

# UBC OKANAGAN IT SATISFACTION SURVEY

Summary of Results

May 2023



# Survey Details

## Purpose / Goals

- Baseline satisfaction of UBCO IT services & support from staff & faculty
- Explore preferred support channels
- Benchmark satisfaction and support continual improvement

## Logistics

- Timing: March 15-31, 2023
- Audience: UBCO IT users (staff & faculty in the Okanagan)



# Objectives, Conclusions, and Recommendations

## Objectives



- **Meeting expectations?**  
Satisfaction surveys are reliable indicators of UBCO IT's ability to meet your needs
- **Benchmark satisfaction:** As the first annual UBCO IT satisfaction survey, we will use this baseline to track improvements
- **Support continual improvement:** Identify areas of dissatisfaction to understand where we can make improvements
- **Take immediate action** when clients identify issues that we can resolve

## Conclusions



- **High satisfaction rate:** majority of respondents rated very high overall satisfaction with IT Services
- **Support Services:** responders were most satisfied with Printing services, and least satisfied with Campus Wi-Fi
- **Support Channels:** respondents were more satisfied with the walk-up Service Centre than the ticketing system
- **Staff vs. Faculty:** There are notable differences in the satisfaction levels between these groups

## Feedback

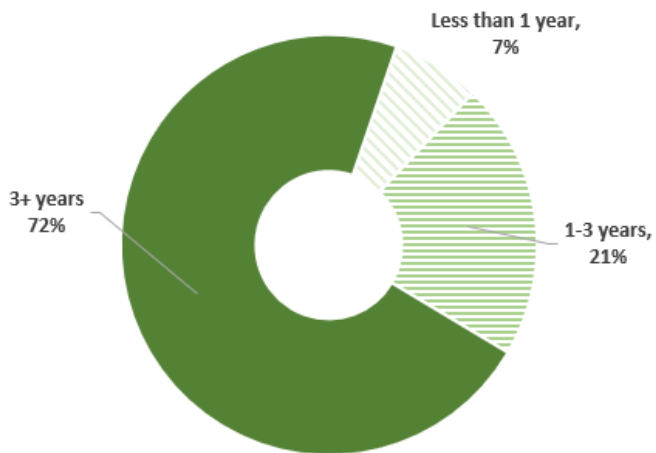


- **Systems & Software:** Increase software options, improve core systems and available support
- **Service Desk:** Increase hours & availability, decrease walk-up wait-times
- **Service Now:** improve forms, organization, & communication
- **UBCO IT Services Provided:** Increase breadth and/or depth
- **IT/Workday Processes:** education on IT/Workday processes
- **CRP:** education, information, and expand service
- **Other**

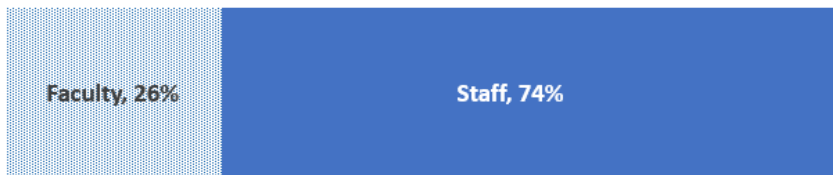


# Respondent Demographics

## Duration at UBC



## Role



### Key Takeaway:

Majority of respondents were staff with a tenure of more than three years



# Positive feedback for UBC Okanagan IT



*“The IT team is consistently quick, kind, and effective when answering my many questions. Always a delight!”*

*“Honestly, the IT team is INCREDIBLE. I am so grateful to have access to such a supportive and knowledgeable team. 99.9% of all issues I connect with the team on are solved FAST and with such kindness and patience.”*

*“You are the most well-oiled machine on campus! Your communications are excellent (emails, newsletters), your response time is excellent, you are consistently clear and concise, you are dependable, professional, polite and engaging. Thank you for your excellence, high degree of organization and best holiday party year after year!”*

*“The IT team is professional, courteous, patient, and diligent - and always very pleasant to interact with. I seem to be a frequent flyer, and they always assist with expertise, insight and good humour. I think they are a model for how a service unit should operate and thanks them for always being there when needed.”*

*“The IT team at UBCO is great. They respond to inquiries and request very quickly with knowledge and a pleasant attitude.”*





# What you would like to see...

... an increase or improvement in Enterprise systems, software options, renewals, and support

*“There should be more centralized IT solutions available for departments (online forms, chatbots). Having each department source and try and get support for software we need to carry out our core business is costly and inefficient.”*

*“I am satisfied with the support team, but not with the technology used by UBC. We are severely lagging behind in software solutions...”*

*“Some items need to be done by UBC IT Vancouver. This is usually a terrible experience. Canvas catalogue, for example, should have an Okanagan representative. Dealing with IT Vancouver on some items, takes away from UBC Okanagan”*

# What you would like to see...



... an increase in Service Desk support

*“Please have IT people available during all Final Exams (evenings and weekends as well) – [it has been] noted that students are having huge anxiety attacks if their software (e.g. Read/Write) does not work during exams”*

*“Support/ helpdesk access 7 days a week and available past 4pm.”*

*“I sometimes get frustrated waiting to talk to someone to help get my issue resolved however when I do get to speak to someone the help is always there. They are an amazing team, maybe just not enough of them at peak times.”*

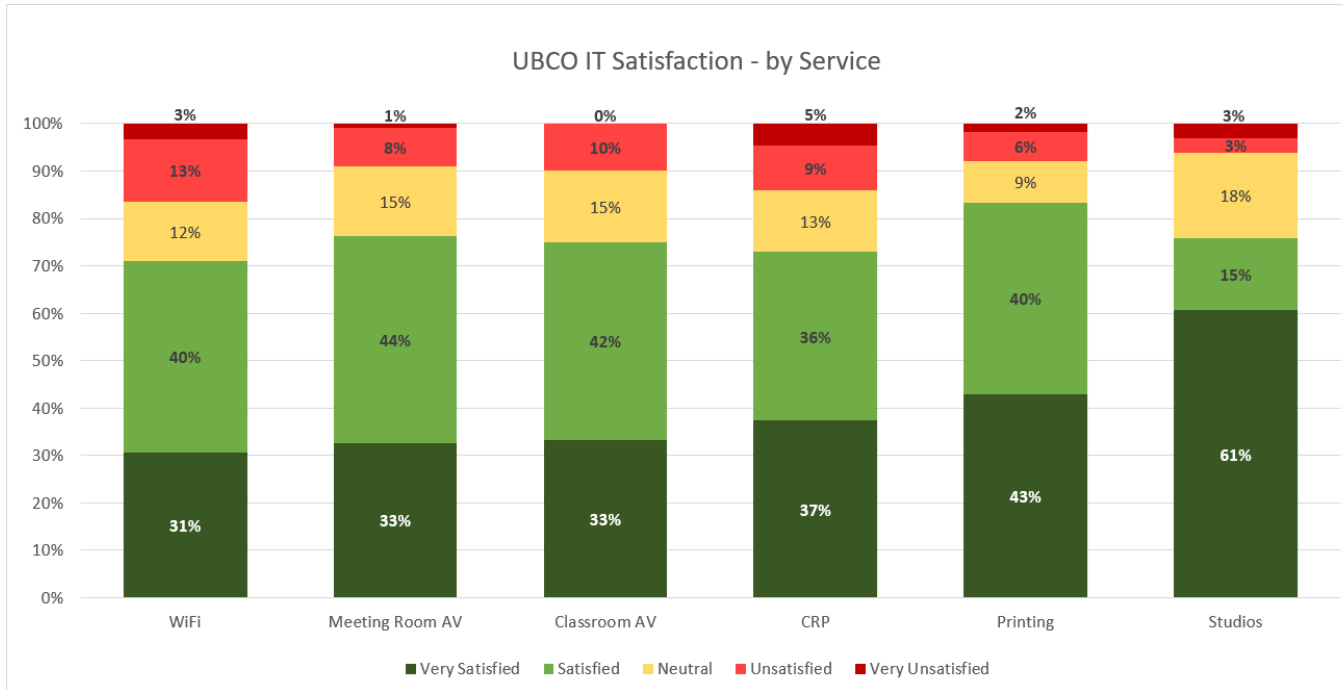




# What you would like to see...

- ... an increase in the breadth and/or width of UBC Okanagan IT Services provided
- ... improvement to the UBC Self-Service Portal
- ... education, improvements, or information about combined IT/ Workday processes (i.e., Onboarding, Procurement)
- ... CRP education, information or expansion or eligibility

# Satisfaction by Service



## Key Takeaways:

The majority of respondents are Satisfied or Very Satisfied with UBC IT Services.

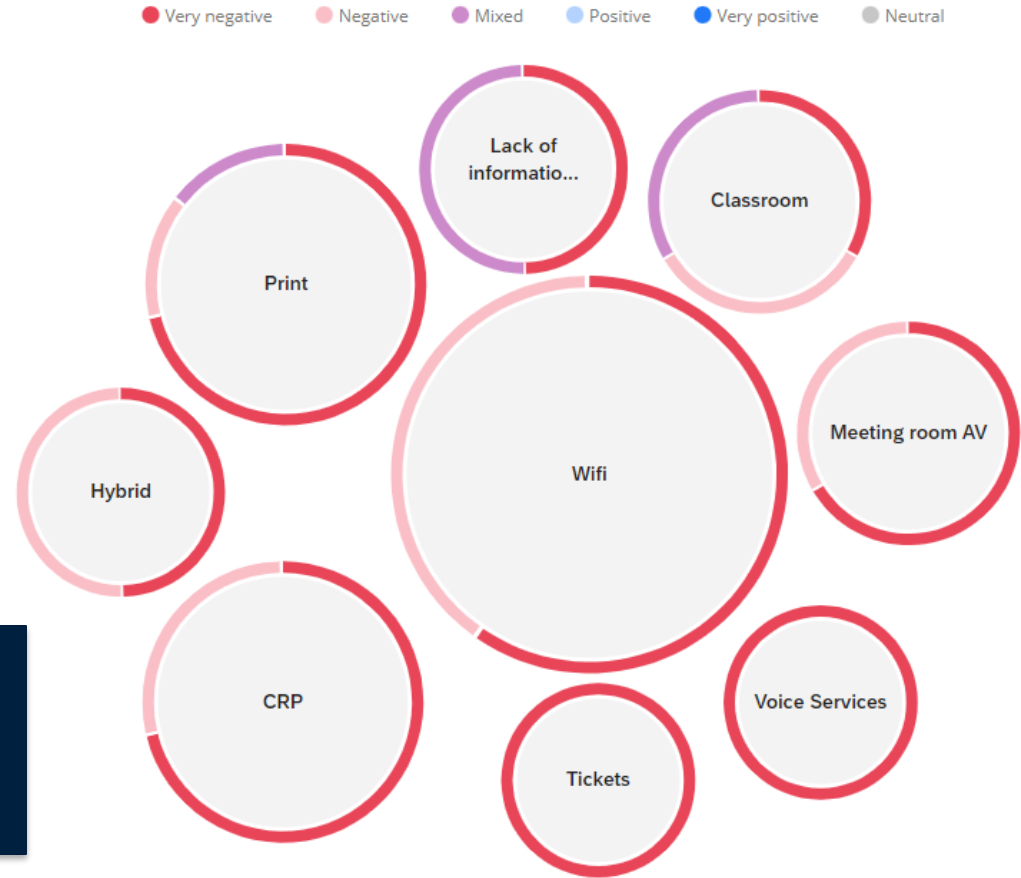
Respondents were:

- Most satisfied with Printing (83% Satisfied & Very Satisfied)
- Least satisfied with Wi-Fi (71% Satisfied & Very Satisfied)

# Reasons Unsatisfied with Service

## Key Takeaway:

When asked why respondents reported they were unsatisfied, Wi-Fi was the primary reason, followed by printing and CRP

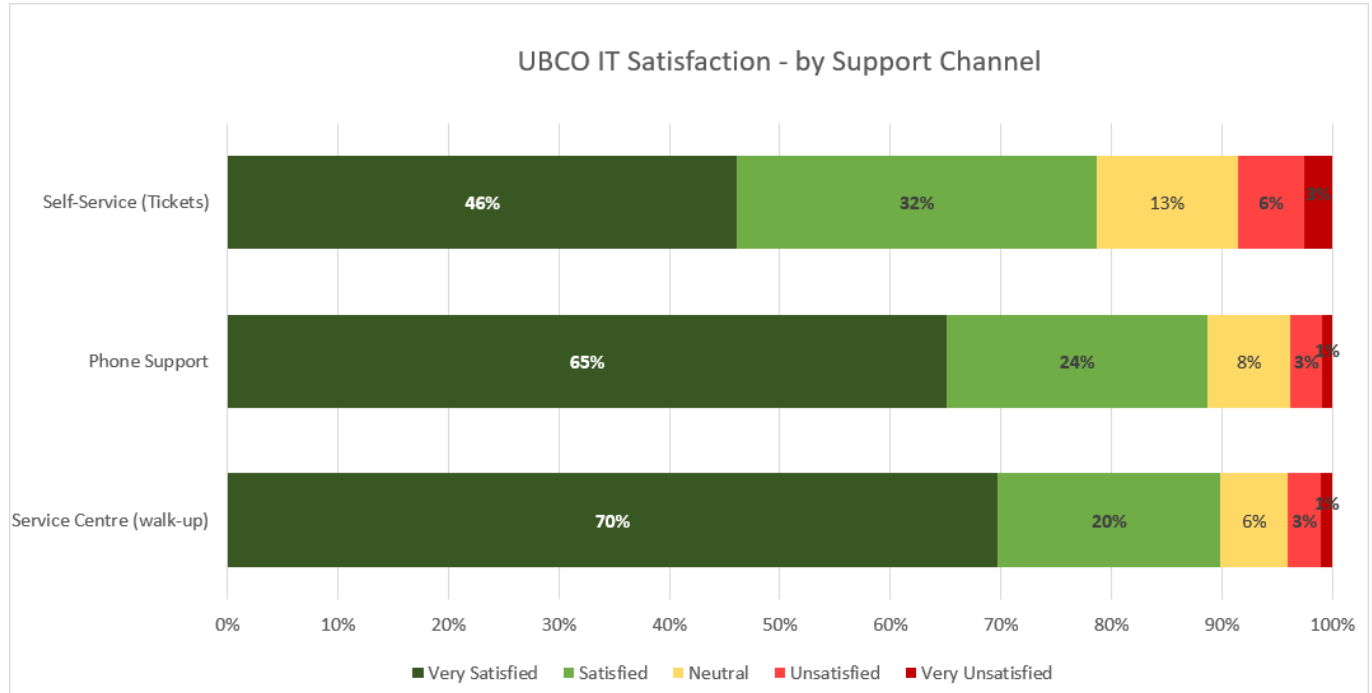


# Support Channel Satisfaction

## Key Takeaways:

Respondents were:

- Most satisfied with the walk-up service desk (90% Satisfied & Very Satisfied)
- Least satisfied with self-service support channel (79% Satisfied & Very Satisfied)





# Staff & Faculty

**Staff** report they're more likely to request help more often

- **53%** of staff request IT help one or more times a month vs **25%** faculty

**Staff** more likely to report feeling **informed** (86% vs 61%)

**Faculty** report being more dissatisfied with some IT Services than staff:

- *Classroom AV* (17% vs 3%)
- *CRP* (35% vs 7%)
- *Printing* (21% vs 3%)

**Equal overall satisfaction** with IT (88% staff, 85% faculty)



# Thank you



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