**Survey Summary**

IEPR solicited feedback from the Department of Academic Affairs, the primary consumer of IEPR services, by way of a survey via Survey Monkey in May 2015. The survey was sent out to 1,613 individuals with 197 providing feedback (12% response rate). The nine-question survey solicited feedback in several areas: overall satisfaction with IEPR services, response timeliness, data quality, staff professionalism, usefulness of IEPR dashboards, and several other areas. The results from this assessment will aid the office in identifying areas in need of improvement, while highlighting other areas the office is performing very well.

**Main Take Away**

Based on feedback to the IEPR May 2015 survey, the department is perceived as responsive, competent, and professional by most respondents who utilized the office services. Data delivered by IEPR was also described as reliable, useful, and user-friendly (i.e. dashboards). For those respondents who utilized IEPR services, the feedback is mostly affirmative. On the other hand, results revealed that a sizable number of respondents didn’t know much about IEPR or its service: the department is a mystery to most. Brief overview below highlights strengths and challenges identified from the survey.

**Strengths:**

- Of those utilizing IEPR services (n=110), 62.7% of respondents reported being ‘Satisfied’ or ‘Very Satisfied’ overall with IEPR services: another 27.2% reported being ‘Neither satisfied nor dissatisfied’ with services while 10% reported being ‘Dissatisfied’ or ‘Very Dissatisfied’
- The majority of respondents (72.8%) rated the timeliness to requests as ‘Extremely quick’ or ‘Somewhat quick’ compared to 2.9% rating timeliness as ‘Somewhat slow’ or ‘Extremely slow’: 70 respondents provided feedback to this question
- On a high note, the reliability of data coming from IEPR was rated even higher than the timeliness to request, with 79.4% of respondents describing the data as ‘Extremely reliable’ or ‘Quite reliable’ and 4.4% describing as only ‘Slightly reliable’: 68 respondents provided feedback to this question
- For the most part, IEPR staff was rated as professional overwhelmingly with 91% of the 67 respondents rating staff as ‘Very professional’ or ‘Professional’: from open-ended comments, a number of respondents reported not interacting directly with IEPR staff and couldn’t add much context
- IEPR dashboards were rated as ‘Extremely helpful’ or ‘Quite helpful’ by 62.7% of the 51 respondents who reported having used the dashboards: 31.3% of respondents rated the dashboard as ‘Moderately helpful’ compared to only 4% who rated the dashboards as ‘Not at all helpful’
- When asked about IEPR contribution to meeting the University’s mission, ‘68% of respondents rated the office’s contribution as Extremely helpful’ or ‘Quite helpful’ compared to 12.5% who responded ‘Unsure’: 16.6% rated IEPR contribution as ‘Moderately helpful’ and 2.7% as ‘Slightly helpful’ or ‘Not at all helpful’ (72 respondents provided feedback)
- An impressive 71.8% of respondents reported that they were ‘Somewhat likely’ or ‘Extremely likely’ to refer a colleague or others to IEPR for data needs or questions

Challenges:

- ‘Hiding in plain sight or ‘Services not needed’: 44.6% of respondents to the survey reported they have not used IEPR services (87 out of 197 respondents)
- Under-utilization of the dashboards poses a similar question as above, 30.1% of respondents reported they have not used the dashboard (22 out 73 respondents)
- Based on reference to staff (by name) not working in IEPR and frustration with program software suggest some respondents got IEPR confused with other departments (possibly ITD): carve out our own identity or brand
- Others seem discontent with not being able to transfer duties like the ‘Placement Survey’ (used for national benchmarks) to an area with staff and technology to facilitate this task

Recommendations

- Better advertisement of the services offered by IEPR (i.e., campus-sponsored conferences, other campus functions)
- Future IEPR assessment surveys, solicit feedback on specific types of IEPR services used by including a list based on common requests (ad hoc, surveys, dashboard, etc.) to allow for a more in-depth analysis

Open-ended Comments

- I don't know what services have been provided.
- Smart, timely, competent professionals who understand and support the academic mission. A big change from the era (Pre-Hoyt) when disinterest and incompetence proved the rule.
- Response is way too slow.
- Disband
- I have no idea as to what the office does, so I cannot respond in a meaningful way.
- The biggest problem is that the software is unfriendly. It would be nice to have a simpler software system. The staff has been fine.
- Take over the administration of the 1st Destination Survey.
- I have never made a request for data
- I have never requested anything, but wouldn't know what to ask for anyway.
- Turn-around is now marked in days or hours, not months and years. And data are formatted with awareness that they will be used to make decisions.
- IEPR staff listen for content and intent - they ask smart questions that help the faculty members better frame research.
- The present operation in IEP&R is quite satisfactory. Personnel have responded professionally, politely, and in a timely manner. I commend them.
- Basic questions, yes. For research purposes or policy implications, it's not clear all of the data that could be available either from the website, dashboard, or information given to the faculty. Why not send a representative to discuss what IEPR has to offer. WE DON"T KNOW.

- I think that most people on campus do not know what is available from IEPR, or that they can make request for data. They seem to think that only certain people can ask for reports.
- It's difficult to express how useless these efforts have been. Declaring them a waste of time is too complimentary.