

IEA User Survey, Spring 2006

Absolute Analysis % Respondents	Base	Missing					
		No reply	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
<b>Base</b>	<b>968</b>						
I can find the information I need on the IEA website	57	2 3.5%	20 35.1%	30 52.6%	3 5.3%	1 1.8%	1 1.8%
It is easy to find the information I need on the IEA website	57	2 3.5%	19 33.3%	32 56.1%	3 5.3%	-	1 1.8%
IEA staff will get me information I need if it is not readily available on the website	57	2 3.5%	39 68.4%	9 15.8%	1 1.8%	-	6 10.5%
Replies to my data requests include the information I need	46	-	38 82.6%	7 15.2%	-	-	1 2.2%
Replies to my data requests are provided in a useful format	46	-	38 82.6%	7 15.2%	-	-	1 2.2%
Interactive Tools available on the IEA website are easy to use	42	2 4.8%	18 42.9%	14 33.3%	1 2.4%	-	7 16.7%
I can find the information I need using Interactive Tools	42	3 7.1%	11 26.2%	19 45.2%	1 2.4%	-	8 19.0%
The assessment database is easy to use	20	-	7 35.0%	11 55.0%	1 5.0%	-	1 5.0%

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The assessment database is a useful tool for maintaining departmental records of assessment plans	20	1 5.0%	6 30.0%	10 50.0%	2 10.0%	- -	1 5.0%
The assessment database is a useful tool for reporting improvements in program quality over time	20	1 5.0%	6 30.0%	9 45.0%	3 15.0%	- -	1 5.0%
The Assessment Director provides helpful consultation services for assessment planning	20	1 5.0%	14 70.0%	4 20.0%	- -	- -	1 5.0%
The Assessment Director provides helpful consultation for developing academic learning compacts and reports for accrediting agencies	20	1 5.0%	10 50.0%	2 10.0%	- -	- -	7 35.0%
The Assessment Director provides useful feedback to improve the quality of assessment reports	20	1 5.0%	13 65.0%	5 25.0%	- -	- -	1 5.0%

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IEA staff members provide helpful instruction on using the assessment database	20	1 5.0%	12 60.0%	6 30.0%	-	-	1 5.0%
Hit List information is readily available	9	1 11.1%	2 22.2%	4 44.4%	-	-	2 22.2%
I get the assistance I need from IEA when completing my reports	9	-	4 44.4%	3 33.3%	-	-	2 22.2%
IEA Staff enthusiastically assist with my requests for special studies or data	28	1 3.6%	17 60.7%	8 28.6%	-	-	2 7.1%
IEA Staff are knowledgeable in helping to design special studies	28	1 3.6%	18 64.3%	4 14.3%	-	-	5 17.9%
IEA Staff are knowledgeable in helping to design survey questionnaires	28	1 3.6%	18 64.3%	3 10.7%	-	-	6 21.4%
IEA staff are knowledgeable in helping to develop and conduct surveys on the web	28	1 3.6%	18 64.3%	2 7.1%	-	-	7 25.0%

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The analysis and interpretation of my special studies data meets my needs	28	1 3.6%	17 60.7%	6 21.4%	-	-	4 14.3%
Training on the Faculty Academic Reporting System (FAIR System) by IEA staff is helpful	34	-	17 50.0%	12 35.3%	1 2.9%	-	4 11.8%
IEA staff are available if I need assistance using the Faculty Academic Reporting System (FAIR System)	34	-	25 73.5%	5 14.7%	-	-	4 11.8%
IEA staff members provide service to me in a timely manner	85	-	59 69.4%	18 21.2%	-	-	8 9.4%
Information provided by IEA staff members is accurate	85	-	52 61.2%	24 28.2%	-	-	9 10.6%
IEA staff members respond to my requests in a friendly manner	85	-	64 75.3%	12 14.1%	-	-	9 10.6%

## **Additional Comments Regarding the Office of Institutional Effectiveness & Analysis**

- I may try to see how helpful a request will be in the future.
- I have always been extremely happy with the communication I received from IEA.
- I wish that SPOT would come earlier since I have to send the package out to Port St. Lucie and Jupiter and many times the package doesn't arrive on their campus in a timely fashion and everything is a major rush! It takes support staff hours to do them untop of all our other work.
- I like the Facts Booklet that I can hand out it helps when we recruit students
- You may be a very valuable department and service, however, if I do not know about you(and this may be the very nature of the problem) how can I call upon you as a resource. The survey taught me what you have to offer and now I have many questions about the stats you compile. So, we have a beginning...
- IEA has been very helpful to my office in assisting us in developing a few evaluation tools using snap shot to assess our programs. John Cahill is great to work with and very helpful!
- I can always count on IEA to provide me information in a very quick manner. I do find some occasional errors when I compare the report of if a student is at Jupiter or PSL against the students' actual registration - screen 109 on the NW database. Thanks for asking for my input.
- I have dealt with Kevin Doherty countless times and he has been most helpful. Thanks Kevin!
- You do have a very friendly and competent staff. Keep up the great work!!!!
- The group is extremely professional, responds in a timely fashion, genuinely cares, and designs very friendly interfaces to manage and access very complex data. I would rate the Office A++
- John Cahill has been wonderful in helping us to understand and use the systems available.
- John Cahill has been a great help. Thanks to him we have transitioned to all online surveys and evaluations at the Wellness Center in Davie. This is a major accomplishment. Great work!
- IEA staff have always been responsive and very helpful. I love the interactive tools and use them all the time. Fantastic job!
- We have nothing but the highest praise for the work IEA does for Lifelong Learning.
- Keep up the good work.
- IEA at FAU is one of the best run operations of this or any kind I have seen in over 30 years experience in higher education.

- I think that one of the reasons I and many other people do not utilize your services is that we are not aware of exactly what your capabilities are and how you can help us do our jobs more effectively.
- Keep doing the good work.
- See earlier comment, I didn't know that you folks provided all of the services that were listed on the opening page.
- Always available to help. Thank you.
- Cindy Condore is extremely helpful, knowledgeable, friendly and a pleasure to work with. I can always count on her for help with the FAIR Reports. Thank you, Cindy!!
- FAU is truly fortunate to have such a dedicated, user-friendly, knowledgeable and talented group of professionals in this area. The volume of consistently high quality work produced by such a small staff is incredible.
- I would like to see a neutral response on the survey
- The Assessment terminology needs to be the same as used in Strategic planning
- You guys are great!!!!
- Occasionally I need to do salary comparisons with the other FL state Universities. The information is usually not up to date but a year or so behind.
- Tom Pusateri is extremely helpful.
- IEA and the Colleges would benefit from college-based workshops informing faculty what is available. The Workshop I attended in 05 about the FAIR system was CONFUSING AND UNCLEAR. I trust this system has improved and we would welcome such services in the College.
- Very effective department and needed.
- Kevin Doherty is TERRIFIC! He is always very helpful in getting information. I use the productivity, majors interactive programs most often. Very useful.
- IEA does a wonderful job providing Graduate Admissions/Studies with valuable information. Keep up the great work!
- We were initially unaware of the on-line survey services and spent a great deal of time administering surveys ourselves. Perhaps the survey services could be better marketed to the departments that directly service students, such as those in Student Affairs. The On-Line Survey service is great!
- Staff are very responsive to the needs of departments.