

SERVING OUR CUSTOMERS WITH EXCELLENCE



IR Staff Servers (L to R): Ginger Philips, James Howard, Dr. Dean Williamson, Paula Williams, and Ruby Stevens-Morgan. IR Customers (L to R): Traci Chernosky and Dr. Joahanne Thomas-Smith

Life in the IR: News You Can Use

**“NEW”
DASHBOARDS
AVAILABLE**

Office of Institutional
Research & Effectiveness

May/June 2015

Institutional Research: Here to Serve!

www.pvamu.edu/ir

Customer Survey Results

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.

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

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!

**We strive for CONTINUOUS
IMPROVEMENT**

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.

“Applicants” Privacy Policy

The TAMUS Managing Counsel, Mr. R. Brooks Moore, has provided us with important information regarding releasing information about PVAMU applicants. In summary, “**information about applicants SHOULD NOT be released to individuals outside the university**”. This includes secondary school personnel, financial supporters, and university alums. The full content of the policy is available at [Applicant Information](#).

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.](#)

Since 2011, our customers consistently rate our services highest in response to the statement, “The customer service was courteous and professional”.

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