

# RESEARCH

Office of Institutional Research

# BRIEF

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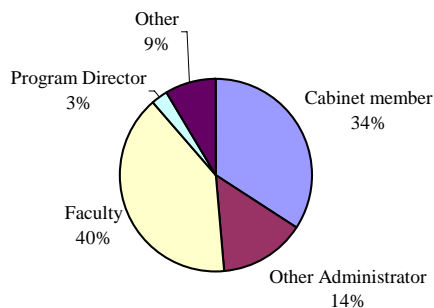
NOVEMBER 2005

## INSTITUTIONAL RESEARCH EVALUATION QUESTIONNAIRE REPORT

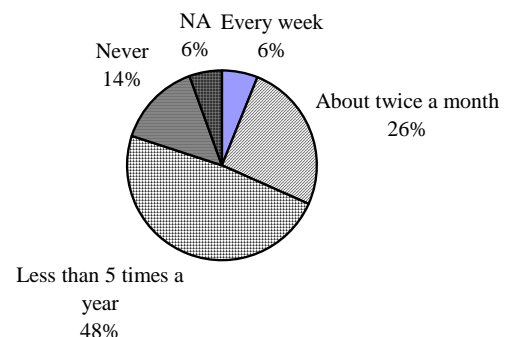
The Office of Institutional Research (OIR) at SPC accurately and completely collects, manages, analyzes, and reports data for the purpose of meeting external mandates and supporting college-wide decision and policymaking. These issues may pertain to trends in student enrollment, space utilization, and accountability and other activities deemed necessary. The Institutional Research Evaluation Questionnaire was designed to evaluate user satisfaction with the information and services received. An e-mail was sent to all employees of SPC requesting that they complete the on-line survey located at the Web address [http://it.spcollege.edu:8500/cfsurveys/survey.cfm?su\\_id=207](http://it.spcollege.edu:8500/cfsurveys/survey.cfm?su_id=207).

There were a total of 35 responses. Figure 1 shows the percentage of each employee-type responding to the survey. When the respondents were asked if they had ever accessed this web page prior to responding to the survey, 20 (57.1%) indicated they had while 15 (42.9%) indicated they never used the OIR web page.

**Figure 1. Distribution of Users**



**Figure 2. Respondents by Factbook Use**



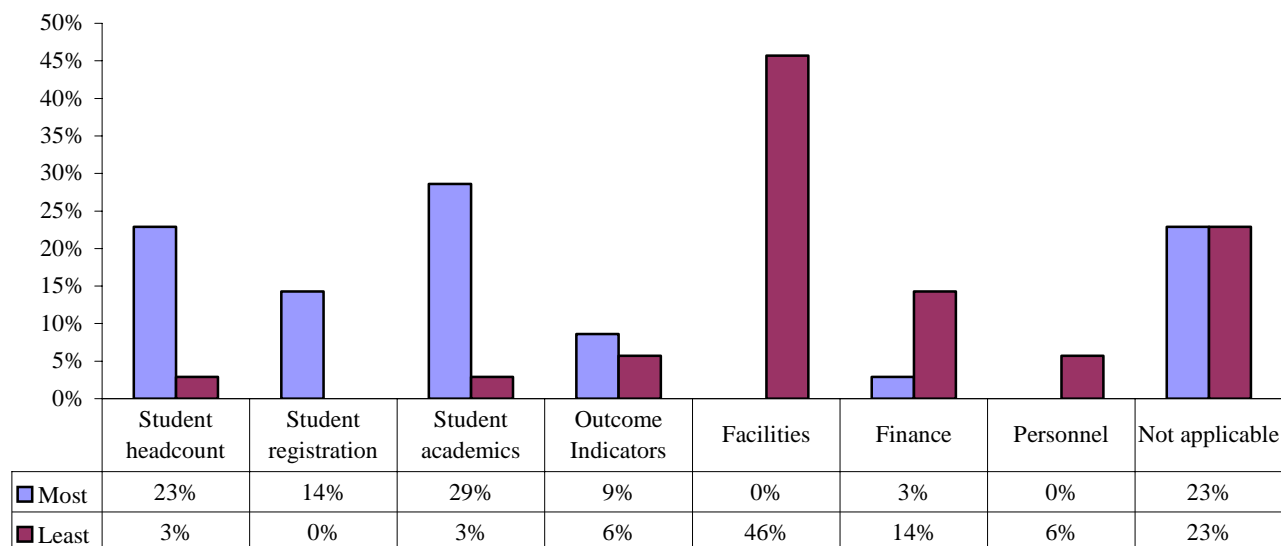
The SPC FactBook\* has been published annually by the Office of Institutional Research (OIR) and also appears on the OIR web site. The FactBook provides information on the institution's students, course enrollments, personnel, facilities and finances. When asked how frequently the respondent used the SPC FactBook, 2 of the 35 indicated they use it every week, 9 twice a month, 17 less than five times a year; 5 indicated they had never read it and 2 responded the question didn't apply to them. (See Figure 2).

Respondents used the data in the publication for various reasons. When asked the sections used most frequently, more (29.0%) responded Student Academics (enrollment) than any other section. The least used section appeared to be Facilities (46.0%). Chart 1 shows percentages identified as being most and least used sections of the SPC FactBook.

When asked about the importance and helpfulness of data in their review and decision-making process, the majority of the respondents 17 (48.6%) of 35 reported that End of Fall data was most important and helpful, 11 (31.4%) reported that Opening Fall data was important and 7 (20.0%) not applicable.

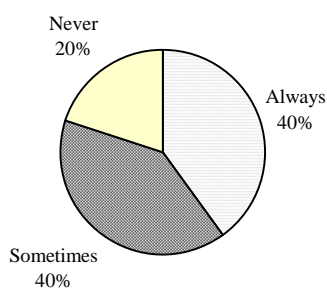
\*Note: Beginning year 2005, hardcopies of SPC FactBook will no longer be available for distribution.

**Chart 1. Most/Least used Parts of Factbook**

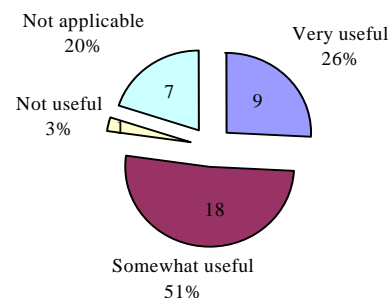


Research Briefs are short publications prepared by the OIR intended to provide information to the college community about varying topics. This publication, like the SPC FactBook, also appears on the OIR web site. The survey contained three items about Research Briefs. These items were intended to determine how often the users read the publications, how useful the data have been, and the overall satisfaction with the briefs. Figures 3 and 4 shows that 28 of the respondents have read the publication. Seventy-seven percent (77.0%) of these individuals have found the data very or somewhat useful (Figure 4).

**Figure 3. Frequency of Use**



**Figure 4. Usefulness of Information**



Respondents were asked to indicate which of the five reports prepared by the office they were familiar with and use. Thirty-three respondents indicated that they were familiar with and use the reports. Table 1 shows each report, the number and percentage of respondent's familiarity and use of the various reports. However, 13 (39.4%) of the 33 respondents indicated that they use one or more of the listed reports in their work.

**Table1. Familiarity and Use of Reports**

Reports	No.	Percent
Enrollment	22	66.7%
Accountability (e.g. President's Evaluation, Core Indicators, etc.)	5	15.2%
Placement and Follow-Up	2	6.1%
Collegewide Enrollment Projections	2	6.1%
Employer Survey	2	6.1%

Responses to the question regarding level of satisfaction with the listed reports showed the majority (24 or 72.7%) of the 33 respondents were very satisfied with the reports; 12.1% was somewhat satisfied; 9.1% was somewhat dissatisfied; and 2 (6.1%) not applicable.

When asked about the layout, accuracy of data, appearance, tables and graphs of both the Factbook and IR Website, responses (29 or 82.9%) from users found the information very easy or somewhat easy to follow and understand. Overall responses to the question, “how satisfied were you with the Factbook and IR Website information and format” produced some positive results. Of the 35 respondents, 21 (60.0%) were very satisfied; 8 (22.9%) were somewhat satisfied; 3 (8.6%) were dissatisfied; and another 3 (8.6%) didn’t have an opinion.

The survey contained a section directed specifically to individuals who had made requests of the OIR for information or services which were not included as part of the regular publications. These items pertained to the office staff and service received. Results of 16 (46.0%) respondents were very satisfied with the friendliness, helpfulness and knowledge of the staff, and with the timeliness of service.

Overall, the respondents to the survey were pleased with both the quality and timelessness of data provided by the OIR. The publications appear to be meeting the needs of the majority of the respondents. It was interesting, however, that only 42.9% of the respondents had ever used the Website prior to completing the survey.