

Texas A&M International University

Institutional Research

Survey of Services Provided - Spring 2002

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	21	100.0	100.0	100.0

Surveys					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Surveys	2	9.5	100.0	100.0
Missing	System	19	90.5		
Total		21	100.0		

Statistics					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Statistics	10	47.6	100.0	100.0
Missing	System	11	52.4		
Total		21	100.0		

Focus Reports					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Focus Reports	12	57.1	100.0	100.0
Missing	System	9	42.9		
Total		21	100.0		

Student Data					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student Data	7	33.3	100.0	100.0
Missing	System	14	66.7		
Total		21	100.0		

Other			
		Frequency	Percent
Missing	System	21	100.0

If you requested information was it provided in a timely manner?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	18	85.7	85.7	85.7
	Often	2	9.5	9.5	95.2
	Never	1	4.8	4.8	100.0
	Total	21	100.0	100.0	

How satisfied were you with the information you received?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	19	90.5	90.5	90.5
	Satisfied	1	4.8	4.8	95.2
	Very Dissatisfied	1	4.8	4.8	100.0
	Total	21	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	19	90.5	95.0	95.0
	Satisfied	1	4.8	5.0	100.0
	Total	20	95.2	100.0	
Missing	System	1	4.8		
Total		21	100.0		

How often do you use general university statistics?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	2	9.5	9.5	9.5
	Often	14	66.7	66.7	76.2
	Sometimes	5	23.8	23.8	100.0
	Total	21	100.0	100.0	

How important are these statistics to you?					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Very Important	18	85.7	85.7	85.7
	Important	3	14.3	14.3	100.0
	Total	21	100.0	100.0	

Rate the helpfulness of the office staff when you requested their service.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	15	71.4	71.4	71.4
	Very Good	5	23.8	23.8	95.2
	Poor	1	4.8	4.8	100.0
	Total	21	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	7	33.3	33.3	33.3
	No	14	66.7	66.7	100.0
	Total	21	100.0	100.0	

If yes, how you would rate the homepage?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	1	14.3	14.3	14.3
	Very Good	6	85.7	85.7	100.0
	Total	7	100.0	100.0	

How would you rate the office staff overall?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	17	81.0	81.0	81.0
	Very Good	3	14.3	14.3	95.2
	Fair	1	4.8	4.8	100.0
	Total	21	100.0	100.0	

Comments or Suggestions regarding the Institutional Research Office:

1. Thanks for your help.
2. Staff is always extremely courteous and helpful. Thanks!
3. Elizabeth is always very helpful and takes the time to find out how her reports can be of most benefit to your programs.

4. Data provided has been very useful in our preparation of reports to the National Science Foundation.

5. Very expedient!! Great Work!!

6. I always approach Elizabeth for assistance. Liz is always courteous and extremely helpful to my last-minute requests. Keep Liz at TAMIU forever! She's extremely approachable and knowledgeable in her field. Martha.

7. You're a blessing! Thanks!

8. I work with Elizabeth and she is very good - always ready to be helpful.