

Customer Satisfaction Survey Results 2016

Earlier this year, as part of a strategy for continuous service improvement, the Office of Information Technology distributed a Customer Satisfaction Survey.

In cooperation with UC San Diego, who has been successfully using this process for many years, our goal is to learn which OIT services are of most value, and where we have opportunities to serve the campus better.

Background

Audience

Surveys were sent to all academic personnel and staff.

9,965 email invitations sent
Response rate – **12% (1,207)**

Methodology

This was an on-line survey conducted by the UC San Diego's Organizational Performance Assessments (OPA) Unit. Email was sent out to each participant with an individual access code. Individual responses are confidential, though we recorded which department individuals were in to help provide an understanding of specific department needs and requirements.

More information can be found on our website:
www.oit.uci.edu/org/customer-satisfaction-survey/

High Level Overview of Results

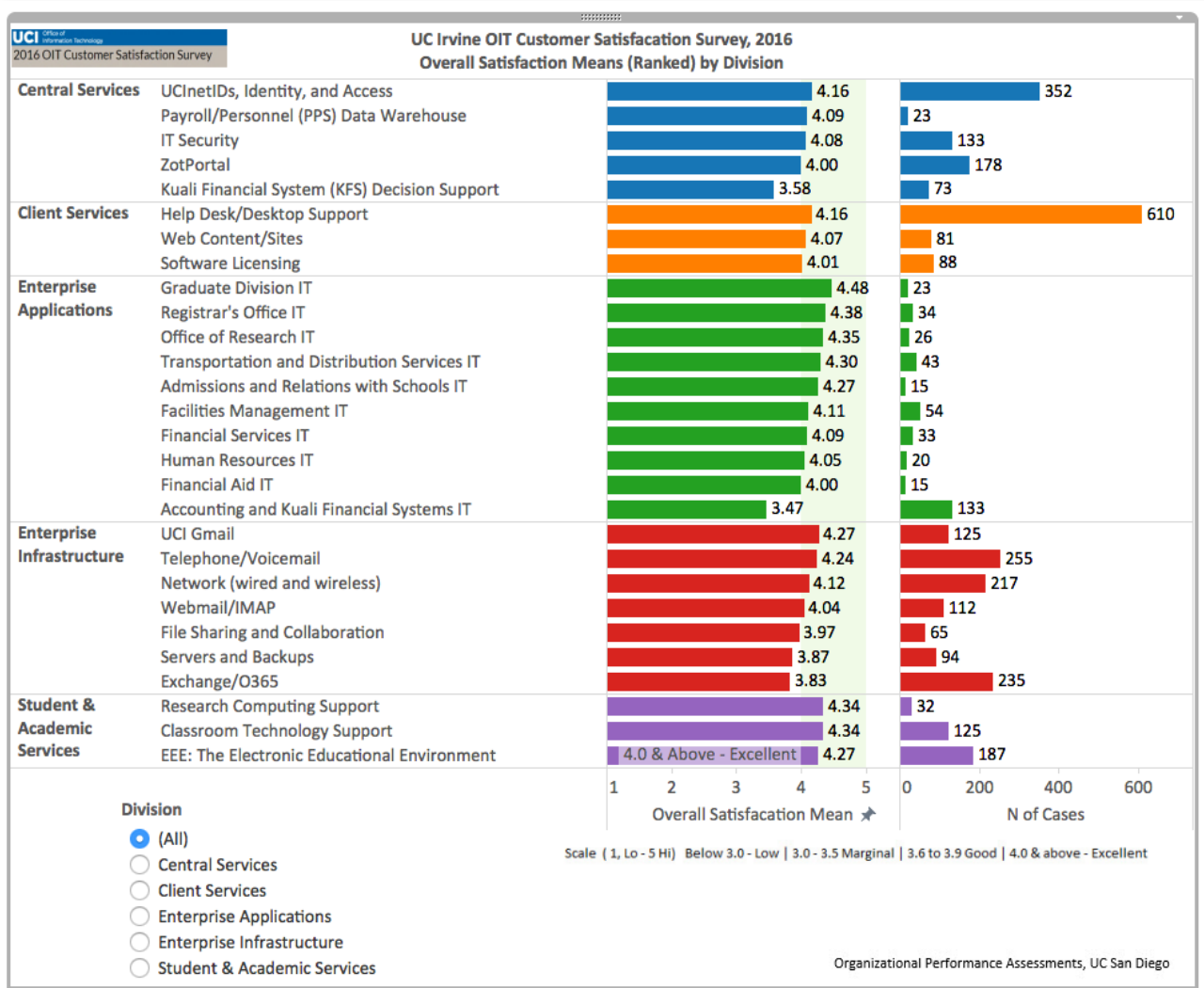
Customer Support Satisfaction

Our survey covered 28 service areas of support within 5 OIT divisions including:

- Central Services
- Client Services
- Enterprise Applications
- Enterprise Infrastructure
- Student and Academic Services

93% of support areas in OIT were ranked as Good or Excellent.

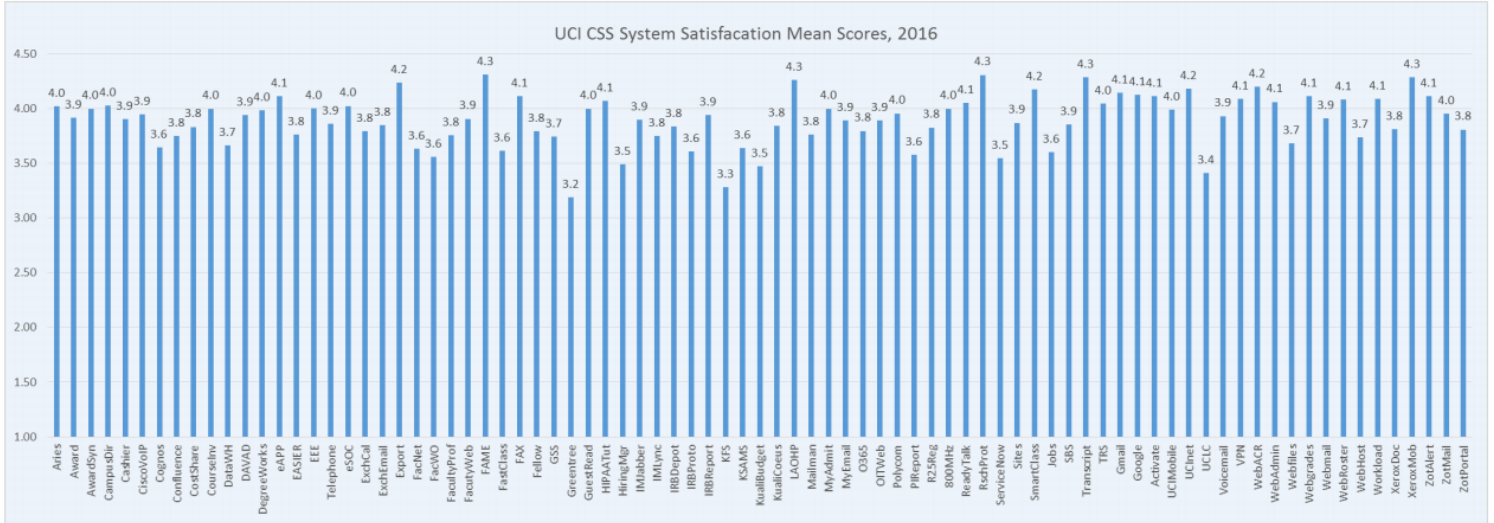
Each survey area consisted of 6 to 8 standard satisfaction questions and 1-2 supplemental questions (optional). One standard verbatim comment box enabled participants to provide feedback on how to provide better service. Some areas had one additional comment box. Participants were also asked to include their UCInetID if they wanted to be contacted regarding their comments.



OIT Application and System Satisfaction

The survey also included a Likert scale survey of individual applications and systems across all of OIT. **83** Applications and Systems were included in the survey.

90% of OIT systems were ranked as **Good or Excellent.**



Organizational Performance Assessments, UC San Diego

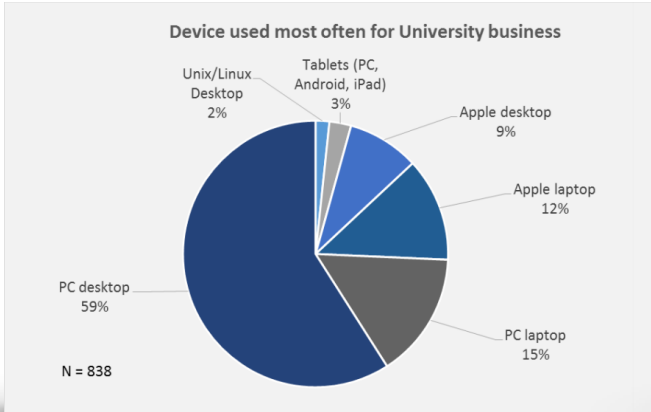
Scale (1, Lo - 5 Hi) Below 3.0 - Low | 3.0 - 3.5 Marginal | 3.6 to 3.9 Good | 4.0 & above - Excellent

- ARIES - Registrar
- Award Search
- Award Synopsis
- Campus Directory
- Cashiering and Payment Processing
- Cisco (Voice over IP) telephones
- Cognos (Business intelligence)
- Confluence (Wiki)
- Cost Sharing System
- Course Inventory Management (CIM) - Registrar
- Data Warehouse
- DAVAD (Download and View Graduate Applicant Data)
- Degree Works - Registrar
- eAPP - Undergraduate Admissions
- EASIER - Undergraduate Admissions
- EEE: The Electronic Educational Environment
- Ericsson/Aastra telephones
- eSOC - Registrar
- Exchange Calendar
- Exchange Email
- Export Control Decision Tree
- Facilities (FacNet)
- Facilities Work Order System (Tririga)
- Faculty Profile System
- Faculty Websites (faculty.sites.uci.edu)
- FAME (Financial Aid Managed Electronically)
- FastClass
- FAX (analog telephone) lines
- Fellowship Web Application
- Graduate Student Support (GSS) Reporting
- Greentree
- Guest Reader Application - Undergraduate Admissions
- HIPAA Research Tutorial
- Hiring Manager
- Instant Messaging (Jabber/XMPP Chat)
- Instant Messaging (Lync/Skype For Business)
- IRB Document Depot
- IRB Protocol Application/Mod/CPA/Closeout/Query
- IRB Unanticipated Problem Reporting
- KFS (Kuali Financial System)
- KSAMS
- Kuali Budget Module
- Kuali Coeus
- LAOHP Questionnaire
- Mailman mailing lists
- MyAdmission & the Message Center - Undergraduate Admissions
- My Email Options
- Office365
- OIT Website
- Polycom conference phones
- Principal Investigator Report (PI Report)
- R25 - Registrar
- Radio 800 Mhz
- ReadyTalk conferencing
- Research Protections Roadmap
- ServiceNow Self-Service portal
- Sites@UCI (sites.uci.edu)
- SmartClassrooms
- Staff Job Site (Applicant Self Service & Hiring Manager)
- Student Billing System (SBS)
- Transcripts Audits & Clearing - Undergraduate Admissions
- TRS (Time Reporting System)
- UCI Gmail
- UCI Google Apps
- UCInetID Activation and Reset
- UCInet Mobile Access (WiFi - wireless network)
- UCInet (wired network)
- UC Learning Center
- Voicemail
- VPN/WebVPN
- WebACR - Undergraduate Admissions
- WebAdmin - Registrar
- Webfiles
- WebGrades - Registrars
- Webmail/OIT IMAP email
- WebRoster - Registrar
- Web site hosting
- Workload Assignment - Undergraduate Admissions
- Xerox DocuShare
- Xerox MobilePrint
- ZotAlert
- ZotMail
- ZotPortal

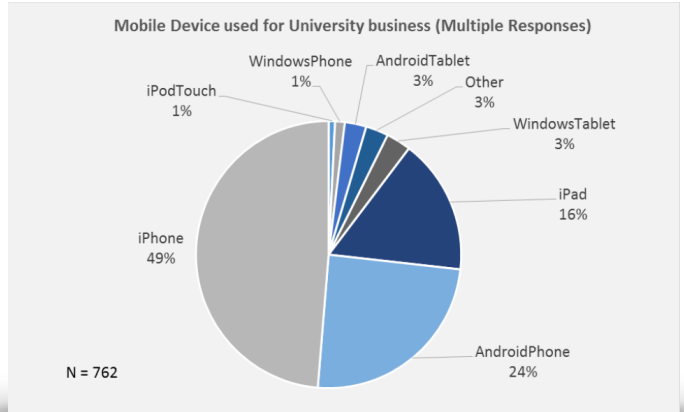
Technologies Used

The survey included questions on the devices and technologies used most on campus for University business. We were able to gain valuable insight into the technologies used most often.

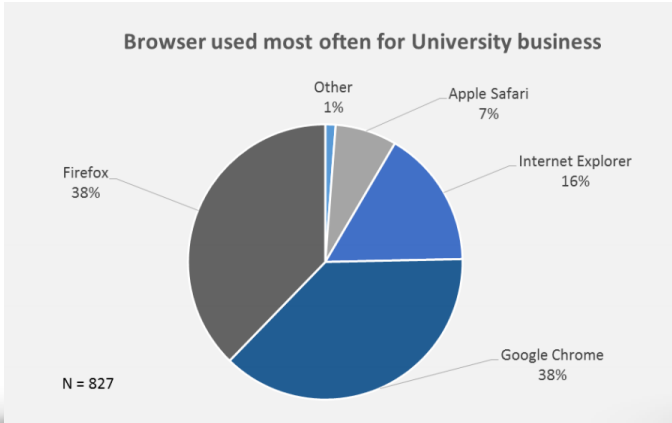
Device Used Most Often for University Business



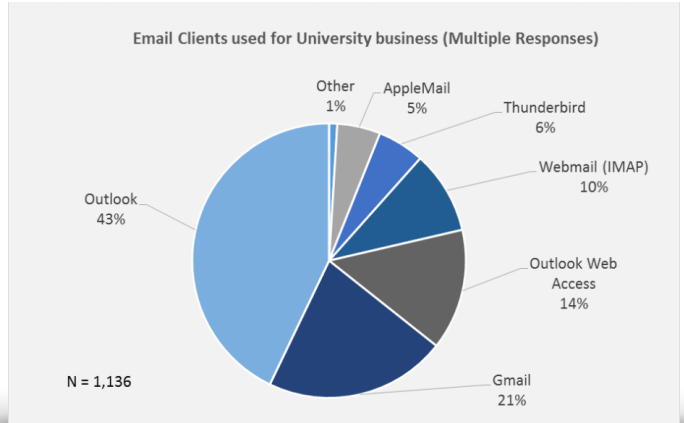
Mobile Device Used for University Business



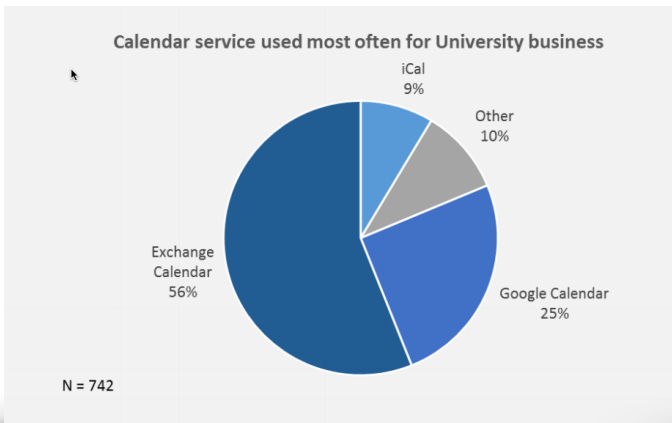
Browser Used Most Often for University Business



Email Client Used for University Business



Calendar Used Most Often for University Business



File Sharing Apps Used for University Business

