

# UCI UC Irvine Office of Information Technology Customer Satisfaction Survey

## SEBS: Student Electronic Broadcast System

SEBS is a platform utilized for student email communication. It features a set of tools which allow schools to target their individual student populations while campus administration can target the entire student population. We are interested in learning about how we are keeping up with the support needs of the campus given how students prefer to receive their campus communication.

2019

4  
respondents

### Strengths

- Resolving Problems Effectively
- Understanding My Needs and Requirements

### Opportunities

- Accessibility
- Effective Online Documentation & Service Info

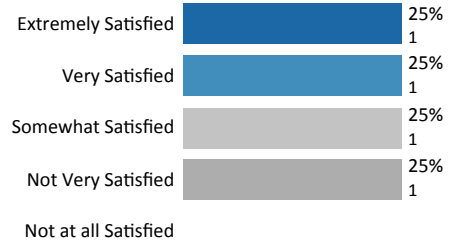
### Overall Satisfaction

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?

3.50

mean

Standard Deviation  
1.12



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

#	Question	2019
1	Thinking about your OVERALL experience with Student Electronic Broadcast System (SEBS) support, how would you rate your satisfaction with it during the past 12 months in meeting your needs?	3.50
2	Understanding my needs and requirements	3.25
3	Accessibility (via phone, voicemail, e-mail, etc.)	3.00
4	Resolving problems effectively	3.50
5	Providing effective online documentation and service information	3.00
6	Changing in positive ways to meet my needs.	3.25

### 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](mailto:oit@uci.edu) if you have any questions about this report or would like additional in-depth analysis of your survey data



# UC Irvine Office of Information Technology Customer Satisfaction Survey

## SEBS: Student Electronic Broadcast System

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

	Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs
Faculty	4.50	4.50	4.50	4.50	4.50	4.50
Staff	2.50	2.00	1.50	2.50	1.50	2.00

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





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SEBS: Student Electronic Broadcast System

Satisfaction Mean Scores by Division and Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

		Overall Satisfaction	Understanding My Needs and Requirements	Accessibility	Resolving Problems Effectively	Effective Online Documentation & Service Info	Changing in Positive Ways to Meet My Needs
Academic Affairs	Faculty	4.50	4.50	4.50	4.50	4.50	4.50
	Staff	3.00	2.00	1.00	2.00	1.00	2.00
Student Services	Staff	2.00	2.00	2.00	3.00	2.00	2.00

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is fewer than five.  
Blank cells: respondents did not provide an answer to the question.

