

Life in the IR:

News You Can Use

90% ENJOY OUR CUSTOMER SERUICE

Office of Institutional Research & Effectiveness

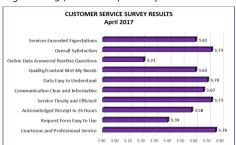
July/August 2017

GET YOUR ARGOS ACCESS TODAY

www.pvamu.edu/ir

Customer Satisfaction Results

The results of our 2017 Customer Satisfaction Survey are in, and you The results of our 2017 Customer indicated a 90% satisfaction rating for our services. Overall satisfaction is 3.60 on a 4.0 scale, but we continue to look for ways to improve. The lowest score related with "online data answering routine questions" which was rated at 3.21. We believe training and better communications about the availability of data may help in this area. The three most direct questions about customer satisfaction were rated highest—"overall customer satisfaction" and "timely and efficient" scored at 3.73, and courteous and professional service was rated highest at 3.76. Thank you for your feedback!



Attention Share Drive Users!

In August, we will begin phasing out 9/1/17 In August, we will begin preports saved on the Institutional Reports share drive as they are created in Argos. We expect to discontinue reports by Sept. 1, 2017. Get your Argos access today!

New Form

Since several of our customers have trained and have access to Argos, you may see a need for a report that is not currently available. We have several pending reports to design but have created an "Argos Report Request Form" for your convenience. This form will provide you with an opportunity to request a new report or request modifications to an existing report. You may also attach a document to the request to provide details of your report needs.

Newest Tableau Dashboards

We recently completed three new Tableau dashboards to help you answer additional data questions about the university,

your college, or majors. These include STEM (Science, Technology, **Engineering and Math)**

with data specifically for : Enrollment by Department and Low Income : Enrollment by Department and Vederan Status all of the STEM majors we offer; University Enrollments by Special Populations; and College Enrollments by Special Populations. The Special Population dashboards provide counts of first generation, low income (Pell eligible), and Veteran status students. In addition to being informed about the number of special population students enrolled in your programs, this information is helpful for program reviews or writing grant proposals.

Argos Update

We now have 140 reports in Argos and 140 125 users with access to those reports! Still, there are more to come, and there are more IR customers who could greatly benefit from having access to these reports. We encourage you to attend training and request an Argos Account as soon as possible so you will have access to student-

level operational data, PYAMU-Argos Account Request most of which are updated in real-time or is current as of the morning the report is generated. It's good stuff, so don't miss out! Click here or the



image above to complete your "Argos Account Request" today! Still need Argos Training? Register here.

Argos Training Dates

It only takes two hours of your time for Argos Training and you will be pleased with what you learn. We have monthly trainings but need at least five people for / each session. We will also work with you to train your unit at a more convenient time. Register here or contact us for a different time.

Contact Us:

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