

# Texas A&M International University

## Institutional Research

### Survey of Services Provided – 2003

Have you had occasion to request services from the Institutional Research Office over the past Academic Year?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	10.0	10.0	10.0
	Yes	18	90.0	90.0	100.0
	Total	20	100.0	100.0	

Surveys					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		12	66.7	66.7	66.7
	Surveys	6	33.3	33.3	100.0
	Total	18	100.0	100.0	

Statistics					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		7	38.9	38.9	38.9
	Statistics	11	61.1	61.1	100.0
	Total	18	100.0	100.0	

Focus Reports					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		12	66.7	66.7	66.7
	Focus Reports	6	33.3	33.3	100.0
	Total	18	100.0	100.0	

Student Data					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		12	66.7	66.7	66.7
	Student Data	6	33.3	33.3	100.0

	<b>Total</b>	18	100.0	100.0
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<b>Other</b>				
	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	18	100.0	100.0	100.0

<b>If you requested information was it provided in a timely manner?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Always</b>	15	83.3	83.3	83.3
	<b>Often</b>	3	16.7	16.7	100.0
	<b>Total</b>	18	100.0	100.0	

<b>How satisfied were you with the information you received?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Very Satisfied</b>	14	77.8	77.8	77.8
	<b>Satisfied</b>	4	22.2	22.2	100.0
	<b>Total</b>	18	100.0	100.0	

<b>How satisfied were you with the clarity of the information you received?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Very Satisfied</b>	13	72.2	72.2	72.2
	<b>Satisfied</b>	5	27.8	27.8	100.0
	<b>Total</b>	18	100.0	100.0	

<b>How often do you use general university statistics?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Always</b>	3	16.7	16.7	16.7
	<b>Often</b>	11	61.1	61.1	77.8
	<b>Sometimes</b>	4	22.2	22.2	100.0
	<b>Total</b>	18	100.0	100.0	

<b>How important are these statistics to you?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Very Important</b>	16	88.9	88.9	88.9
	<b>Important</b>	2	11.1	11.1	100.0

	<b>Total</b>	18	100.0	100.0
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<b>Rate the helpfulness of the office staff when you requested their service.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	11	61.1	61.1	61.1
	<b>Very Good</b>	4	22.2	22.2	83.3
	<b>Good</b>	3	16.7	16.7	100.0
	<b>Total</b>	18	100.0	100.0	

<b>Have you used the statistics provided in the office homepage on the internet?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>No</b>	12	66.7	66.7	66.7
	<b>Yes</b>	6	33.3	33.3	100.0
	<b>Total</b>	18	100.0	100.0	

<b>If yes, how would rate the homepage?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Very Good</b>	4	66.7	66.7	66.7
	<b>Good</b>	2	33.3	33.3	100.0
	<b>Total</b>	6	100.0	100.0	

<b>How would you rate the office staff overall?</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	12	66.7	66.7	66.7
	<b>Very Good</b>	3	16.7	16.7	83.3
	<b>Good</b>	3	16.7	16.7	100.0
	<b>Total</b>	18	100.0	100.0	

Comments

-Very helpful and responsive to our needs.

-Elizabeth is always helpful and happy to serve our needs.

-Personnel is focused and professional, knowledgeable, and precise.

-Have always received excellent service and received all requested info very fast & efficient.

-Clone yourselves.

-Excellent Job! Keep up the Good Work!!