

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



Prepared by:
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Office of Institutional Research

Loyola College in Maryland

March 2009

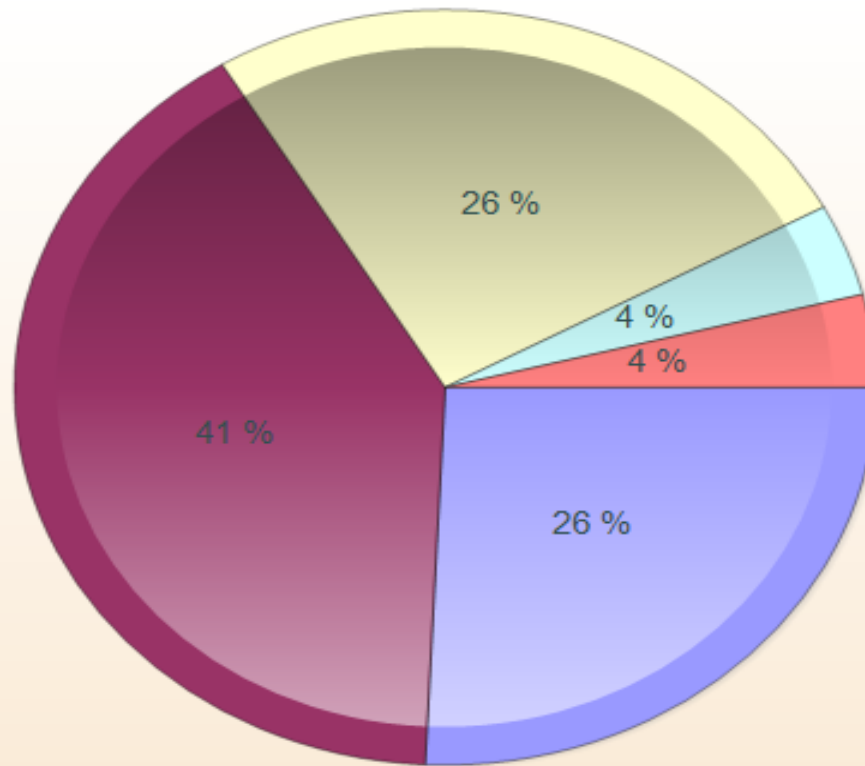
Survey Overview

- ❑ 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?

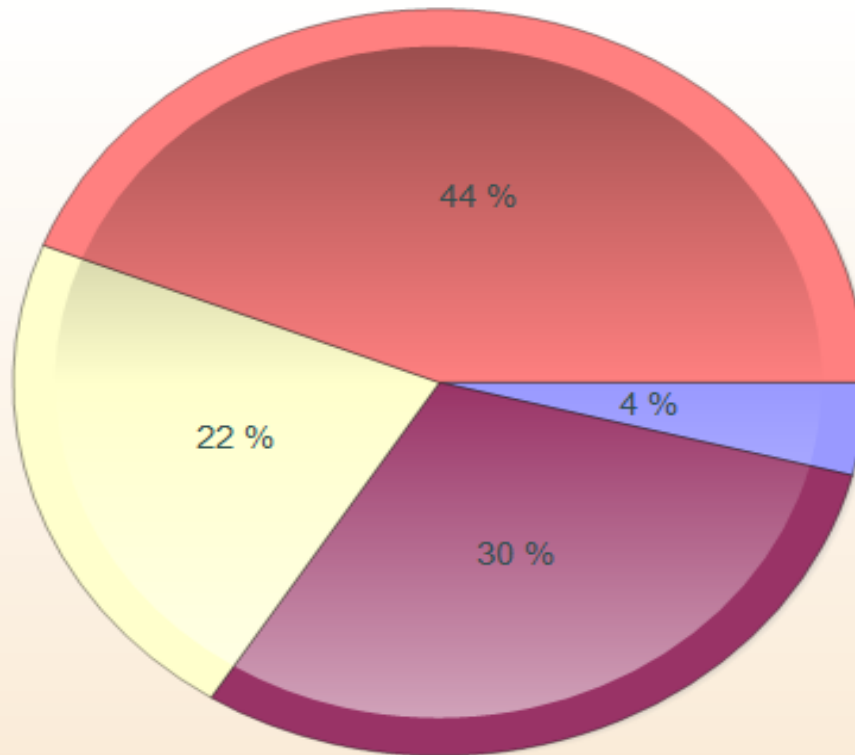
Very positive Somewhat positive Negative Very Negative No basis for judgment
Positive



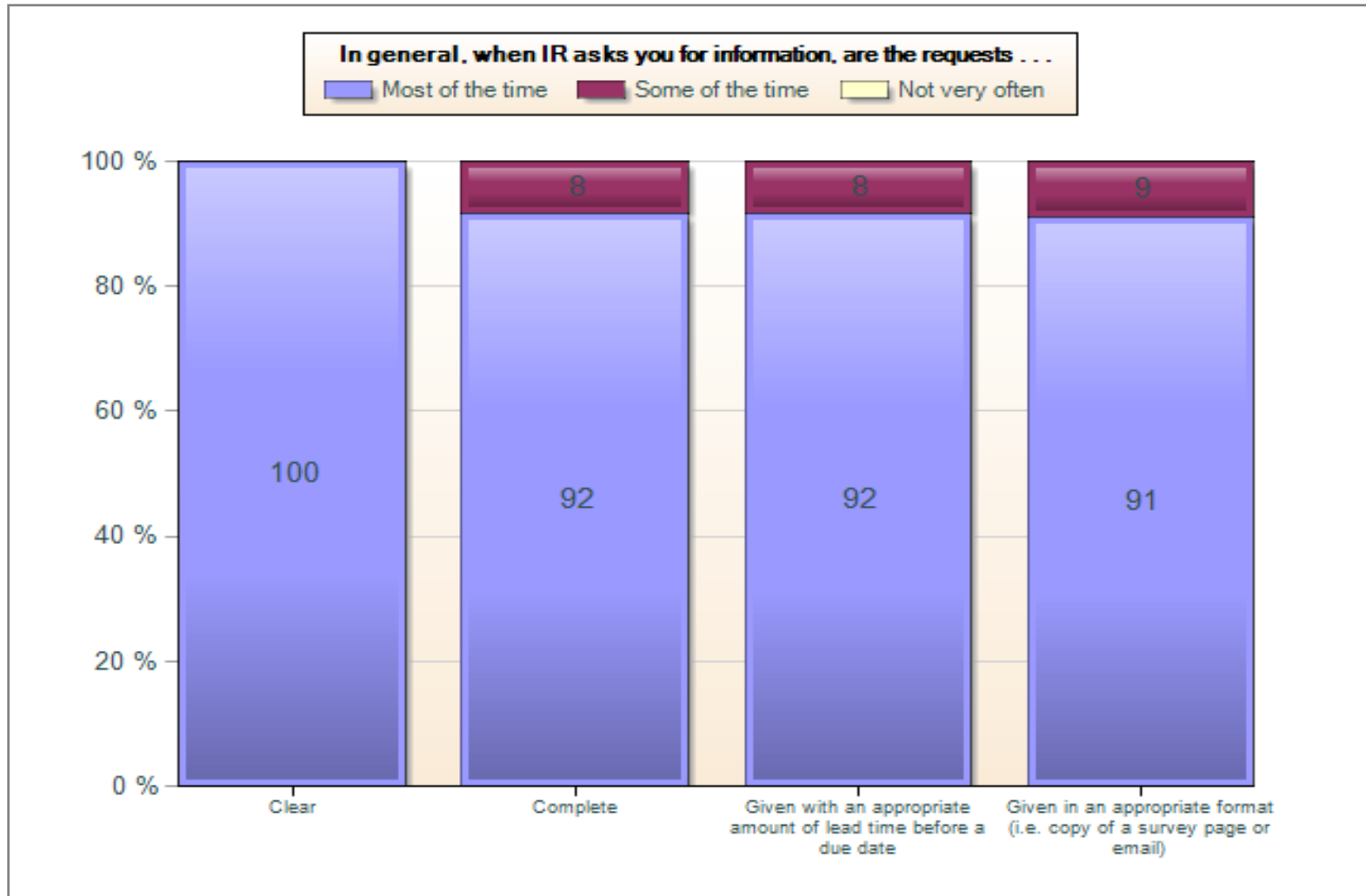
IR's Reputation Among Faculty

How would you rate IR's general reputation among faculty at Loyola?

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



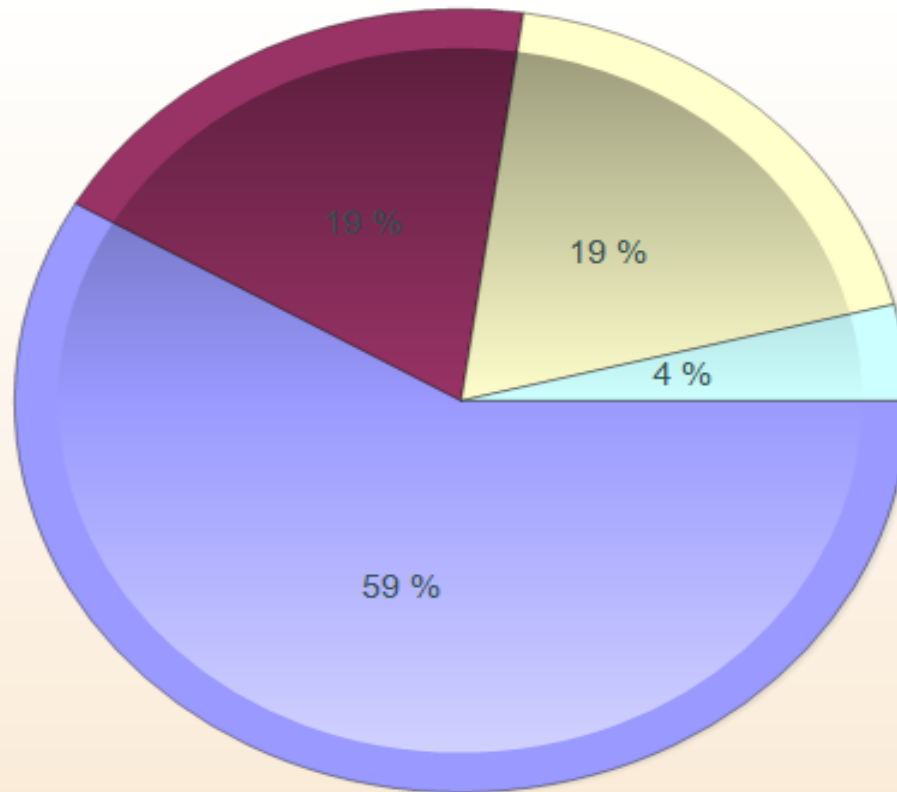
Satisfaction with Request That Originate in the IR Office



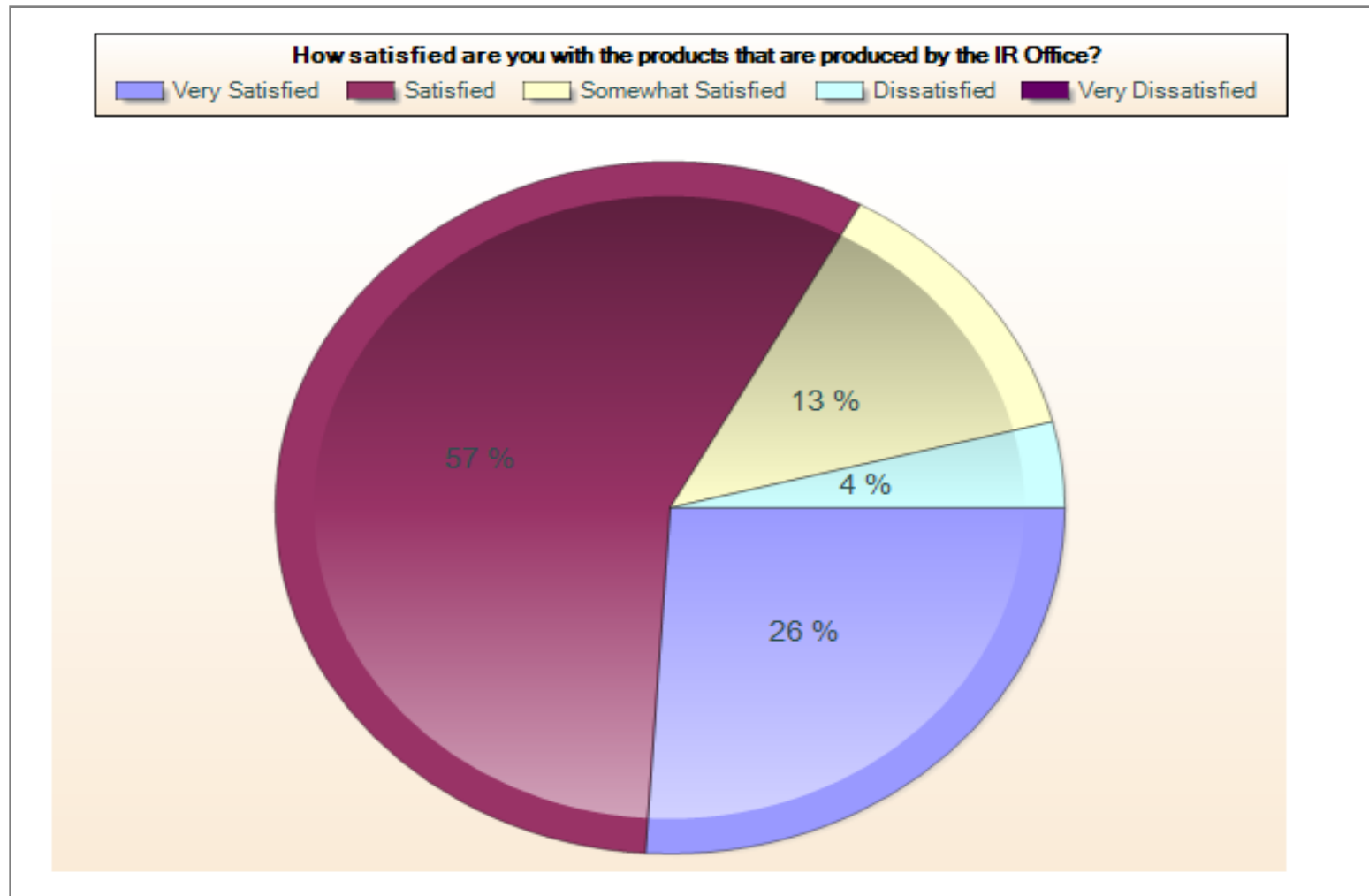
Satisfaction with Interactions with IR Staff

How satisfied are you with your interactions with staff in the IR Office?

Very Satisfied Satisfied Somewhat Satisfied Dissatisfied Very Dissatisfied



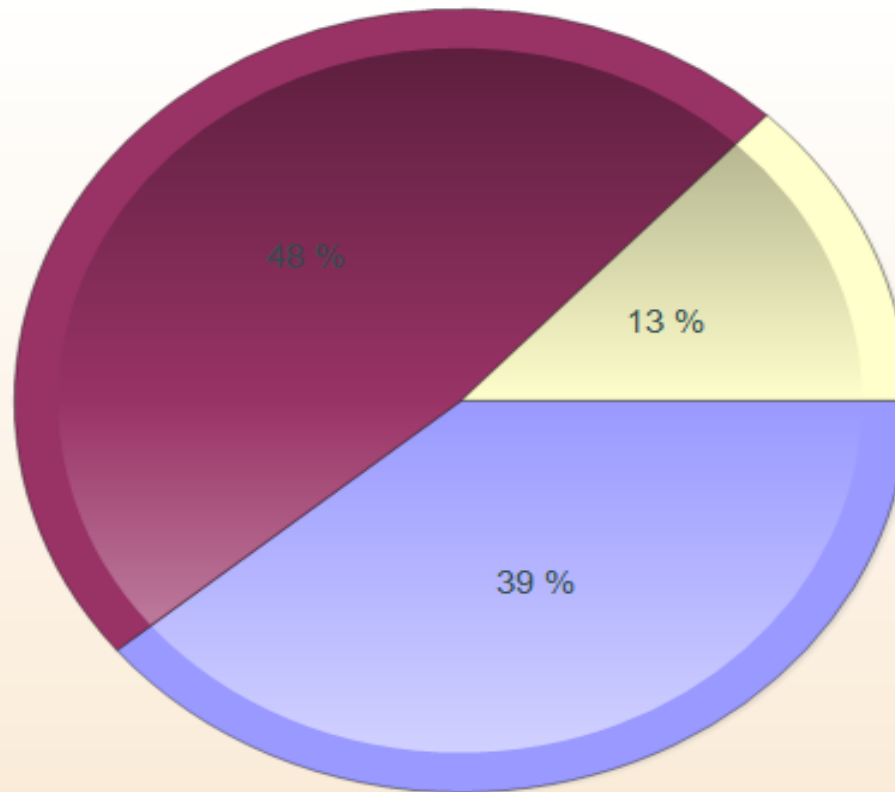
Satisfactions with IR Products



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

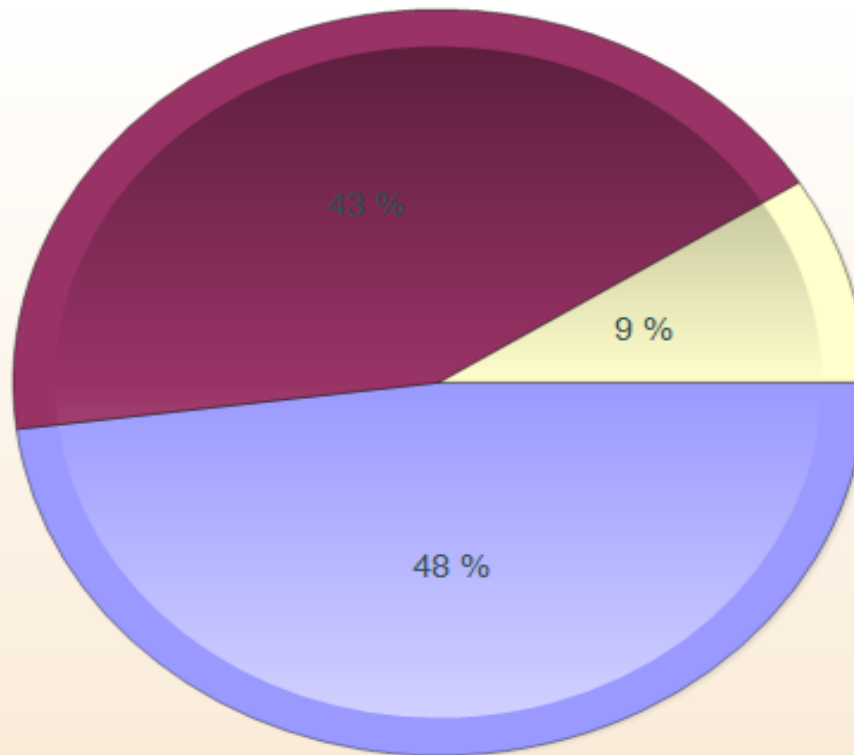


Accuracy of IR Products

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

Very Accurate Somewhat Accurate Not very Accurate Not at all Accurate

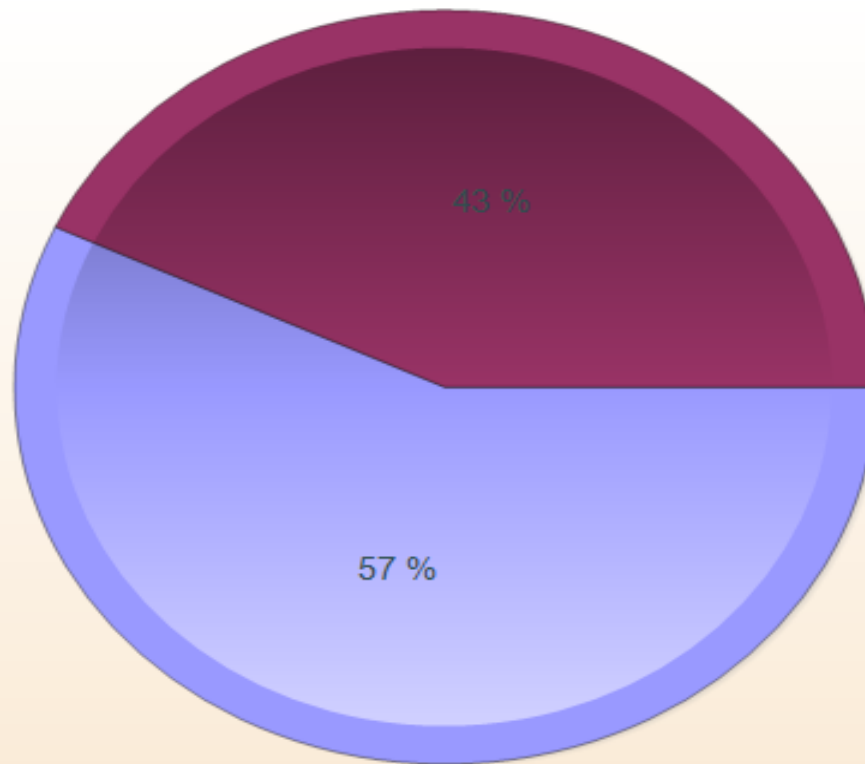
Mostly Accurate



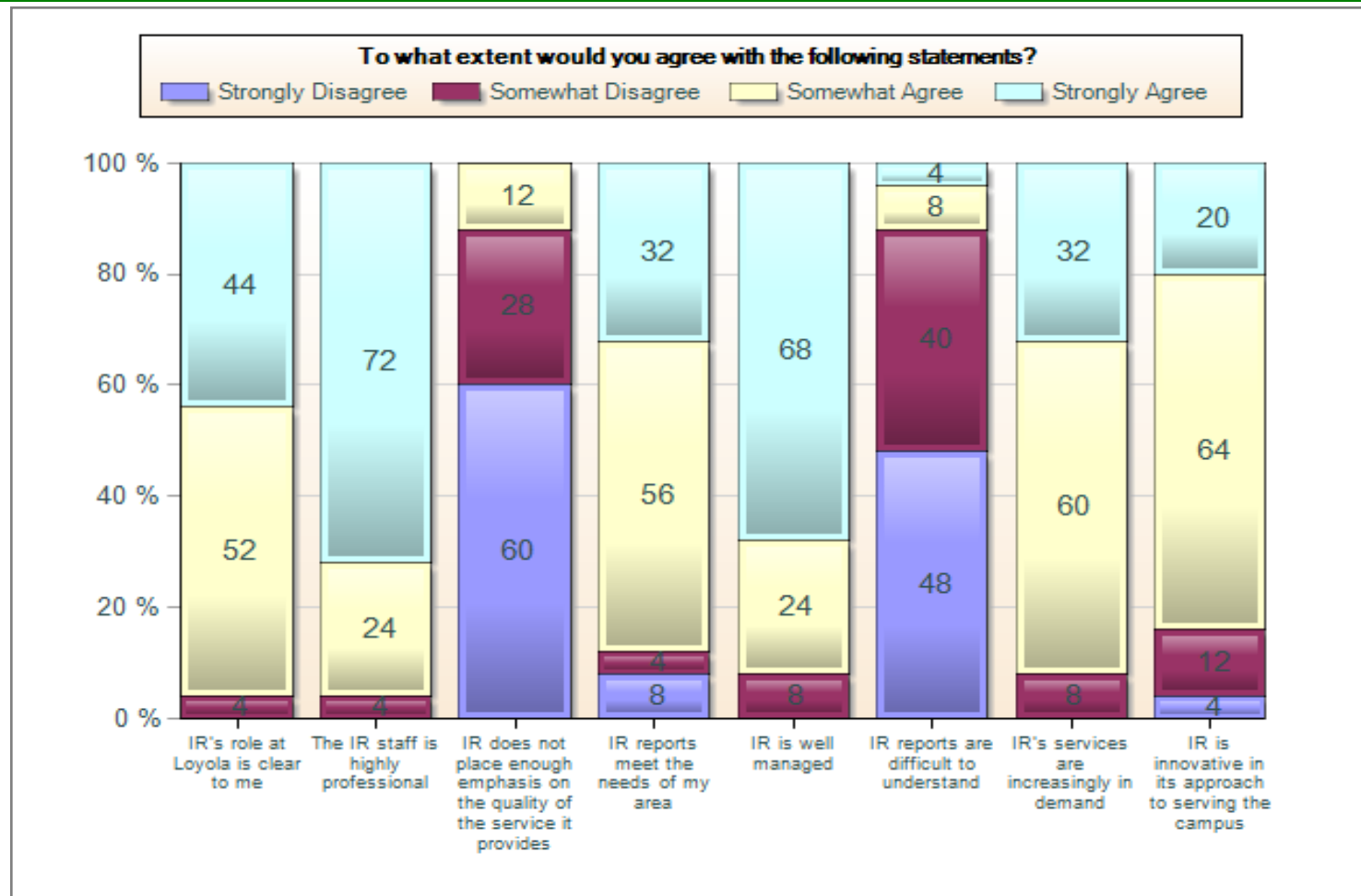
Timeliness of IR Response to Requests

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 ■ None of the time
■ About 75% of the time



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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