We want to thank our loyal customers who completed the Institutional Research Customer Satisfaction Survey in March. Results show that for all questions, 47 to 48 of 56 respondents (83.93% - 85.17%) provided “agree” or “strongly agree” responses indicating satisfaction with our services. Since implementing the survey in 2011, 235 to 240 of 257 respondents (91.44% - 93.39%) have indicated “agree” to “strongly agree” levels of satisfaction for all questions.

May and June Trainings

We are offering four IR Trainings during May and June to help our customers get the most from our data reports and other resources. All trainings are held in 209 Gilchrist from 1:00-3:00 p.m. on the scheduled dates. You may begin registering for trainings at any time.

- May 14 – Using Tableau Reports
- May 28 – Beginning Excel
- June 10 – Intermediate Excel
- June 24 – Using Tableau Reports

There are a limited number of computers, so attendees may bring their own laptop/tablet.

Customer Survey Results

NEW Dashboards Are Here

IR staff members have made available several new dashboards. First, a new dashboard title "University Term Enrollments" provides you with University enrollments and semester credit hours data with interactive options to filter by term, college, department, and multiple demographic variables. In addition, we have added the “tablet” platform version for all existing dashboards to make viewing dashboards on the go easier than ever!

“Applicants” Privacy Policy

On the Decline

We are disappointed to report that our customers are using our Data Request Form less often. The percent of requests from our Data Request Forms decreased from 46% for January and February to 38% for requests made in March and April. We realize that there will be occasions when making a call or sending an email is necessary, but it is unlikely that this is the case 62% of the time. Help us continue to provide excellent service by using our forms to make your requests.

New Customer Resources

As we continue to expand access to data, we have added new resources to our Help Center under the “Internal Customers Only” link on the IR website. New resources include:

1. Share Drive Access Form – Allows you to request access to the “Institutional Reports” share drive where you will find current University reports including student enrollment details.
2. Tableau Reader Install Instructions – Provides instructions on installing Tableau Reader so users will have access to dashboards not available on our website.

Acknowledgements: Special thanks to our customers in the photo, Traci Chernosky and Dr. Joahanne Thomas-Smith. Photo by Kyeshea Brathwaite.