
IRA Office Client Satisfaction Survey

Demographics

Please Answer the questions below by selecting the most appropriate response from among those listed.

01 Are you...?

Please choose *only one* of the following:

- A former SHSU student
- A current SHSU student
- A current student not at SHSU
- None of the above
- Other: _____

02 Are you...?

Please choose *only one* of the following:

- SHSU Faculty
- SHSU Administration
- SHSU Support-Staff
- Student Employee of SHSU
- Other SHSU personnel
- Employee of another institution or organization

03 Which College, Department, or Division do you belong to?

Please choose *only one* of the following:

- College of Arts and Sciences
 - College of Business Administration
 - College of Criminal Justice
 - College of Education
 - College of Humanities & Social Sciences
 - Division of Finance and Operations
 - Division of University Advancement
 - Division of Student Services
 - Division of Enrollment Management
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- o Division of Academic Affairs
- o Institution or Organization Outside SHSU

04 With whom did you communicate in relation to your data request?

Please choose *all* that apply:

- o Dr. Rita Caso
- o Martha Blume
- o Jeff Roberts
- o Xiahong Li
- o Student Analyst

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

Please choose *all* that apply:

- o E-mail
- o IRA Website Data Request/Workorder
- o Phone
- o Face to face meeting
- o Postal Mail

Other: _____

Client Satisfaction

Please rate the service provided by the IRA Office in response to your research/assessment questions and/or data requests.

06 For which general type(s) of assistance and service did you approach the IRA Office most often this past year?

Please check all that apply

Please choose *all* that apply:

- o Data requests to support obligatory program, departmental, college, university, or external reporting NOT related to SACS
- o Data requests to support your program or departmental decision-making
- o Assessment support related to SACS Accreditation-Reaffirmation

Other: _____

07 If you requested any Assessment Support related to SACS Accreditation-Reaffirmation, of what nature was it?

Please check all that apply.

Please choose *all* that apply:

- o Conceptualizing how to document the assessment process
- o Technical questions about using the Online Assessment Tracking Database (OAT Db)
- o Obtaining institutional data to support student learning outcomes-assessment

08 <p>The IRA Office provided adequate support to assist YOU in completing quality assessment.</p>

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

- o Strongly Disagree
- o Disagree
- o Neutral/Not Sure
- o Agree
- o Strongly Agree
- o Unable to form an opinion

09 I feel that the IRA Office provided valuable technical assistance with accreditation assessment processes (i.e., SACS).

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

- o Strongly Disagree
- o Disagree
- o Neutral/Not Sure
- o Agree
- o Strongly Agree
- o Unable to form an opinion

10 How understandable was the research/assessment information you recieved from the IRA Office in response to a specific request or workorder?

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

- o Not understandable at all
- o Partially understandable
- o Completely understandable
- o Unable to form an opinion

11 Did you, or would you, have felt comfortable asking the IRA Office for clarification if your information was not completely understandable?

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

- o Yes
- o No

12 If you asked for clarification of information provided by the IRA Office, were you satisfied with it?

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

- Yes
- No

13 <p>What is your perception about the accuracy of the research/assessment information you received from the IRA office when a specific work order was completed?</p>

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

- Results reported had many inaccuracies
- Results reported had some inaccuracies
- Results reported had very few inaccuracies
- Results reported had very few and inconsequential inaccuracies
- Results reported were accurate
- Unable to form an opinion

14 If ANY inaccuracies were perceived, did you request explanations or corrections from the IRA Office?

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

- Yes
- No

15 <p>Consistency</p>

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

- Results reported were very inconsistent with data obtained from other sources
- Results reported were somewhat inconsistent with data obtained from other sources
- Results reported were slightly inconsistent with data obtained from other sources
- Results reported were almost always consistent with data obtained from other sources
- Results reported by IRA Office were used as the standard against which data from other sources were compared
- Unable to form an opinion

16 If ANY inconsistencies were perceived, did you request explanations or corrections from the IRA Office?

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

- Yes
- No

17 <p>If ANY inconsistencies were perceived, can you name any GUI, NELL, or other reports, with which IRA results were not consistent? Please list as many as apply. This information will help us to better investigate and resolve inconsistencies among data sources.</p>

Please write your answer here:

18 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 completed
- The data request took somewhat less time to complete than I expected
- The data request took much less time to complete than I expected

19 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
- Unable to form an opinion

Submit Your Survey.

Thank you for completing this survey.
