

DOCUMENT RESUME

ED 482 506

JC 030 672

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TITLE Office of Institutional Research & Assessment Departmental Survey, October 2002.
INSTITUTION Horry-Georgetown Technical Coll., Conway, SC.
PUB DATE 2002-10-00
NOTE 40p.; Prepared by the Office of Institutional Research & Assessment.
AVAILABLE FROM For full text: <http://www.hgtc.edu/ir/OIRA%20Departmental%20Survey%20October%202002.pdf>.
PUB TYPE Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE EDRS Price MF01/PC02 Plus Postage.
DESCRIPTORS Administration; *Ancillary School Services; College Faculty; College Outcomes Assessment; Community Colleges; Institutional Evaluation; Personnel; *Program Evaluation; *Satisfaction; *Self Evaluation (Groups); Two Year Colleges

ABSTRACT

The Office of Institutional Research and Assessment (OIRA) at Horry-Georgetown Technical College, South Carolina, conducted an OIRA Satisfaction with Services Survey for the fall 2002 period. The survey was distributed to 100 faculty and staff members on the three college campuses. Thirty-one (31%) faculty and staff members responded to questions regarding three main areas: (1) Personnel; (2) Documents and Publications; and (3) Website. The purpose of the survey is to determine the satisfaction levels of faculty and staff with services provided by the OIRA office. 65% of respondents reported interacting with OIRA often or very often. Nearly 42% of respondents were staff members, while 29% were administrators and another 29% were faculty. While a baseline of 85% satisfaction is commonly used, OIRA sets its sights on at least a 90% rating. 97% of respondents were satisfied with overall personnel characteristics, 97% were satisfied with overall reports/publications characteristics, and 98% were satisfied with the overall appearance of the website. Categorical results yielded lower satisfaction ratings for faculty than for the other respondent groups. 100% of administrators and staff were satisfied with OIRA personnel, while 90% of faculty were satisfied. The report recommends that steps be taken to improve the relationship between OIRA and faculty. Research instrument appended. (NB)

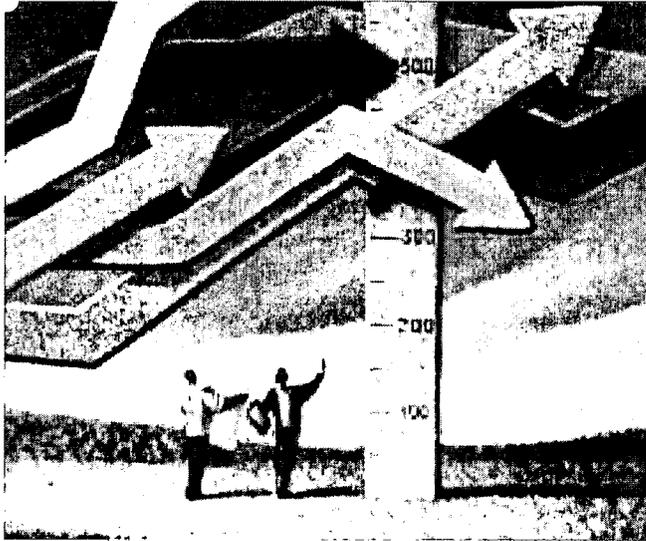
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Office of Institutional Research & Assessment
 Departmental Survey
 October 2002

Office of Institutional Research & Assessment
 Dr. Corey Amaker
 Joyce Freeland

**Office of Institutional Research and Assessment
2002 Departmental Survey
Executive Summary**

Problem

As part of the Planning and Evaluation process, the College is mandated to review all programs and services offered. This process is conducted by placing each program and service within a review cycle. For the fiscal year of 2002-2003, the Office of Institutional Research and Assessment (OIRA) has been scheduled to complete a review of its services provided.

Also, based upon their desire to continually improve the quality of services, the Vice President for Institutional Advancement & Technology and the Director of Institutional Research and Assessment developed an Annual Objective, "to improve the image and efficiency of the Institutional Research Department within the College." The basis for successful completion of this objective is to complete the program review, as well as, 1) The Department will have produced a comprehensive report/demonstration to the College community of its activities and 2) (The Department) will have surveyed employees to determine a base line of satisfaction with the activities of the department and will have developed plans to address any concerns identified.

Introduction/Methodology

For the fall 2002 period, OIRA began the process of completing these objectives by conducting an OIRA Satisfaction with Services Survey. The survey was compiled of three main sections: Personnel, Documents and Publications, and Website. Each section contained questions concerning satisfaction with certain aspects of the Department as it related to the topic of the section. The survey also asked open-ended questions in order to gauge the needs of OIRA website users and to allow other comments and suggestions that may prove beneficial for OIRA operations.

The survey was distributed to 100 faculty and staff members¹ on all three campuses. Thirty-one members of the faculty and staff (31%) responded. The purpose of this report is to identify the satisfaction levels of faculty and staff with services provided by this office.

The report gives an "Overall" rating, a rating by "Administrator," a rating by "Faculty," a rating by "Staff," a rating by those that use OIRA "Very Often," a rating by those that use OIRA "Often," and a rating of those that use OIRA "Not Very Often." The Website section will only be featured in the "Overall" analysis, as well as, a separate analysis of those that use the Website "Very Often" or "Often."

While a baseline of 85% satisfaction is commonly used, the Department set its sights on a higher level, wishing to achieve at least a 90% rating. The following report rates the Department against that standard. The Results section of this document will highlight

¹ The Executive Leadership, management, professional/technical specialists, Faculty Assembly, and faculty members.

certain aspects of each report given. There is a complete listing of survey results by classifications positioned at the end of the Executive Summary section. The Office of Institutional Research and Assessment will also provide feedback in the “Summary” section (denoted by bulleted points) on suggestions and scoring anomalies.

Results

- ❖ Nearly 42% of those responding were staff members, while 29% were administrators and another 29% were faculty members.
- ❖ Correspondence with OIRA staff was evenly distributed between e-mails, telephone, and office visits.
- ❖ 65% reported interacting with OIRA “Often” or “Very Often.”

Personnel

- ❖ Approximately 97% of those surveyed were satisfied with overall personnel characteristics, which exceeded the standard of 90%.
- ❖ 100% of the personnel categories surveyed met the 90% satisfaction rating.
- ❖ 100% or more of respondents thought the OIRA staff available, while at least 95% thought OIRA courteous, responsive, helpful, knowledgeable, and open to feedback/suggestions.
- ❖ 100% of those that use OIRA frequently were satisfied with personnel, as opposed to 92% of those that used OIRA infrequently were satisfied with personnel.
- ❖ 100% of administrators and staff were satisfied with personnel, while 90% of faculty was satisfied.

Reports/Publications

- ❖ 50% of those surveyed indicated receiving publications from OIRA “Often” or “Very Often.”
- ❖ Approximately 97% of those surveyed were satisfied with overall reports/publications characteristics, which surpassed the standard.
- ❖ At least 96% or more of those surveyed were satisfied with the organization, content, layout, and overall appearance of the reports generated by OIRA.
- ❖ Approximately 93% of subjects were satisfied with the “accuracy and timeliness” and usefulness of the reports/publications.
- ❖ 100% of those that receive our publications frequently were satisfied with our reports/publications, while 93% of those who rarely use OIRA were satisfied with reports/publications.
- ❖ 100% of staff, 98% of administration, and 92% of faculty were satisfied with OIRA reports/publications.

Website

- ❖ 27% of those surveyed indicated using the OIRA website “Sometimes” or “Usually” with no one indicating frequent usage.
- ❖ Approximately 98% of those surveyed were satisfied with overall appearance of the website, which exceeded the standard.
- ❖ 100% or more were satisfied with the organization, layout, and overall appearance of website contents, while 94% were satisfied with the content and “accuracy and timeliness” of the website.
- ❖ 100% of those that use the OIRA website “Seldom” and “Usually” were satisfied with the OIRA website.

Summary

The Basic Survey

In the 3 main categories presented, the Office of Institutional Research and Assessment exceeded the performance rating identified. Approximately 97% surveyed were satisfied with personnel and reports/publications of the OIRA office, while 98% were satisfied with the OIRA website. Hence, the analysis indicates no problems or issues with the image or actions of OIRA as described in the College Objective # 7 for the VP for Institutional Advancement and Technology. However, categorical results yielded lower satisfaction ratings for faculty members. Although the ratings for faculty were above 90%, it is the recommendation of the researcher that further actions be taken to strengthen the relationship between this office and faculty members. Possible actions taken could be:

1. **Provide a tutorial or presentation on the policy, procedures, and duties of this office in order to provide faculty with a better understanding of the department.**
2. **Provide a question and answering session for both parties involved. This would facilitate communication between the parties.**

The Comments

The comments portion provided 10 responses with 9 being positive. Four of the positive results identified OIRA staff as being helpful. Other positive comments generated were “I think you all do a great job...,” “Corey and Joyce are doing an excellent job,” “Department doesn’t receive enough credit,” and “Suggestions from OIRA have reduced our workload by 40%.”

The one negative comment suggested OIRA be more attentive to the timing of surveys and that OIRA work more closely with Academic Affairs.

1. **The latter portion of the response echoes the concerns of the researcher.**
2. **Both portions of the suggestion may be addressed by the recommendations made in a previous paragraph.**

The Website

The survey also asked, “What is your primary reason for visiting the site? (meaning Website)” The responses to this question are located at the end of the document. The survey also included the question: “What type of information would you like added to the website?” Individuals responded, “Additional stats,” “More current info on items present,” “Info on student evaluation changes,” and “A weekly news bulletin.”

- 1. The ideas of a weekly news bulletin and a posting of recent changes to the student evaluation process are very good ideas that OIRA will explore within the coming year.**
- 2. OIRA does attempt to share current information on economic, social, political, student, and educational trends with certain members of staff and faculty; however, broadening the number of persons receiving the information appears ideal and may further assist in a better understanding of the duties and functions of OIRA.**

OIRA Survey Results-OVERALL

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Overall2
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-OVERALL

Administered To: OIRA Departmental Survey-Overall2

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College:	n =	29.0	41.9	29.0	0.0
	31	Mode: 2/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff?	n =	26.9	34.6	34.6	3.8	0.0
	26	Mode: */5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)?	n =	0.0	35.5	51.6	12.9
	31	Mean: 2.77/4 SD: 0.67		Mode: 3/4	Rank: 18/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
n =	31	0.0	2.7	6.0	27.5	63.7
		Mean: 4.52/5 SD: 0.73		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available	n =	0.0	0.0	12.9	45.2	41.9
	31	Mean: 4.29/5 SD: 0.69		Mode: 4/5	Rank: 9/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous	n =	0.0	3.2	6.5	9.7	80.6
	31	Mean: 4.68/5 SD: 0.75		Mode: 5/5	Rank: 1/20	

Results reported in a percent scale

* - more than one mode
(R) = Reversed Scoring

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-OVERALL

Administered To: OIRA Departmental Survey-Overall2

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n = 31	0.0	3.2	3.2	32.3	61.3
		Mean: 4.52/5 SD: 0.72		Mode: 5/5	Rank: 5/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n = 30	0.0	3.3	3.3	30.0	63.3
		Mean: 4.53/5 SD: 0.73		Mode: 5/5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n = 29	0.0	3.4	3.4	27.6	65.5
		Mean: 4.55/5 SD: 0.74		Mode: 5/5	Rank: 3/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n = 30	0.0	3.3	6.7	20.0	70.0
		Mean: 4.57/5 SD: 0.77		Mode: 5/5	Rank: 2/20	

Reports and Publications

n = 30	Inconsistent scales in category. No upper stats available.
	Rank: 2/3

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (if...	n = 30	3.3	46.7	46.7	3.3
		Mean: 2.50/4 SD: 0.63		Mode: */4	Rank: 19/20

* - more than one mode
(R) = Reversed Scoring

OIRA Survey Results-OVERALL

Administered To: OIRA Departmental Survey-Overall2

Date Administered: Oct 16, 2002

Main Report Section

		Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	n =	0.0	0.0	14.3	46.4	39.3
	28	Mean: 4.25/5 SD: 0.70		Mode: 4/5	Rank: 10/20	

		Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	n =	0.0	3.6	10.7	35.7	50.0
	28	Mean: 4.32/5 SD: 0.82		Mode: 5/5	Rank: 8/20	

		Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	n =	0.0	3.6	7.1	39.3	50.0
	28	Mean: 4.36/5 SD: 0.78		Mode: 5/5	Rank: 6/20	

		Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	n =	0.0	7.1	10.7	46.4	35.7
	28	Mean: 4.11/5 SD: 0.88		Mode: 4/5	Rank: 13/20	

		Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	n =	0.0	3.6	14.3	39.3	42.9
	28	Mean: 4.21/5 SD: 0.83		Mode: 5/5	Rank: 11/20	

		Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	n =	0.0	0.0	14.8	37.0	48.1
	27	Mean: 4.33/5 SD: 0.73		Mode: 5/5	Rank: 7/20	

OIRA Survey Results-OVERALL

Administered To: OIRA Departmental Survey-Overall2

Date Administered: Oct 16, 2002

Main Report Section

Website

n = 30	Inconsistent scales in category. No upper stats available.			
	Mean: 3.44/5	SD: 1.25	Rank: 3/3	

		Never	Seldom	Sometimes	Usually	Always
17. How often do you visit the OIRA website (If you respond "Never," please skip to the last open ended question of the document)?	n = 30	50.0	23.3	23.3	3.3	0.0
		Mean: 1.80/5	SD: 0.92	Mode: 1/5	Rank: 20/20	

		Very Poor	Poor	Average	Good	Very Good
18. Rate the organization of the website.	n = 16	0.0	0.0	12.5	62.5	25.0
		Mean: 4.12/5	SD: 0.62	Mode: 4/5	Rank: 12/20	

		Very Poor	Poor	Average	Good	Very Good
19. Rate the content of the website.	n = 16	0.0	6.2	6.2	68.8	18.8
		Mean: 4.00/5	SD: 0.73	Mode: 4/5	Rank: 16/20	

		Very Poor	Poor	Average	Good	Very Good
20. Rate the layout of the website.	n = 16	0.0	0.0	18.8	62.5	18.8
		Mean: 4.00/5	SD: 0.63	Mode: 4/5	Rank: 16/20	

		Very Poor	Poor	Average	Good	Very Good
21. Rate the overall appearance of the website.	n = 16	0.0	0.0	12.5	68.8	18.8
		Mean: 4.06/5	SD: 0.57	Mode: 4/5	Rank: 14/20	

OIRA Survey Results-OVERALL

Administered To: OIRA Departmental Survey-Overall2

Date Administered: Oct 16, 2002

Main Report Section

22. Rate the accuracy and timeliness of the information provided on the website.

	Very Poor	Poor	Average	Good	Very Good
n =	0.0	6.2	6.2	62.5	25.0
16	Mean: 4.06/5	SD: 0.77	Mode: 4/5	Rank: 14/20	

OIRA Survey Results-Administrator

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Administrator
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Administrator

Administered To: OIRA Departmental Survey-Administrator

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College:	n =	0.0	0.0	100.0	0.0
	9	Mode: 3/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff?	n =	16.7	50.0	33.3	0.0	0.0
	6	Mode: 2/5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)?	n =	0.0	22.2	55.6	22.2
	9	Mean: 3.00/4 SD: 0.71		Mode: 3/4	Rank: 18/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
n =	9	0.0	0.0	13.5	30.8	55.8
		Mean: 4.42/5 SD: 0.72		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available	n =	0.0	0.0	22.2	55.6	22.2
	9	Mean: 4.00/5 SD: 0.71		Mode: 4/5	Rank: 16/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous	n =	0.0	0.0	11.1	11.1	77.8
	9	Mean: 4.67/5 SD: 0.71		Mode: 5/5	Rank: 1/20	

Results reported in a percent scale

(R) = Reversed Scoring

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Administrator

Administered To: OIRA Departmental Survey-Administrator

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	0.0	11.1	44.4	44.4
	9	Mean: 4.33/5 SD: 0.71		Mode: */5	Rank: 14/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	0.0	11.1	22.2	66.7
	9	Mean: 4.56/5 SD: 0.73		Mode: 5/5	Rank: 3/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	0.0	12.5	25.0	62.5
	8	Mean: 4.50/5 SD: 0.76		Mode: 5/5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	0.0	12.5	25.0	62.5
	8	Mean: 4.50/5 SD: 0.76		Mode: 5/5	Rank: 4/20	

Reports and Publications

n =	Inconsistent scales in category. No upper stats available.				
	9	Rank: 2/3			

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If...	n =	0.0	44.4	55.6	0.0
	9	Mean: 2.56/4 SD: 0.53		Mode: 3/4	Rank: 19/20

* - more than one mode
(R) = Reversed Scoring

Results reported in a percent scale

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Administrator

Administered To: OIRA Departmental Survey-Administrator

Date Administered: Oct 16, 2002

Main Report Section

	Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	0.0	0.0	12.5	37.5	50.0
n = 8	Mean: 4.38/5 SD: 0.74		Mode: 5/5	Rank: 12/20	

	Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	0.0	0.0	0.0	62.5	37.5
n = 8	Mean: 4.38/5 SD: 0.52		Mode: 4/5	Rank: 12/20	

	Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	0.0	0.0	0.0	50.0	50.0
n = 8	Mean: 4.50/5 SD: 0.53		Mode: */5	Rank: 4/20	

	Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	0.0	12.5	12.5	50.0	25.0
n = 8	Mean: 3.88/5 SD: 0.99		Mode: 4/5	Rank: 17/20	

	Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	0.0	0.0	25.0	25.0	50.0
n = 8	Mean: 4.25/5 SD: 0.89		Mode: 5/5	Rank: 15/20	

	Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	0.0	0.0	12.5	12.5	75.0
n = 8	Mean: 4.62/5 SD: 0.74		Mode: 5/5	Rank: 2/20	

Results reported in a percent scale

* - more than one mode
(R) = Reversed Scoring

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Faculty

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Faculty
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Faculty

Administered To: OIRA Departmental Survey-Faculty

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College:	n =	100.0	0.0	0.0	0.0
	9	Mode: 1/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff?	n =	42.9	28.6	28.6	0.0	0.0
	7	Mode: 1/5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)?	n =	0.0	33.3	55.6	11.1
	9	Mean: 2.78/4 SD: 0.67		Mode: 3/4	Rank: 18/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
Personnel	n =	0.0	9.6	3.8	21.2	65.4
	9	Mean: 4.42/5 SD: 0.96		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available	n =	0.0	0.0	11.1	22.2	66.7
	9	Mean: 4.56/5 SD: 0.73		Mode: 5/5	Rank: 1/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous	n =	0.0	11.1	0.0	11.1	77.8
	9	Mean: 4.56/5 SD: 1.01		Mode: 5/5	Rank: 1/20	

OIRA Survey Results-Faculty

Administered To: OIRA Departmental Survey-Faculty

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	11.1	0.0	22.2	66.7
	9	Mean: 4.44/5 SD: 1.01		Mode: 5/5	Rank: 3/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	12.5	0.0	25.0	62.5
	8	Mean: 4.38/5 SD: 1.06		Mode: 5/5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	12.5	0.0	37.5	50.0
	8	Mean: 4.25/5 SD: 1.04		Mode: 5/5	Rank: 6/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	11.1	11.1	11.1	66.7
	9	Mean: 4.33/5 SD: 1.12		Mode: 5/5	Rank: 5/20	

Reports and Publications		Inconsistent scales in category. No upper stats available.				
n =	8	Rank: 2/3				

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If...	n =	12.5	62.5	25.0	0.0
	8	Mean: 2.12/4 SD: 0.64		Mode: 2/4	Rank: 19/20

OIRA Survey Results-Faculty

Administered To: OIRA Departmental Survey-Faculty

Date Administered: Oct 16, 2002

Main Report Section

		Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	n = 8	0.0	0.0	25.0	50.0	25.0
		Mean: 4.00/5 SD: 0.76		Mode: 4/5	Rank: 11/20	

		Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	n = 8	0.0	12.5	25.0	12.5	50.0
		Mean: 4.00/5 SD: 1.20		Mode: 5/5	Rank: 11/20	

		Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	n = 8	0.0	12.5	12.5	25.0	50.0
		Mean: 4.12/5 SD: 1.13		Mode: 5/5	Rank: 8/20	

		Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	n = 8	0.0	12.5	12.5	25.0	50.0
		Mean: 4.12/5 SD: 1.13		Mode: 5/5	Rank: 8/20	

		Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	n = 8	0.0	12.5	12.5	25.0	50.0
		Mean: 4.12/5 SD: 1.13		Mode: 5/5	Rank: 8/20	

		Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	n = 7	0.0	0.0	28.6	28.6	42.9
		Mean: 4.14/5 SD: 0.90		Mode: 5/5	Rank: 7/20	

OIRA Survey Results-Staff

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Staff
Oct 16, 2002**

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Oct 22, 2002

OIRA Survey Results-Staff

Administered To: OIRA Departmental Survey-Staff

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College:	n =	0.0	100.0	0.0	0.0
	13	Mode: 2/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff?	n =	23.1	30.8	38.5	7.7	0.0
	13	Mode: 3/5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)?	n =	0.0	46.2	46.2	7.7
	13	Mean: 2.62/4 SD: 0.65		Mode: */4	Rank: 19/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
n =	13	0.0	0.0	2.6	29.5	67.9
		Mean: 4.65/5 SD: 0.53		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available	n =	0.0	0.0	7.7	53.8	38.5
	13	Mean: 4.31/5 SD: 0.63		Mode: 4/5	Rank: 9/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous	n =	0.0	0.0	7.7	7.7	84.6
	13	Mean: 4.77/5 SD: 0.60		Mode: 5/5	Rank: 1/20	

* - more than one mode
(R) = Reversed Scoring

OIRA Survey Results-Staff

Administered To: OIRA Departmental Survey-Staff

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	0.0	0.0	30.8	69.2
	13	Mean: 4.69/5 SD: 0.48		Mode: 5/5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	0.0	0.0	38.5	61.5
	13	Mean: 4.62/5 SD: 0.51		Mode: 5/5	Rank: 5/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	0.0	0.0	23.1	76.9
	13	Mean: 4.77/5 SD: 0.44		Mode: 5/5	Rank: 1/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	0.0	0.0	23.1	76.9
	13	Mean: 4.77/5 SD: 0.44		Mode: 5/5	Rank: 1/20	

Reports and Publications

n =	Inconsistent scales in category. No upper stats available.				
	13	Rank: 2/3			

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If..	n =	0.0	38.5	53.8	7.7
	13	Mean: 2.69/4 SD: 0.63		Mode: 3/4	Rank: 18/20

OIRA Survey Results-Staff

Administered To: OIRA Departmental Survey-Staff

Date Administered: Oct 16, 2002

Main Report Section

		Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	n =	0.0	0.0	8.3	50.0	41.7
	12	Mean: 4.33/5 SD: 0.65		Mode: 4/5	Rank: 8/20	

		Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	n =	0.0	0.0	8.3	33.3	58.3
	12	Mean: 4.50/5 SD: 0.67		Mode: 5/5	Rank: 6/20	

		Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	n =	0.0	0.0	8.3	41.7	50.0
	12	Mean: 4.42/5 SD: 0.67		Mode: 5/5	Rank: 7/20	

		Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	n =	0.0	0.0	8.3	58.3	33.3
	12	Mean: 4.25/5 SD: 0.62		Mode: 4/5	Rank: 10/20	

		Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	n =	0.0	0.0	8.3	58.3	33.3
	12	Mean: 4.25/5 SD: 0.62		Mode: 4/5	Rank: 10/20	

		Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	n =	0.0	0.0	8.3	58.3	33.3
	12	Mean: 4.25/5 SD: 0.62		Mode: 4/5	Rank: 10/20	

OIRA Survey Results-Interact Very Often

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Interact Very Often
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Interact Very Often

Administered To: OIRA Departmental Survey-Interact Very Often

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College:		25.0	25.0	50.0	0.0
	n = 4	Mode: 3/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff?		0.0	50.0	50.0	0.0	0.0
	n = 2	Mode: */5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)?		0.0	0.0	0.0	100.0
	n = 4	Mean: 4.00/4 SD: 0.00		Mode: 4/4	Rank: 1/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
	n = 4	0.0	0.0	0.0	12.5	87.5
		Mean: 4.88/5 SD: 0.34		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available		0.0	0.0	0.0	25.0	75.0
	n = 4	Mean: 4.75/5 SD: 0.50		Mode: 5/5	Rank: 5/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous		0.0	0.0	0.0	0.0	100.0
	n = 4	Mean: 5.00/5 SD: 0.00		Mode: 5/5	Rank: 1/20	

* - more than one mode
(R) = Reversed Scoring

Results reported in a percent scale

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Interact Very Often

Administered To: OIRA Departmental Survey-Interact Very Often

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	0.0	0.0	25.0	75.0
	4	Mean: 4.75/5 SD: 0.50		Mode: 5/5	Rank: 5/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	0.0	0.0	0.0	100.0
	4	Mean: 5.00/5 SD: 0.00		Mode: 5/5	Rank: 1/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	0.0	0.0	25.0	75.0
	4	Mean: 4.75/5 SD: 0.50		Mode: 5/5	Rank: 5/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	0.0	0.0	0.0	100.0
	4	Mean: 5.00/5 SD: 0.00		Mode: 5/5	Rank: 1/20	

Reports and Publications

n =	Inconsistent scales in category. No upper stats available.				
	4	Rank: 2/3			

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If...	n =	0.0	25.0	50.0	25.0
	4	Mean: 3.00/4 SD: 0.82		Mode: 3/4	Rank: 19/20

OIRA Survey Results-Interact Very Often

Administered To: OIRA Departmental Survey-Interact Very Often

Date Administered: Oct 16, 2002

Main Report Section

		Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	n =	0.0	0.0	0.0	50.0	50.0
	4	Mean: 4.50/5 SD: 0.58		Mode: */5	Rank: 10/20	

		Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	n =	0.0	0.0	0.0	25.0	75.0
	4	Mean: 4.75/5 SD: 0.50		Mode: 5/5	Rank: 5/20	

		Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	n =	0.0	0.0	0.0	25.0	75.0
	4	Mean: 4.75/5 SD: 0.50		Mode: 5/5	Rank: 5/20	

		Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	n =	0.0	0.0	25.0	25.0	50.0
	4	Mean: 4.25/5 SD: 0.96		Mode: 5/5	Rank: 17/20	

		Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	n =	0.0	0.0	25.0	25.0	50.0
	4	Mean: 4.25/5 SD: 0.96		Mode: 5/5	Rank: 17/20	

		Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	n =	0.0	0.0	0.0	50.0	50.0
	4	Mean: 4.50/5 SD: 0.58		Mode: */5	Rank: 10/20	

* - more than one mode
(R) = Reversed Scoring

Results reported in a percent scale

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Interact Often

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Interact Often
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Interact Often

Administered To: OIRA Departmental Survey-Interact Often

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College: n = 16		31.2	37.5	31.2	0.0
		Mode: 2/4			

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff? n = 13		7.7	53.8	38.5	0.0	0.0
		Mode: 2/5				

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)? n = 16		0.0	0.0	100.0	0.0
		Mean: 3.00/4 SD: 0.00		Mode: 3/4	Rank: 18/20

Personnel

		Never	Seldom	Sometimes	Usually	Always
n = 16		0.0	0.0	7.4	24.5	68.1
		Mean: 4.61/5 SD: 0.63		Mode: 5/5	Rank: 1/3	

		Never	Seldom	Sometimes	Usually	Always
4. Available n = 16		0.0	0.0	12.5	43.8	43.8
		Mean: 4.31/5 SD: 0.70		Mode: */5	Rank: 11/20	

		Never	Seldom	Sometimes	Usually	Always
5. Courteous n = 16		0.0	0.0	6.2	6.2	87.5
		Mean: 4.81/5 SD: 0.54		Mode: 5/5	Rank: 1/20	

* - more than one mode
(R) = Reversed Scoring

OIRA Survey Results-Interact Often

Administered To: OIRA Departmental Survey-Interact Often

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	0.0	6.2	25.0	68.8
	16	Mean: 4.62/5 SD: 0.62		Mode: 5/5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	0.0	6.7	26.7	66.7
	15	Mean: 4.60/5 SD: 0.63		Mode: 5/5	Rank: 6/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	0.0	6.7	20.0	73.3
	15	Mean: 4.67/5 SD: 0.62		Mode: 5/5	Rank: 2/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	0.0	6.2	25.0	68.8
	16	Mean: 4.62/5 SD: 0.62		Mode: 5/5	Rank: 4/20	

Reports and Publications		Inconsistent scales in category. No upper stats available.				
n =	15	Rank: 2/3				

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If...	n =	6.7	40.0	53.3	0.0
	15	Mean: 2.47/4 SD: 0.64		Mode: 3/4	Rank: 19/20

OIRA Survey Results-Interact Often

Administered To: OIRA Departmental Survey-Interact Often

Date Administered: Oct 16, 2002

Main Report Section

	Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	0.0	0.0	6.7	40.0	53.3
n = 15	Mean: 4.47/5 SD: 0.64		Mode: 5/5	Rank: 10/20	

	Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	0.0	0.0	0.0	40.0	60.0
n = 15	Mean: 4.60/5 SD: 0.51		Mode: 5/5	Rank: 6/20	

	Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	0.0	0.0	0.0	33.3	66.7
n = 15	Mean: 4.67/5 SD: 0.49		Mode: 5/5	Rank: 2/20	

	Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	0.0	6.7	0.0	53.3	40.0
n = 15	Mean: 4.27/5 SD: 0.80		Mode: 4/5	Rank: 12/20	

	Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	0.0	0.0	6.7	33.3	60.0
n = 15	Mean: 4.53/5 SD: 0.64		Mode: 5/5	Rank: 9/20	

	Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	0.0	0.0	7.1	28.6	64.3
n = 14	Mean: 4.57/5 SD: 0.65		Mode: 5/5	Rank: 8/20	

OIRA Survey Results-Interact Not Often

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Interact Not Often
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Interact Not Often

Administered To: OIRA Departmental Survey-Interact Not Often

Date Administered: Oct 16, 2002

Main Report Section

		Faculty	Staff	Administrator	Student
1. Identify your standing here at the College: n = 11		27.3	54.5	18.2	0.0
	Mode: 2/4				

		E-mail	Telephone	Office Visit	Memo	Other
2. How do you most often correspond with OIRA staff? n = 11		54.5	9.1	27.3	9.1	0.0
	Mode: 1/5					

		Never	Not Often	Often	Very Often
3. How often do you interact with staff from the OIRA department (If your reply is "Never," please skip to Question #10)? n = 11		0.0	100.0	0.0	0.0
	Mean: 2.00/4 SD: 0.00 Mode: 2/4 Rank: 19/20				

Personnel

		Never	Seldom	Sometimes	Usually	Always
n = 11		0.0	7.8	6.2	37.5	48.4
	Mean: 4.27/5 SD: 0.90 Mode: 5/5 Rank: 1/3					

		Never	Seldom	Sometimes	Usually	Always
4. Available n = 11		0.0	0.0	18.2	54.5	27.3
	Mean: 4.09/5 SD: 0.70 Mode: 4/5 Rank: 6/20					

		Never	Seldom	Sometimes	Usually	Always
5. Courteous n = 11		0.0	9.1	9.1	18.2	63.6
	Mean: 4.36/5 SD: 1.03 Mode: 5/5 Rank: 1/20					

Results reported in a percent scale

(R) = Reversed Scoring

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

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OIRA Survey Results-Interact Not Often

Administered To: OIRA Departmental Survey-Interact Not Often

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
6. Responsive	n =	0.0	9.1	0.0	45.5	45.5
	11	Mean: 4.27/5 SD: 0.90		Mode: */5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
7. Helpful	n =	0.0	9.1	0.0	45.5	45.5
	11	Mean: 4.27/5 SD: 0.90		Mode: */5	Rank: 4/20	

		Never	Seldom	Sometimes	Usually	Always
8. Knowledgeable	n =	0.0	10.0	0.0	40.0	50.0
	10	Mean: 4.30/5 SD: 0.95		Mode: 5/5	Rank: 2/20	

		Never	Seldom	Sometimes	Usually	Always
9. Open to feedback/suggestions	n =	0.0	10.0	10.0	20.0	60.0
	10	Mean: 4.30/5 SD: 1.06		Mode: 5/5	Rank: 2/20	

Reports and Publications

n =	Inconsistent scales in category. No upper stats available.				
	11	Rank: 2/3			

		Never	Not Often	Often	Very Often
10. Indicate the frequency upon which you receive publications, institutional reports, or special reports from the OIRA Office (If...	n =	0.0	63.6	36.4	0.0
	11	Mean: 2.36/4 SD: 0.50		Mode: 2/4	Rank: 18/20

* - more than one mode
(R) = Reversed Scoring

OIRA Survey Results-Interact Not Often

Administered To: OIRA Departmental Survey-Interact Not Often

Date Administered: Oct 16, 2002

Main Report Section

	Very Poor	Poor	Average	Good	Very Good
11. Rate the organization of the reports/publications.	0.0	0.0	33.3	55.6	11.1
n = 9	Mean: 3.78/5 SD: 0.67		Mode: 4/5	Rank: 12/20	

	Very Poor	Poor	Average	Good	Very Good
12. Rate the quality of content of the reports/publications.	0.0	11.1	33.3	33.3	22.2
n = 9	Mean: 3.67/5 SD: 1.00		Mode: */5	Rank: 14/20	

	Very Poor	Poor	Average	Good	Very Good
13. Rate the layout of the reports/publications.	0.0	11.1	22.2	55.6	11.1
n = 9	Mean: 3.67/5 SD: 0.87		Mode: 4/5	Rank: 14/20	

	Very Poor	Poor	Average	Good	Very Good
14. Rate the accuracy and timeliness of the information provided in the reports/publications.	0.0	11.1	22.2	44.4	22.2
n = 9	Mean: 3.78/5 SD: 0.97		Mode: 4/5	Rank: 12/20	

	Very Poor	Poor	Average	Good	Very Good
15. Rate the usefulness of the information provided in the reports/publications.	0.0	11.1	22.2	55.6	11.1
n = 9	Mean: 3.67/5 SD: 0.87		Mode: 4/5	Rank: 14/20	

	Very Poor	Poor	Average	Good	Very Good
16. Rate the overall appearance of the reports/publications.	0.0	0.0	33.3	44.4	22.2
n = 9	Mean: 3.89/5 SD: 0.78		Mode: 4/5	Rank: 8/20	

* - more than one mode
(R) = Reversed Scoring

OIRA Survey Results-Website

**Survey Title:
OIRA Survey**

**Administered To:
OIRA Departmental Survey-Website
Oct 16, 2002**

PulseSurvey II by Scantron

Oct 22, 2002

OIRA Survey Results-Website

Administered To: OIRA Departmental Survey-Website

Date Administered: Oct 16, 2002

Main Report Section

		Never	Seldom	Sometimes	Usually	Always
17. How often do you visit the OIRA website (If you respond "Never," please skip to the last open ended question of the document)?	n =	0.0	0.0	85.7	14.3	0.0
	7	Mean: 3.14/5 SD: 0.38		Mode: 3/5	Rank: 20/20	

		Very Poor	Poor	Average	Good	Very Good
18. Rate the organization of the website.	n =	0.0	0.0	0.0	42.9	57.1
	7	Mean: 4.57/5 SD: 0.53		Mode: 5/5	Rank: 10/20	

		Very Poor	Poor	Average	Good	Very Good
19. Rate the content of the website.	n =	0.0	0.0	14.3	42.9	42.9
	7	Mean: 4.29/5 SD: 0.76		Mode: */5	Rank: 16/20	

		Very Poor	Poor	Average	Good	Very Good
21. Rate the overall appearance of the website.	n =	0.0	0.0	0.0	57.1	42.9
	7	Mean: 4.43/5 SD: 0.53		Mode: 4/5	Rank: 14/20	

		Very Poor	Poor	Average	Good	Very Good
22. Rate the accuracy and timeliness of the information provided on the website.	n =	0.0	0.0	0.0	57.1	42.9
	7	Mean: 4.43/5 SD: 0.53		Mode: 4/5	Rank: 14/20	

* - more than one mode
(R) = Reversed Scoring

Results reported in a percent scale

Rank based on: Descriptive Mean

PulseSurvey II by Scantron

Page 2

Office of Institutional Research and Assessment (OIRA)

Departmental Survey Comments Report

Administered September-October 2002

What is your primary reason for visiting the site?

- Information related to academic affairs
 - View the layout and information presented
 - Looking for info on student evals-recent changes
 - To access previous years reports
 - To obtain facts about college
 - Technical support
 - To get more information on issues
 - To collect data to assist in my reporting for my program area
 - Browse
 - Data
-

What type of information would you like added to the website.

- Additional Stats
 - More current info. or items present
 - Info on changes to student eval. process
 - None at the present time
 - Weekly news bulletin
-

Please take this opportunity to provide comments or suggestions concerning the OIRA department.

- I think you all do a great job. Keep up the good work!
 - Very Helpful
 - A critical service in helping to plan for improved programming for students.
 - Corey and Joyce are doing an excellent job.
 - Department doesn't receive enough credit for what they do
 - Thanks for a job well done. Sorry, I never visit your website, but now I will.
 - More attentive to timing of surveys. Timeliness of reporting results. Closer interaction w/ acad. Aff.
 - Staff always helpful, willing, and friendly
 - The department has been very helpful with helping me put together a survey for my department.
 - Suggestions given by OIRA have reduced our workload by 40% and our reports are better than we planned
-

Tuesday, November 26, 2002

Office of Institutional Research and Assessment (OIRA) Departmental Survey Comments Report

Administered September-October 2002

Please take this opportunity to provide comments or suggestions concerning the OIRA department.

- Very knowledgeable staff always willing to help
 - Stay responsive, program review data given to departments needs some work and I know the group is working on this.
 - Doing an excellent job
 - Student surveys need to be done in EVERY class. Every student has the right to evaluate his professor. Also, the survey needs to be done toward the end of the semester.
-

Other Comments.

- I find that they are very often open to suggestions and work towards making things better in a positive manner. RE Q8- When they don't know, they always find out and respond.
- I think that your office should have done an annual report on the racial break down of faculty, student by gender in addition to students major, field of study by ethnic groups. I would like to look at the number of foreign students at the college.

Tuesday, November 26, 2002



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