# Statistics for Support Services Evaluation

	Survey Term SP11	06/06/2011	11:38:10AM
1. Demographic Questions			
1.1. Age Group			
18-22		26	
23-30		28	
31-40		7	
41-50		5	
51-60		1	
	Total numi	per 67	
1.2. Gender			
Female		49	
Male		18	
	Total numl		
2. Ethnicity			
2.1. Ethnicity			
African American		3	
Hispanic or Latino		62	
White or Non-Hispanic Origin		2	
	Total numl	per 67	
3. Classification			
3.1. Undergraduate			
Freshman		8	
Junior		20	
Senior		31	
Sophomore		8	
	Total num	per 67	
3.2. Graduate			
Doctoral Degree		1	
Non-Degree Student		39	
Seeking Masters Degree		27	
	Total numl		
3.3. Are you a full-time student?			
No		13	
Yes		54	
165	Total numl		
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3.4. What is your primary field of study?			
Business		16	
Education		26	
Engineering		1	
Fine Arts		2	
Human Sciences		4	
other		12	
Social Sciences/Humanities		6	
	Total numl	per 67	

1-3 3-6 6+  Total number  Which description best fits you?  Distant student taking campus and web-based courses (25 miles or more from campus)  Local student taking on campus and web-based courses (25 miles or less from campus)  Local student taking web-based courses only (25 miles or less from campus)  Total number  hnology  Do you feel you had the knowledge necessary to use the technology required by this course?  No Yes  Total number  Do you feel you had the equipment required by this course?  No Yes  Total number  Please rate yourself as a technology user when you STARTED this course.  1-novice 2 3 4 5 6 7 8-expert	Part-time  Total number  5. Number of on-line courses previously taken  1-3 3-6 6+  Total number  7. Which description best fits you?  Distant student taking campus and web-based courses (25 miles or more from campus)  Local student taking on campus and web-based courses (25 miles or less from campus)  Local student taking web-based courses only (25 miles or less from campus)  Local student taking web-based courses only (25 miles or less from campus)  Local student taking web-based courses only (25 miles or less from campus)  Local student taking web-based courses only (25 miles or less from campus)  Total number  2. Do you feel you had the knowledge necessary to use the technology required by this course?  No Yes  Total number  2. Do you feel you had the equipment required by this course?  No Yes  Total number  3. Please rate yourself as a technology user when you STARTED this course.  1-novice 2 3 4 5 6 7 8-expert  Total number  4. Please rate yourself as a technology user when you COMPLETED this course.	Full-time		
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Which of the following was your primary location of access to your on line course meterials?		Please rate yourself as a technology user when you STARTED this continuous the second state of the second	Total number	
. withch of the following was your primary location of access to your on-line course materials?	At Home - Commercial Internet Service Provider	Please rate yourself as a technology user when you STARTED this of the second state of	Total number  Total number	
	At Home - Commercial Internet Service Provider	Please rate yourself as a technology user when you STARTED this of the second state of	Total number  Total number	
		Please rate yourself as a technology user when you STARTED this of the second state of	Total number  Total number	
At Home - Commercial Internet Service Provider	At Home - Dial-up	Please rate yourself as a technology user when you STARTED this of the following was your primary location of access to your expert.	Total number  Total number	
		Please rate yourself as a technology user when you STARTED this of the following was your primary location of access to your of the Home - Commercial Internet Service Provider At Home - Dial-up	Total number  Total number	

61

Total number

#### 5. Online experience/impressions

5.1. Grade	I expect	in this	course
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A		41
В		21
С		3
D		2
	Total number	67
ne tools I used in this online course to interact with the faculty	member was	

#### 5.2. The tools I used in this online course to interact with the faculty member was

Discussion Boards		30
Email		34
Phone Calls		1
Virtual Meetings		2
	Total number	67

### 6. Distance Learning Student Support Services

#### 6.1.a. Degree of satisfaction of the support received from Admissions Office/Department.

Excellent		29
Fair		4
Good		33
Poor		1
	Total number	67

#### 6.1.b. Degree of satisfaction of the support received from Academic Advisement Office/Department.

Excellent		33
Fair		4
Good		27
Poor		1
Very Poor		2
	Total number	67

#### 6.1.c. Degree of satisfaction of the support received from Career Services Office/Department.

Excellent		23
Fair		9
Good		33
Very Poor		2
	Total number	67

#### 6.1.d. Degree of satisfaction of the support received from Bookstore Office/Department.

Excellent		29
Fair		10
Good Poor		26
Poor		1
Very Poor		1
	Total number	67

#### 6.1.e. Degree of satisfaction of the support received from Degree Planning Office/Department.

Excellent		28
Fair		8
Good		29
Poor		1
Very Poor		1
	Total number	67

6.1.f. Degree of satisfaction of the support received from Disability Services Office/Department.

Excellent		2
Fair		
Good		;
Very Poor		
	Total number	(
Degree of satisfaction of the support received from Financial Ai	d Office/Department.	
Excellent		;
Fair		
Good		:
Poor		
Very Poor		
	Total number	
Degree of satisfaction of the support received from Library Serv	vices Office/Department.	
Excellent		
Fair		
Good		
Poor		
	Total number	
Degree of satisfaction of the support received from Registration	Office/Department.	
Excellent		
Fair		
Good		
Poor		
Very Poor  Degree of satisfaction of the support received from Registrar's C	Total number	
Very Poor		
Very Poor  Degree of satisfaction of the support received from Registrar's C		
Very Poor  Degree of satisfaction of the support received from Registrar's C  Excellent		
Very Poor  Degree of satisfaction of the support received from Registrar's C  Excellent Fair		
Very Poor  Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good		
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor	Office.  Total number	
Very Poor  Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor	Office.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor	Office.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S	Office.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good	Office.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor	Total number upport Office/Department.	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor	Total number upport Office/Department.  Total number Fee Payment Office/Department.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor	Total number upport Office/Department.  Total number Fee Payment Office/Department.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor	Total number upport Office/Department.  Total number Fee Payment Office/Department.  Total number	
Degree of satisfaction of the support received from Registrar's C  Excellent Fair Good Poor Very Poor  Degree of satisfaction of the support received from Technical S  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from Tuition and I  Excellent Fair Good Very Poor  Degree of satisfaction of the support received from ANGEL Tut Excellent	Total number upport Office/Department.  Total number Fee Payment Office/Department.  Total number	

6.2. I received orientation and training on how to access TAMIU Library Services.

N		33
Υ		34
	Total number	67
6.3. I had access to TAMIU	Library/Learning resources outside of regular hours.	
N		12
Υ		55
	Total number	67
6.4. I am aware of the proce	ess of filing a complaint.	
N		34
Y		33

## 7. Additional Questions

7.1. Compared to other courses I have taken, the amount of time and effort I spent was.

About the Same		14
Less		4
Much More		30
Some What		19
	Total number	67

7.2. Compared to other courses I have taken, the amount of time and effort to be highly successful in this course was.

About the Same		18
Less		3
Much More		25
Some What		21
	Total number	67

Total number of survey 67

Total number

67