2019
237 respondents

2017
290 respondents

Strengths
Understanding My Needs and Requirements
Resolving Problems Effectively
Accessibility

Opportunities
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: 4.21

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

Mean Scores
# Question
1 Thinking about your OVERALL experience with the Telephone and Voicemail support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? 4.24 4.11 4.21
2 Understanding my needs and requirements 4.25 4.17 4.21
3 Accessibility (via phone, voicemail, e-mail, etc.) 4.29 4.21 4.25
4 Resolving problems effectively 4.34 4.21 4.27
5 Providing effective online documentation and service information 4.20 4.03 4.11
6 Changing in positive ways to meet my needs. 4.24 4.10 4.13

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 Telephone and Voicemail team maintains and services UCI's telephone system, including standard and IP phones and the voicemail system.

### List of Strengths & Opportunities by Question

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>ST</th>
<th>IS</th>
<th>PO</th>
<th>SO</th>
<th>Mean</th>
<th>Corr</th>
<th>Str/Opp</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Understanding my needs and requirements</td>
<td></td>
<td>IS</td>
<td></td>
<td></td>
<td>4.21</td>
<td>0.95</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Accessibility (via phone, voicemail, e-mail, etc.)</td>
<td></td>
<td>ST</td>
<td></td>
<td></td>
<td>4.25</td>
<td>0.88</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Resolving problems effectively</td>
<td></td>
<td>ST</td>
<td></td>
<td></td>
<td>4.27</td>
<td>0.90</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Providing effective online documentation and service information</td>
<td></td>
<td>SO</td>
<td></td>
<td></td>
<td>4.11</td>
<td>0.88</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Changing in positive ways to meet my needs.</td>
<td></td>
<td>PO</td>
<td></td>
<td></td>
<td>4.13</td>
<td>0.94</td>
<td></td>
</tr>
<tr>
<td>Satisfaction Mean Scores by Classification</td>
<td>Below 3.00 - Low</td>
<td>3.00 to 3.59 - Marginal</td>
<td>3.60 to 4.29 - Good</td>
<td>4.30 &amp; above - Excellent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>-----------------</td>
<td>------------------------</td>
<td>---------------------</td>
<td>--------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>3.45 (22)</td>
<td>3.55 (20)</td>
<td>3.86 (21)</td>
<td>3.72 (18)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understanding My Needs and Requirements</td>
<td>4.29 (202)</td>
<td>4.28 (201)</td>
<td>4.30 (195)</td>
<td>4.15 (181)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resolving Problems Effectively</td>
<td>4.31 (193)</td>
<td>4.31 (193)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effective Online Documentation &amp; Service Info</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changing in Positive Ways to Meet My Needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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