

2010 Office of Institutional Research - Performance Survey

Q1. Are you responding as a Southeast Missouri State University employee or as an external user of Institutional Research services?

	Response %	N
University Employee	79.6%	39
External User	20.4%	10
	answered question	49
	skipped question	0

Q2. If you are associated with the university, please indicate your affiliation. If you are not affiliated with the university, please check other.

	Response %	N
University faculty member	26.1%	12
University staff member	43.5%	20
University administrator	15.2%	7
University student	4.3%	2
Other (please specify)	10.9%	5
	answered question	46
	skipped question	3

Q3. Within the past academic year, how many times have you requested assistance from Institutional Research?

	Response %	N
0	2.0%	1
1-4	73.5%	36
4-6	16.3%	8
7-9	4.1%	2
10 or more	4.1%	2
	answered question	49
	skipped question	0

Q4. How did you request assistance? (check all that apply)

	Response %	N
U.S. or Campus Mail	2.1%	1
On-Line Request Form	39.6%	19
Fax	2.1%	1
E-Mail Message	64.6%	31
Telephone	37.5%	18
In Person	10.4%	5
	answered question	48
	skipped question	1

2010 Office of Institutional Research - Performance Survey

Q5. Did you receive what you requested?		Response %	N
	Yes	95.9%	47
	Partially	2.0%	1
	No	2.0%	1
		answered question	49
		skipped question	0

Q6. How satisfied are you with the professionalism of the Institutional Research staff?		Response %	N
	Very Satisfied	81.6%	40
	Satisfied	16.3%	8
	Neutral	2.0%	1
	Dissatisfied	0.0%	0
	Very Dissatisfied	0.0%	0
		answered question	49
		skipped question	0

Q7. How satisfied are you with the accuracy of data/information provided?		Response %	N
	Very Satisfied	73.5%	36
	Satisfied	20.4%	10
	Neutral	4.1%	2
	Dissatisfied	2.0%	1
	Very Dissatisfied	0.0%	0
		answered question	49
		skipped question	0

Q8. How satisfied are you with the timeliness of responses to your requests?		Response %	N
	Very Satisfied	83.7%	41
	Satisfied	10.2%	5
	Neutral	4.1%	2
	Dissatisfied	2.0%	1
	Very Dissatisfied	0.0%	0
		answered question	49
		skipped question	0

Q9. Which sections of the Institutional Research website do you utilize? Check all, if any, that apply.		Response %	N
	Fact Book	50.0%	19
	Common Data Set	55.3%	21
	Published Surveys	21.1%	8
	Enrollment Reports	78.9%	30
	Departmental Reports	28.9%	11
	Comments		0
		answered question	38
		skipped question	11

2010 Office of Institutional Research - Performance Survey

Q10. How satisfied are you with the usability of the Institutional Research website?

	Response %	N
Very Satisfied	40.0%	18
Satisfied	42.2%	19
Neutral	2.2%	1
Dissatisfied	0.0%	0
Very Dissatisfied	0.0%	0
Not Applicable	15.6%	7
	answered question	45
	skipped question	4

Q11. Is there additional information you would like to see on the Institutional Research website?

	N
answered question*	4
skipped question	45

*Responses

- 1 no
- 2 no
- 3 Student Learner Outcomes
- 4 WP003, MAPP

Q12. Institutional Research wants to excel in its service to you and the university. Your perspectives are important. Please add any comments, suggestions or recommendations you have here.

	N
answered question*	10
skipped question	39

*Responses

- 1 I think IR does an outstanding job!
- 2 IR has always been very responsive to my requests. It's always a pleasure to work with the IR staff. They are always responsive to our needs and early when providing data to us.
- 3 great personal service
- 5 Great work, very helpful
- 6 The response I received was courteous, prompt and very accurate
- 7 You are doing a great job. Customer service is excellent!

2010 Office of Institutional Research - Performance Survey

8 Thank you for prompt and polite help

9 IR went above and beyond to meet my request despite the short amount of time that I allowed. Excellent "customer friendly" service and assistance.

10 Why can't some data on the site be used for assessment? It's frustrating.