UC Irvine Office of Information Technology Customer Satisfaction Survey
Transportation and Distribution Services

The Transportation and Distribution Services IT team develops and maintains a range of tools and systems for managing parking, sustainable transportation, campus mail and more UCI.

2019
85 respondents

2017
78 respondents

Strengths
Understanding My Needs and Requirements
Collaborates
Accessibility

Opportunities
Resolving Problems Effectively
Changing in Positive Ways to Meet My Needs
Communicates Changes

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?

- Extremely Satisfied: 38%
- Very Satisfied: 36%
- Somewhat Satisfied: 19%
- Not Very Satisfied: 6%
- Not at all Satisfied: 1%

Mean Score: 4.03
Mean Standard Deviation: 0.96

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 Transportation and Distribution Services IT support, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.30 | 4.11 | 4.03 | 
2 Understanding my needs and requirements | 4.30 | 4.16 | 4.06 | 
3 Accessibility (via phone, voicemail, e-mail, etc.) | 4.29 | 4.16 | 4.00 | 
4 Resolving problems effectively | 4.41 | 4.08 | 3.92 | 
5 Providing effective online documentation and service information | 4.20 | 4.15 | 4.00 | 
6 Changing in positive ways to meet my needs. | 4.18 | 4.07 | 3.93 | 
7 Transportation and Distribution Services IT collaborates to meet user training needs on supported applications | 4.31 | 4.20 | 4.03 | 
8 Transportation and Distribution Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications | 4.33 | 4.18 | 3.94 | 

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

Change from prior year is statistically significant
Change of 0.09 or greater
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Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation
Correlation Coefficient Average = 0.86, Mean Average = 3.98

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

List of Strengths & Opportunities by Question

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>Mean</th>
<th>Corr</th>
<th>Str/Opps</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Understanding my needs and requirements</td>
<td>4.06</td>
<td>0.91</td>
<td>IS</td>
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<tr>
<td>3</td>
<td>Accessibility (via phone, voicemail, e-mail, etc.)</td>
<td>4.00</td>
<td>0.86</td>
<td>ST</td>
</tr>
<tr>
<td>4</td>
<td>Resolving problems effectively</td>
<td>3.92</td>
<td>0.87</td>
<td>PO</td>
</tr>
<tr>
<td>5</td>
<td>Providing effective online documentation and service information</td>
<td>4.00</td>
<td>0.85</td>
<td>ST</td>
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<tr>
<td>6</td>
<td>Changing in positive ways to meet my needs.</td>
<td>3.93</td>
<td>0.85</td>
<td>SO</td>
</tr>
<tr>
<td>7</td>
<td>Transportation and Distribution Services IT collaborates to meet user training needs on supported applications</td>
<td>4.03</td>
<td>0.86</td>
<td>IS</td>
</tr>
<tr>
<td>8</td>
<td>Transportation and Distribution Services IT communicates changes, new features and planned/unplanned down-time affecting supported applications</td>
<td>3.94</td>
<td>0.81</td>
<td>SO</td>
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</tbody>
</table>
### Satisfaction Mean Scores by Classification

<table>
<thead>
<tr>
<th>Classification</th>
<th>Below 3.00 - Low</th>
<th>3.00 to 3.59 - Marginal</th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Overall Satisfaction</td>
<td>Understanding Needs &amp; Requirements</td>
<td>Accessibility</td>
<td>Resolving Problems Effectively</td>
</tr>
<tr>
<td>Faculty</td>
<td>3.70 (27)</td>
<td>3.70 (27)</td>
<td>3.56 (25)</td>
<td>3.58 (26)</td>
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<tr>
<td>Staff</td>
<td>4.19 (53)</td>
<td>4.24 (54)</td>
<td>4.20 (54)</td>
<td>4.10 (51)</td>
</tr>
</tbody>
</table>

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