2017 - UC Irvine Office of Information Technology Customer Satisfaction Survey
UCI Identify and Access Management

UCI Identity and Access Management: The Identity and Access Management team manages the issuing and maintenance of network identities (UCinetIDs) and their use in accessing campus services (e.g. WebAuth).

2017
163 respondents

2016
365 respondents

Strengths
Resolves Problems Effectively
Understands My Needs and Requirements
Accessible to Customers

Opportunities
Moving in a Positive Direction
Effectively Uses Websites, Online Documentation
Understands My Needs and Requirements

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?

4.07 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 | Chg from 2016 to 2017
---|---|---|---|---
1 | Thinking about your OVERALL experience with OIT Identity and Access Management, how would you rate your satisfaction with it during the past 12 months in meeting your needs? | 4.16 | 4.07 | 
2 | Understanding my needs and requirements | 4.15 | 4.00 | 
3 | Accessibility (via phone, voicemail, e-mail, etc.) | 4.20 | 4.01 | 
4 | Resolving problems effectively | 4.17 | 4.00 | 
5 | Providing effective online documentation and service information | 4.06 | 3.91 | 
6 | Making changes in a direction that better meets my needs | 4.09 | 3.91 | 
7 | Timeliness for creation of UCinetIDs | 4.13 | 4.01 | 

Background
- 2017 was the second annual Information Technology Customer Satisfaction Survey
- 9,337 - 4,826 Academic Personnel/Faculty and 4,511 Staff were invited to take the survey; 1,430 (15%) responded
- Survey Period: October 3 to October 27, 2017
- 27 Support Groups and 87 IT system items were rated; Users 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 27 OIT support groups and one each for the IT system satisfaction items

* Change from 2016 to 2017 is statistically significant

Change of 0.09 or greater
UCI Identity and Access Management: The Identity and Access Management team manages the issuing and maintenance of network identities (UCinetIDs) and their use in accessing campus services (e.g. WebAuth).

**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>
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<td>IS</td>
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<td>4.00</td>
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<td>Accessible (N=29)</td>
<td>Resolves (N=29)</td>
<td>Website (N=29)</td>
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Number of respondents in parenthesis: (N). N not shown when # of responses is less than 5