

Executive Summary

Data Selection

- Students Surveyed:
 - Enrolled Spring 2014 but did not enroll Fall 2014
- Call pool: 871
 - Not enrolled: 271
 - Enrolled: 600

Data Collection

- Callers: 8
- Duration of research: 4 weeks
- Times called:
 - 9:00 am – noon
 - 2:00 pm – 5:00 pm
 - 5:00 pm – 7:00 pm
- Each student was called at least twice
- Upon request, student was emailed survey
- Call blind as one unit

Results of Qualitative Data

Completed Surveys: 95

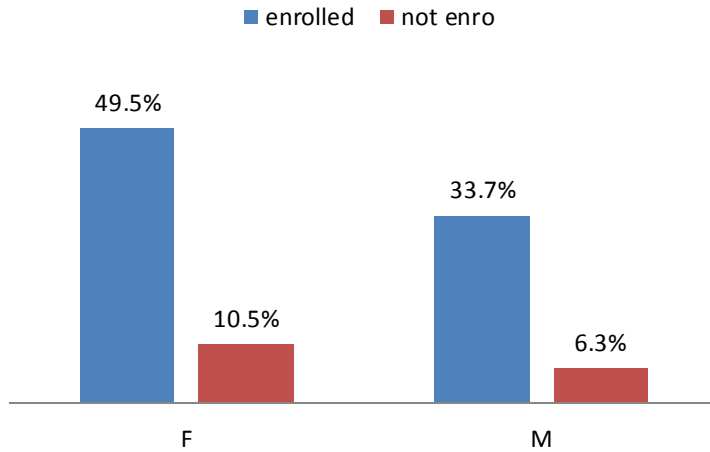
Enrolled: 79

Not enrolled: 16

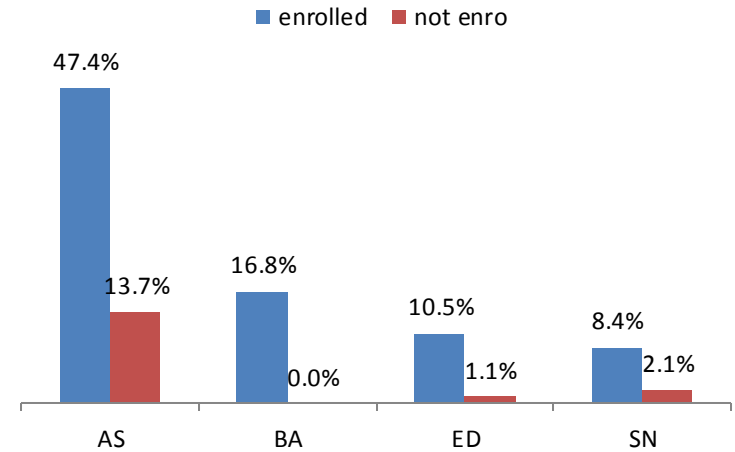
Student Demographics

Student Count: 95

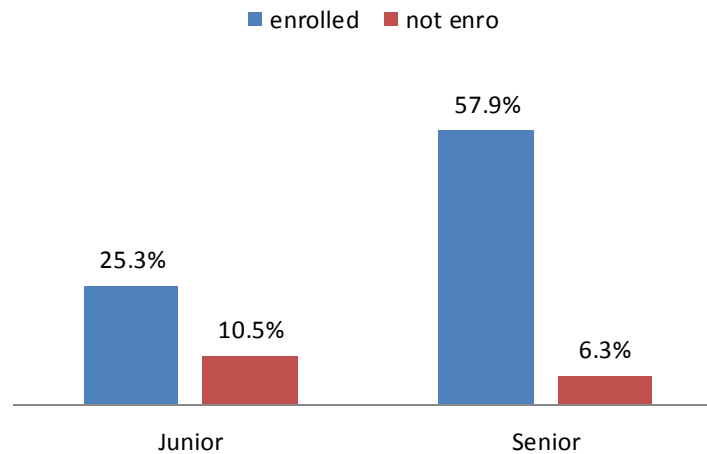
Gender



College



Student Classification



Best Experiences

Student Count: 86 Response Count: 202

Common Themes		
Campus Activities/Events	60/202	29.7%
Professors/Lecture	45/202	22.3%
Resources/Facilities	35/202	17.3%
Personal Achievement	29/202	14.4%
Socialization	11/202	5.4%
Other	22/202	10.9%

Other: study abroad, undergraduate research, scholarships, atmosphere, and wild life

- “Professors are very passionate and inspiring”
- “Going to Dusty Camp. Felt it was good way to be introduced to campus and felt comfortable and excited to come to TAMIU”
- “Atmosphere (during semester very relaxing library and study rooms).”
- “Welcome Week and Tailgates with Student Organizations”
- “The relationship between the soccer teammates, supporting those that are international students”

Worst Experiences

Student Count: 91 Response Count: 128

Common Themes		
Student Services Complaints	39/128	30.5%
Professors	19/128	14.8%
Parking	13/128	10.2%
Academic Failure	13/128	10.2%
Expenses	9/128	7.0%
Food/Aramark	9/128	7.0%
Course Scheduling	4/128	3.1%
Other	22/128	17.2%

Other: not disability friendly, personal issues (cyber bullying), weekend hours, and computer labs.

- “TAMIU should focus more about promoting education and providing more tutoring opportunities rather than athletics.”
- “Needed food from Aramark for cultural fest and instead man in charge only cared about her name and wasn’t being professional“
- “Instructors unavailable to meet with (lack of communication)
- “TAMIU staff is impatient”
- “Sometimes people are rude and just expect students to know what’s going and it makes you feel dumb. Sometimes the people at the Registrar's office are very rude.”

Suggestions

Student Count: 50

Response Count: 65

Common Themes		
Student Services	10/65	15.4%
Evening Class/Majors	9/65	13.8%
Marketing on campus events	8/65	12.3%
Parking	8/65	12.3%
Advising	7/65	10.8%
Advance in Technology	6/65	9.2%
Faculty	4/65	6.2%
Other	13/65	20%

Other: open to new ideas, bigger classrooms, increasing moral, increasing expectations, cleaner facilities, and REC is too small

- “Making sure advisors know what they are talking about to stop mess ups”
- “More advising throughout junior and senior year”
- “More emphasis on career counseling. Many students change their majors because they don't know what they're getting into.”
- “More qualified adjunct professors, more parking, longer library hours especially the weeks leading up to final exams.”
- “Promote on campus organizations and events”

Network Relationships

First Person	Sample: 92
College Advisor	18.5%
Professor	25%
Classmate	6.5%
Friend	16.3%
Staff	19.6%
Other	7.6%
Not engaged	6.5%

Other: COED, Psychology, Financial Aid, OIT, TRIO

1st highest

Second Person	Sample: 83
College Advisor	14.5%
Professor	22.9%
Classmate	4.8%
Friend	7.2%
Staff	14.5%
Other	7.2%
Not engaged	28.9%

Other: Family member, Financial Aid, ROTC, Writing Center, TAMIU Alumni

2nd highest

Third Person	Sample: 55
College Advisor	7.3%
Professor	12.7%
Classmate	1.8%
Friend	0%
Staff	12.7%
Other	9.1%
Not engaged	56.4%

Other: Family, Career Advisor, Dean, Business Office

3rd highest

Conclusion

- Large non-response rate and sample size is too small to make generalizations
- Recommendation: Students who do not register within 30 days of registration for the following term should be contacted immediately
- We hope this information will prove to be valuable to improve TAMIU's services