

# Office of Information Technology - University of California, Irvine

## Faculty & Staff Customer Satisfaction Survey 2016

### Strengths & Opportunities Summary

Group	Average Mean Score	Understanding My Needs & Requirements	Accessibilty (via phone, voicemail, email, etc.)	Resolving Problems Effectively	Providing Effective Online Documentation	Making Changes In A Direction That Meets My Needs
OIT Accounting & Kualii Financial Systems	3.5	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Admissions & Relations with Schools	4.12	Primary Opportunity	Strength	Primary Opportunity	Secondary Opportunity	Influential Strength
OIT Classroom Technology	4.37	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
Electronic Educational Environment (EEE)	4.23	Influential Strength	Strength	Influential Strength	Influential Strength	Secondary Opportunity
OIT Exchange/Office 365	3.85	Influential Strength	Strength	Primary Opportunity	Secondary Opportunity	Primary Opportunity
Facilities Management IT	4.08	Influential Strength	Influential Strength	Primary Opportunity	Strength	Primary Opportunity
OIT Filesharing & Collaboration	3.98	Primary Opportunity	Strength	Influential Strength	Influential Strength	Primary Opportunity
Financial Aid IT	3.99	Influential Strength	Strength	Influential Strength	Primary Opportunity	Primary Opportunity
Financial Services IT	4.07	Influential Strength	Influential Strength	Influential Strength	Primary Opportunity	Strength
Graduate Division IT	4.5	Strength	Strength	Strength	Primary Opportunity	Primary Opportunity
OIT Help Desk/Desktop Support	4.15	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
Human Resources IT	4.03	Secondary Opportunity	Strength	Strength	Influential Strength	Primary Opportunity
Information Security	3.96	Influential Strength	Secondary Opportunity	Influential Strength	Primary Opportunity	Primary Opportunity
Kualii Financial System Decision Support	3.57	Influential Strength	Strength	Primary Opportunity	Secondary Opportunity	Influential Strength
OIT Network Operations	4.15	Influential Strength	Primary Opportunity	Primary Opportunity	Secondary Opportunity	Influential Strength
Office of Research IT	4.32	Influential Strength	Strength	Influential Strength	Influential Strength	Secondary Opportunity
OIT Payroll/Personnel Data Warehouse	3.97	Influential Strength	Influential Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
Registrar's Office IT	4.23	Influential Strength	Influential Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Research Computing Support	4.32	Influential Strength	Strength	Primary Opportunity	Secondary Opportunity	Influential Strength
OIT Servers & Backup	3.84	Primary Opportunity	Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
OIT Software Licensing	4.01	Influential Strength	Strength	Influential Strength	Primary Opportunity	Influential Strength
OIT Telephone & Voicemail	4.26	Primary Opportunity	Strength	Influential Strength	Secondary Opportunity	Secondary Opportunity
Transportation & Distribution Services IT	4.29	Strength	Strength	Strength	Primary Opportunity	Primary Opportunity
UCI Gmail	4.24	Influential Strength	Strength	Primary Opportunity	Secondary Opportunity	Influential Strength
UCI Identity & Access Management	4.14	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity
OIT Web Content	4.11	Primary Opportunity	Strength	Influential Strength	Strength	Primary Opportunity
OIT Webmail/IMAP	4.09	Primary Opportunity	Strength	Strength	Primary Opportunity	Primary Opportunity
ZotPortal	4.02	Influential Strength	Strength	Influential Strength	Secondary Opportunity	Primary Opportunity

Scale (1 Lo - 5 Hi) – Below 3.0 - Low | 3.0 - 3.5 Marginal | 3.6 - 3.9 Good | 4.0 & Above Excellent

Strengths & Opportunities are defined by statistical analysis to identify drivers of overall satisfaction.

Influential Strength	High Scores, Important to Clients	Primary Opportunity	Lower Scores, Important to Clients
Strength	High Scores, Less Important	Secondary Opportunity	Lower Scores, Less Important