

Texas A&M International University Institutional Research Survey of Services Provided Spring 2001

Have you had occasion to request services from the Institutional Research Office over the past Academic Year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	24	82.8	82.8	82.8
	No	5	17.2	17.2	100.0
	Total	29	100.0	100.0	

Surveys					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Surveys	5	20.8	100.0	100.0
Missing	System	19	79.2		
Total		24	100.0		

Statistics					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Statistics	13	54.2	100.0	100.0
Missing	System	11	45.8		
Total		24	100.0		

Focus Reports					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Focus Reports	11	45.8	100.0	100.0
Missing	System	13	54.2		
Total		24	100.0		

Student Data					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student Data	8	33.3	100.0	100.0

Missing	System	16	66.7		
Total		24	100.0		

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	1	4.2	100.0	100.0
Missing	System	23	95.8		
Total		24	100.0		

If you requested information was it provided in a timely manner?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	18	75.0	75.0	75.0
	Often	5	20.8	20.8	95.8
	Sometimes	1	4.2	4.2	100.0
	Total	24	100.0	100.0	

How satisfied were you with the information you received?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	17	70.8	70.8	70.8
	Satisfied	7	29.2	29.2	100.0
	Total	24	100.0	100.0	

How satisfied were you with the clarity of the information you received?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	17	70.8	70.8	70.8
	Satisfied	7	29.2	29.2	100.0
	Total	24	100.0	100.0	

How often do you use general university statistics?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	5	20.8	20.8	20.8
	Often	13	54.2	54.2	75.0
	Sometimes	6	25.0	25.0	100.0
	Total	24	100.0	100.0	

How important are these statistics to you?					
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		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Important	18	75.0	75.0	75.0
	Important	6	25.0	25.0	100.0
	Total	24	100.0	100.0	

Rate the helpfulness of the office staff when you requested their service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	19	79.2	79.2	79.2
	Very Good	3	12.5	12.5	91.7
	Good	2	8.3	8.3	100.0
	Total	24	100.0	100.0	

Have you used the statistics provided in the office homepage on the internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	8	33.3	33.3	33.3
	No	16	66.7	66.7	100.0
	Total	24	100.0	100.0	

If yes, how would you rate the homepage?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	2	8.3	28.6	28.6
	Very Good	3	12.5	42.9	71.4
	Good	2	8.3	28.6	100.0
	Total	7	29.2	100.0	
Missing	System	17	70.8		
Total		24	100.0		

How would you rate the office staff overall?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	15	62.5	62.5	62.5
	Very Good	8	33.3	33.3	95.8
	Good	1	4.2	4.2	100.0
	Total	24	100.0	100.0	

Comments or suggestions regarding the Institutional Research Office:

1. Need to have a plan and produce a yearly and standardized set of institutional data that gives us critical information for our Universities student body according to their classification (ex. student profiles pre & post).
2. Thanks for all the hard work!
3. General university statistics should be published. This will decrease the volume of direct and/or repetitive requests.
4. Didn't know the webpage had been updated.
5. Elizabeth is a very knowledgeable employee. She knows exactly what I need and is able to fulfill my request immediately.
6. Do a good job!
7. Elizabeth Martinez has always been excellent.
8. Elizabeth does an excellent job.
9. Elizabeth is always a pleasure to work with.
10. Excellent work I appreciate the quick response.
11. I have dealt with the office in the past through my supervisor. I plan to access your information more often for new departmental reports.
12. I am unaware of the services, which this office offers. I usually contact Elizabeth Martinez, who is always very helpful.