

Institutional Research and Assessment(IRA) Office Client Satisfaction Survey

This survey is designed to determine your satisfaction with the services provided by the Institutional Research and Assessment Office.

Section 1 - Demographics

This section is to determine relative demographic information about our respondents.

01: Are you:

Please choose **only one** of the following:

- A former student
- A student
- A Non-Student employee of SHSU
- Neither an SHSU student or Employee
- None of the above

[Only answer this question if you answered 'A Non-Student employee of SHSU' to question '01 ']

02: Are you a member of:

Please choose **only one** of the following:

- Faculty
- Support-staff
- Administration
- Another personnel group

03: With which college, department, or division are you associated?

Please choose **only one** of the following:

- Presidents Office
- College of Arts & Sciences
- College of Business Administration
- College of Criminal Justice
- College of Education
- College of Humanities & Social Sciences
- Finance & Operations
- University Advancement
- Student Services
- Enrollment Management
- Academic Affairs
- Outside SHSU

Other

Section 2 - Client Satisfaction

This section is to determine your satisfaction with the services provided by the Institutional Research and Assessment Office.

01: With whom, in the INSTITUTIONAL RESEARCH & ASSESSMENT (IRA) office, did you communicate in relation to your study or data request ?

Please choose all that apply.

Please choose **all** that apply:

- Dr. Rita Caso
- Martha Blume
- Jeff Roberts
- Jake Yah
- Student Analyst

02: By what means do you usually communicate with the IRA Office?

Please choose all that apply.

Please choose **all** that apply:

- IR Web Site Data Request/Work Order
- E-mail
- Phone
- Face-to-face meeting
- Data request communicated to Academic Affairs VP or Associate VP
- Fax
- Postal Mail
- Other

03: How would you characterize the communication you have had with the IRA Office?

Please choose **only one** of the following:

- Generally very difficult
- Generally somewhat difficult
- Sometimes difficult and sometimes easy
- Generally easy with some effort
- Generally easy
- Cannot form an opinion

04: How understandable were the study results or responses provided by the IRA office?

Please choose **only one** of the following:

- Generally incomprehensible
- Sometimes incomprehensible
- Comprehensible and incomprehensible in equal parts
- Generally understandable with some effort
- Generally completely understandable
- Cannot form an opinion

Make a comment on your choice here:

[Only answer this question if you answered 'Generally incomprehensible' or 'Sometimes incomprehensible' or 'Comprehensible and incomprehensible in equal parts' to question '04 ']

05: Did you generally communicate a need for explanation or further clarification to the IRA Office?

Please choose **only one** of the following:

- Yes
- No

06: How useful were the results provided by the IRA Office. Please comment with further details.

Please choose **only one** of the following:

- Generally not at all useful
- Mostly not useful
- Useful only about half the time
- Mostly useful
- Generally completely useful
- Cannot form an opinion

[Only answer this question if you answered 'Generally not at all useful ' or 'Mostly not useful' or 'Useful only about half the time' to question '06 ']

07: Did you communicate a need for further probing and research to the IRA Office in an attempt to obtain useful results?

Please choose **only one** of the following:

Yes

No

08: How accurate was the information provided by the IRA Office as a result of research/assessment questions and/or data requests. Please comment with further details.

Please choose **only one** of the following:

Results reported generally had many errors

Results reported generally had some errors

Results reported generally had very few errors

Results reported had very few and inconsequential errors

Results reported were generally error-free

Cannot form an opinion

Make a comment on your choice here:

[Only answer this question if you answered 'Results reported generally had some errors' or 'Results reported generally had many errors' or 'Results reported generally had very few errors' or 'Results reported had very few and inconsequential errors' to question '08 ']

09: Did you bring errors to the attention of the IRA Office?

Please choose **only one** of the following:

Yes

No

10: How consistent were the results provided by the IRA Office with other data to which you had access?

Please choose **only one** of the following:

Results reported were generally very inconsistent with other data obtained from other sources

Results reported were generally somewhat inconsistent with other data obtained from other sources

Results reported were generally slightly inconsistent with other data obtained from other sources

Results reported were almost always consistent with other data obtained from other sources

Results reported by IRA were used as the standard against which data from other sources were compared

[Only answer this question if you answered 'Results reported were generally slightly inconsistent with other data obtained from other sources' or 'Results reported were generally somewhat inconsistent with other data obtained from other sources' or 'Results reported were generally very inconsistent with other data obtained from other sources' to question '10 ']

11: Did you make the IRA Office aware of inconsistencies and request explanations?

Please choose **only one** of the following:

Yes

No

12: What were the most frequently used sources of data with which IRA results were not consistent? Specifics would be greatly appreciated. Please list as many as apply.

Please write your answer here:

13: Which of the following statements most closely represents your perceptions regarding the time it took to complete your study or data analysis request?

Please choose **only one** of the following:

- The data request took much more time to complete than I expected
- The data request took somewhat more time to complete than I expected
- The data request took about the time I expected to complete
- The data request took somewhat less time to complete than I expected
- The data request took much less time to complete than I expected
- Cannot form an opinion

14: Overall I am :

Please choose **only one** of the following:

- Greatly dissatisfied with the quality of service provided by the IRA office
- Somewhat dissatisfied with the quality of service provided by the IRA office
- Neither dissatisfied or satisfied with the quality of service provided by the IRA office
- Somewhat satisfied with the quality of service provided by the IRA office
- Greatly satisfied with the quality of service provided by the IRA office
- Cannot form an opinion

Section 3 - Perceptions regarding IRA office goals

This section is to gain your perceptions in relation to how well the IRA office is accomplishing its goals

01: I feel that the IRA office provided technical assistance with accreditation and reaffirmation processes.

Please choose **only one** of the following:

- Strongly Disagree
- Disagree
- Neutral/Not Sure
- Agree
- Strongly Agree

02: If I received more than one report from the IRA office about the same population or area of activity, I feel that the IRA office provided consistent data across multiple reports.

Please choose **only one** of the following:

- Strongly Disagree
- Disagree
- Neutral/Not Sure
- Agree
- Strongly Agree

03: I feel that the IRA office provided support to assist in completion of Internal Quality Assessment of my Program, Department or Office.

Please choose **only one** of the following:

- Strongly Disagree
- Disagree
- Neutral/Not Sure
- Agree
- Strongly Agree

04: I feel that the IRA office provided adequate support in the exchange and sharing of ideas, goals, and objectives amongst units and programs.

Please choose **only one** of the following:

- Strongly Disagree
- Disagree
- Neutral/Not Sure
- Agree
- Strongly Agree

Submit Your Survey.

Thank you for completing this survey. Please fax your completed survey to: .