The Office of Institutional Research and First-Year Research Client Satisfaction Survey

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Loyola College in Maryland

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Survey Overview

- In March of 2009 the Office of Institutional Research conducted a survey of its campus clients
  - This is the first survey of its kind at Loyola
- The survey was administered using the zoomerang™ online survey software
  - The charts that comprise this presentation are downloads from the zoomerang™ software
- The survey was sent to a client list of 52 Loyola administrators and faculty
  - The survey was completely anonymous
  - One invitation and one reminder was sent to the client list
  - 25 people completed the survey for a response rate of 48%.
IR’s Reputation Among Staff and Administrators

How would you rate IR’s general reputation among staff and administrators at Loyola?

- Very positive
- Somewhat positive
- Negative
- Very Negative
- No basis for judgment

- 26%
- 4%
- 4%
- 41%
- 26%
IR’s Reputation Among Faculty

[Pie chart showing the distribution of responses to the question: How would you rate IR’s general reputation among faculty at Loyola?]

- Very positive: 44%
- Somewhat positive: 22%
- Negative: 30%
- Very negative: 4%
- No basis for judgment: 4%
Satisfaction with Request That Originate in the IR Office
Satisfaction with Interactions with IR Staff

![Pie chart showing satisfaction levels with interactions with IR staff. 59% Very Satisfied, 19% Satisfied, 19% Somewhat Satisfied, 4% Dissatisfied, and 0% Very Dissatisfied.](chart.png)
Satisfactions with IR Products

How satisfied are you with the products that are produced by the IR Office?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied

- 57%
- 26%
- 13%
- 4%
Usefulness of IR Products

How would you rate the usefulness of products that are produced by the IR Office?

- Very useful
- Mostly Useful
- Somewhat Useful
- Not Very Useful
- Not at all Useful

48%
13%
39%
Accuracy of IR Products

How would you rate the accuracy of products that are produced by the IR Office?

- Very Accurate
- Somewhat Accurate
- Not very Accurate
- Mostly Accurate
- Not at all Accurate

48%
43%
9%
Timeliness of IR Response to Requests

When you contact IR with a request, about how often is your need met in a timely fashion?

- Nearly 100% of the time
- About 50% of the time
- About 25% of the time
- About 75% of the time
- None of the time

- 57%
- 43%
Perceptions of the IR Office

Please note that some of the survey items were worded in the negative so it is a positive statement about the IR office when the respondent disagrees.
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