviation
0.90

Extremely Satisfied
48%

Very Satisfied
37%

Somewhat Satisfied
10%

Not Very Satisfied
3%

Not at all Satisfied
2%

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 IT Security support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.08 | 4.12 | 4.27 |
2  Understanding my needs and requirements                                                      | 4.02 | 4.11 | 4.21 |
3  Accessibility (via phone, voicemail, e-mail, etc.)                                             | 3.93 | 4.10 | 4.27 |
4  Resolving problems effectively                                                                | 4.00 | 4.11 | 4.25 |
5  Providing effective online documentation and service information                              | 3.90 | 4.01 | 4.22 |
6  Changing in positive ways to meet my needs.                                                   | 3.82 | 4.04 | 4.23 |

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
The IT Security team protects the campus network against outside threats, tracks emerging threats (such as new viruses), filters SPAM from the incoming email stream, protects UCI intellectual property, privacy, and identity, and consults with campus affiliates as needed. IT Security also supports UCI's Virtual Private Network (VPN).

### 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 = 4.24

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

#### Influential Strengths
- Changing in Positive Ways to Meet My Needs
- Understanding My Needs and Requirements
- Accessibility
- Effective Online Documentation & Service Info
- Resolving Problems Effectively

#### Secondary Opportunities
- Changing in Positive Ways to Meet My Needs
- Effective Online Documentation & Service Info
- Understanding My Needs and Requirements

#### Primary Opportunities
- "Keep an eye on"
- "Concentrate Efforts"

### List of Strengths & Opportunities by Question

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>ST - Mean</th>
<th>IS - Corr</th>
<th>PO - Str/Opps</th>
<th>SO - Str/Opps</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Understanding my needs and requirements</td>
<td>4.21</td>
<td>0.92</td>
<td>PO</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessibility (via phone, voicemail, e-mail, etc.)</td>
<td>4.27</td>
<td>0.83</td>
<td>ST</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Resolving problems effectively</td>
<td>4.25</td>
<td>0.91</td>
<td>IS</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Providing effective online documentation and service information</td>
<td>4.22</td>
<td>0.82</td>
<td>SO</td>
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</tr>
<tr>
<td>6</td>
<td>Changing in positive ways to meet my needs.</td>
<td>4.23</td>
<td>0.86</td>
<td>SO</td>
<td></td>
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</tbody>
</table>
### Satisfaction Mean Scores by Classification

<table>
<thead>
<tr>
<th></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><strong>Overall Satisfaction</strong></td>
<td>4.19 (26)</td>
<td>4.09 (23)</td>
<td>4.48 (23)</td>
<td>4.16 (25)</td>
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<tr>
<td><strong>Understanding My Needs and Requirements</strong></td>
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<tr>
<td>Faculty</td>
<td>4.28 (117)</td>
<td>4.24 (117)</td>
<td>4.23 (117)</td>
<td>4.27 (115)</td>
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<tr>
<td><strong>Accessibility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td><strong>Resolving Problems Effectively</strong></td>
<td></td>
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<tr>
<td><strong>Effective Online Document &amp; Service Info</strong></td>
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<td><strong>Changing in Positive Ways to Meet My Needs</strong></td>
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</tr>
</tbody>
</table>

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