TELL US HOW WE'RE DOING

Customer Satisfaction Survey

NOTE: RESPONSES ARE ORDERED FROM "STRONGLY AGREE" TO "STRONGLY DISAGREE". Please respond to the following:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The customer service was courteous and professional.	○	○	○	○	○
The online Data Request Form was easy to use to submit a request for data. (Leave blank if form was not used.)	○	○	○	○	○
I received my report or a response acknowledging receipt of my request within 24 hours of submission.	○	○	○	○	○
The services I received were timely and efficient.	○	○	○	○	○
The services I received were communicated in a clear and informative manner.	○	○	○	○	○

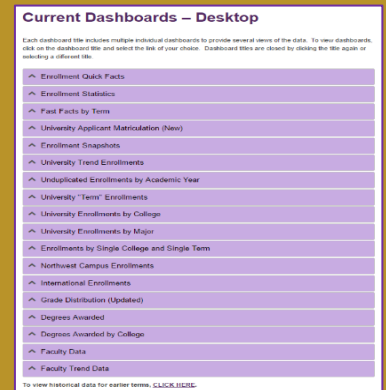Request – Faculty Data

Request – Student Data

Update Contact Information

Customer Satisfaction Survey

Training Registration Form

IR Training Evaluation Form

Life in the IR:
News You Can Use

Current Dashboards – Desktop

Each dashboard title includes multiple individual dashboards to provide several views of the data. To view dashboards, click on the dashboard title and select the link of your choice. Dashboard titles are closed by clicking the title again or selecting a different title.

- Enrollment Quick Facts
- Enrollment Statistics
- Fast Facts by Term
- University Applicant Matriculation (New)
- Enrollment Snapshots
- University Trend Enrollments
- Unduplicated Enrollments by Academic Year
- University "Term" Enrollments
- University Enrollments by College
- University Enrollments by Major
- Enrollments by Single College and Single Term
- Northwest Campus Enrollments
- International Enrollments
- Grade Distribution (Updated)
- Degrees Awarded
- Degrees Awarded by College
- Faculty Data
- Faculty Trend Data

To view historical data for earlier terms, CLICK HERE.

Office of Institutional Research & Effectiveness

March/April 2017

STILL INCREASING CUSTOMER DATA ACCESS   www.pvamu.edu/ir

Customer Satisfaction Survey

This is the time of year when we want to hear from you about how we are doing. We sent emails to more than 200 of our regular customers the first week of April and asked you to provide us with feedback about your level of satisfaction with our services over the past year. Even if you did not receive the email and we have provided you with services during the past year, we invite you to complete our Customer Satisfaction Survey by **Thursday, April 20th**. The survey is available anytime, but we solicit focused input once a year and use the results to guide our continuous improvement efforts. We value your input, and it takes less than 5 minutes. Click the image below to start.

Feedback

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The customer service was courteous and professional.	○	○	○	○	○

Applicants Dashboard

NEW We continually assess data access as a means of identifying gaps in data and work to provide you with certified data to bridge those gaps. Our newest dashboard, "University Applicant Matriculation", provides users with an applicant summary from inquiries (incomplete applications) to enrollment. We believe you will find this Tableau dashboard especially useful for a historical view of "potential" enrollments to your college or unit.

STEM Dashboards Coming Soon

Due to the large number of STEM grant proposals submitted to the National Science Foundation (NSF) and National Institutes of Health (NIH) by faculty and staff, the Office of Institutional Research is in the process of creating a set of STEM Tableau dashboards designed to provide data most frequently requested by proposal writing teams. In addition to offering options to select specific STEM majors and the ethnicity for underrepresented groups, the dashboards will provide headcounts for low-income and first generation students. The STEM dashboards are expected to be available by May 1.

MAJOR DESCRIPTION
Agricultural - Economics
Animal Science
Soil Science
Family & Community Service
Human Sciences
Human Nutrition & Food
Architecture
Computer Science
Computer Information Systems
Mgmt Information Systems
General Engineering
Chemical Engineering
Civil Engineering
Computer Engineering
Electrical Engineering-Ph.D.
Electrical Engineering
Mechanical Engineering
Electrical Engineering Technology
Computer Engineering Technology
Computer Aided Drafting & Design
Biology
Mathematics
Chemistry
Physics
Juvenile Forensic Psychology

Argos Update

Status Update We are still working with Information Technology (IT) and Information Resources (IR) to get the reports moved to Argos PROD and get trained users access to those reports. The next Argos Report Viewer Training will be on April 17 from 2-4 p.m. REGISTER HERE to sign up.

Program Review Dashboards

We have completed the final Program Review Dashboards for individuals and teams who will be involved in writing Program Review Reports. "Faculty Average Teaching Load" was the final addition to the Program Review dashboard collection. Retention and graduation rates are available in Argos, our latest reporting tool. Those who do not have access to Argos must submit a request using our Student Data Request Form for retention/graduation rates, and we will gladly provide you with the data you need.

2012-2016 Fact Book

The 2012-2016 Fact Book is ready and available for your use. The Fact Book provides customers with a 5-year snapshot of University data in several areas including enrollment, semester credit hours, degrees awarded, faculty and staff data, success measures, online resumes, LBB Performance Measures, fiscal data, gainful employment, and major survey data (IPEDS, NSSE Student Experience Reports, CUPA and AAUP Faculty Compensation). Due to the availability of student and faculty data on Tableau Reports, however, we have plans to modify the format of the 2013-2017 Fact Book to avoid duplication of data sources.

Contact Us:
Email: IRE@pvamu.edu * Phone: 936-261-2188