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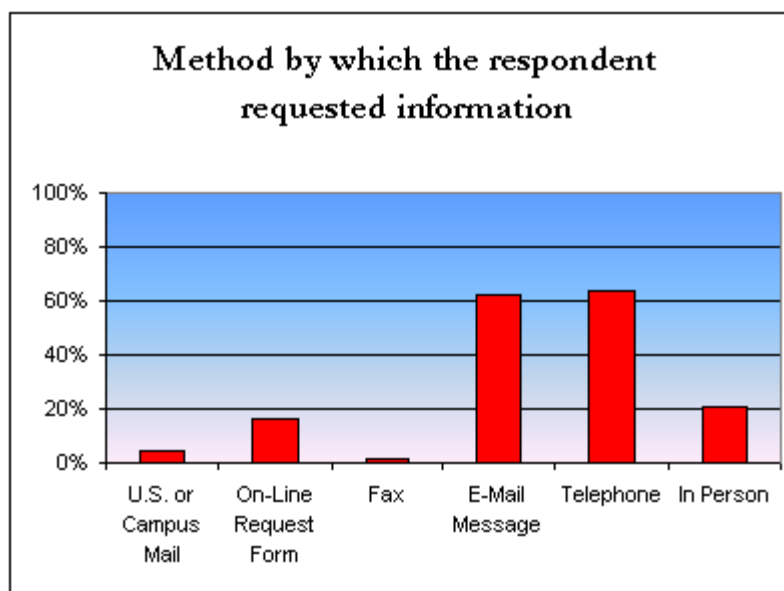
Office of Institutional Research

Performance Survey Results

The Office of Institutional Research (IR) provides management information and centralized reporting services to clients, both within and external to the university. In March 2005, IR distributed surveys to evaluate their clients' level of satisfaction with services provided. Of the 220 surveys sent to IR clientele, such as, administrators, administrative assistants, deans, and department chairs, 41% sent back a response.

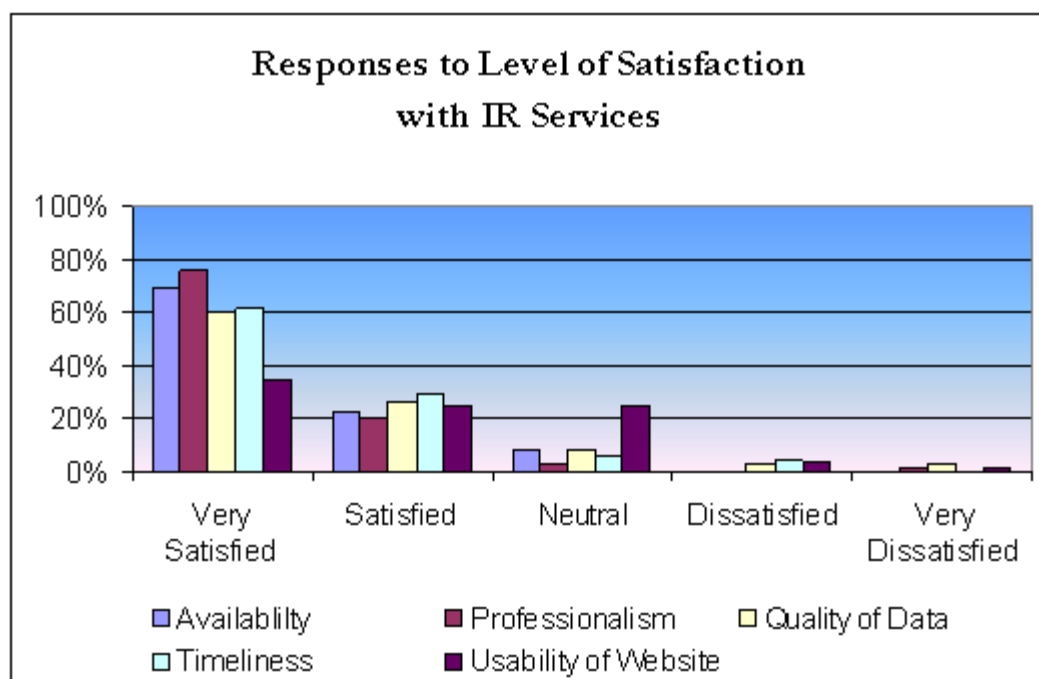
The results of the survey were exceptionally positive. Of the 79% of respondents who have used IR services in the past year:

- 68% indicated they had used IR services one to six times,
- 63% requested information by e-mail or telephone and,
- 90% indicated they received everything they requested.



Survey participants were asked to rate their level of satisfaction, from very satisfied to very dissatisfied. The percentages of respondents with a rating of satisfied or higher were as follows:

- Availability of IR staff 92%
- Professionalism of the IR staff 96%
- Quality of data/Information provided 86%
- Timeliness of completed request 90%
- Usability of the IR website 59%



Survey participants were given the opportunity to include additional comments. Almost all of the comments received were overwhelming positive, such as, “Every time I have made a request of IR, I have received a prompt, accurate response” or “Outstanding service and extremely professional and competent personnel.” Three respondents expressed some dissatisfaction with IR, for example, “I do not utilize data from IR unless I must because of inaccuracies and inconsistencies.” The survey identified that some do not find the IR webpage user friendly. IR continues to work to improve the website and the availability of data.

According to survey responses, it appears that the Office of Institutional Research has accomplished the task of providing accurate information and reporting services to its clients. To view all the survey data and results, please use the links provided.

[Survey Data](#)

[Survey Results](#)

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