### IEA PUBLICATIONS

**How often do you use the following IEA publications?**

<table>
<thead>
<tr>
<th>Publication</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fact book</td>
<td>28%</td>
<td>61%</td>
<td>11%</td>
</tr>
<tr>
<td>Quick Facts</td>
<td>28%</td>
<td>61%</td>
<td>11%</td>
</tr>
<tr>
<td>Productivity Trend Analysis</td>
<td>26%</td>
<td>31%</td>
<td>43%</td>
</tr>
<tr>
<td>Special Studies (e.g., Admissions Study, Transfer Study, Reverse-Transfer Study, Survey Highlights)</td>
<td>22%</td>
<td>37%</td>
<td>42%</td>
</tr>
</tbody>
</table>

**Please rate each publication:**

#### Fact Book

<table>
<thead>
<tr>
<th>Rating</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attractive</td>
<td>47%</td>
<td>41%</td>
<td>2%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>Easy to Read &amp; Understand</td>
<td>59%</td>
<td>29%</td>
<td>2%</td>
<td>0%</td>
<td>10%</td>
</tr>
<tr>
<td>Accurate</td>
<td>47%</td>
<td>41%</td>
<td>0%</td>
<td>0%</td>
<td>12%</td>
</tr>
<tr>
<td>Contains Information You Need</td>
<td>49%</td>
<td>38%</td>
<td>3%</td>
<td>0%</td>
<td>10%</td>
</tr>
</tbody>
</table>

#### Quick Facts

<table>
<thead>
<tr>
<th>Rating</th>
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<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>Easy to Read &amp; Understand</td>
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<tr>
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<td>0%</td>
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</tr>
<tr>
<td>Contains Information You Need</td>
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<td>32%</td>
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#### Productivity Trend Analysis

<table>
<thead>
<tr>
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<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
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<td>20%</td>
<td>35%</td>
<td>7%</td>
<td>0%</td>
<td>38%</td>
</tr>
<tr>
<td>Easy to Read &amp; Understand</td>
<td>23%</td>
<td>33%</td>
<td>5%</td>
<td>0%</td>
<td>38%</td>
</tr>
<tr>
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<td>27%</td>
<td>2%</td>
<td>0%</td>
<td>39%</td>
</tr>
<tr>
<td>Contains Information You Need</td>
<td>32%</td>
<td>30%</td>
<td>0%</td>
<td>0%</td>
<td>38%</td>
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#### Special Studies: (e.g., Admissions Study, Transfer Study, Reverse-Transfer Study, Survey Highlights)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attractive</td>
<td>20%</td>
<td>37%</td>
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<td>0%</td>
<td>40%</td>
</tr>
<tr>
<td>Easy to Read &amp; Understand</td>
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<td>39%</td>
<td>0%</td>
<td>0%</td>
<td>41%</td>
</tr>
<tr>
<td>Accurate</td>
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<td>30%</td>
<td>0%</td>
<td>2%</td>
<td>41%</td>
</tr>
<tr>
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### DATA ON THE WEB

**How often do you use the following IEA data on the web?**

<table>
<thead>
<tr>
<th>Data Set</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention Reporting Tools</td>
<td>13%</td>
<td>43%</td>
<td>43%</td>
</tr>
<tr>
<td>Major Reports</td>
<td>21%</td>
<td>41%</td>
<td>38%</td>
</tr>
<tr>
<td>Productivity (FTE)</td>
<td>32%</td>
<td>32%</td>
<td>37%</td>
</tr>
<tr>
<td>Student Assessment of Instruction</td>
<td>13%</td>
<td>48%</td>
<td>38%</td>
</tr>
<tr>
<td>Graduating Senior Survey</td>
<td>12%</td>
<td>58%</td>
<td>30%</td>
</tr>
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</table>

#### Interactive Pages

<table>
<thead>
<tr>
<th>Data Set</th>
<th>Very Useful</th>
<th>Somewhat Useful</th>
<th>Not Useful</th>
<th>Do Not Use</th>
</tr>
</thead>
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<td>2%</td>
<td>48%</td>
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<tr>
<td>Major Reports</td>
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<td>30%</td>
<td>2%</td>
<td>39%</td>
</tr>
<tr>
<td>Productivity (FTE)</td>
<td>37%</td>
<td>23%</td>
<td>2%</td>
<td>38%</td>
</tr>
<tr>
<td>Student Assessment of Instruction</td>
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<td>30%</td>
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<td></td>
</tr>
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<td>Graduating Senior Survey</td>
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<td>33%</td>
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#### Fact & Statistics

<table>
<thead>
<tr>
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<th>Somewhat Useful</th>
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<th>Do Not Use</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Quick Facts</td>
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<td>33%</td>
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<tr>
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<td>47%</td>
</tr>
<tr>
<td>Peer Institution Data</td>
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**How useful do you find the data provided on the IEA web site?**

#### Interactive Pages

<table>
<thead>
<tr>
<th>Data Set</th>
<th>Very Useful</th>
<th>Somewhat Useful</th>
<th>Not Useful</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention Reporting Tools</td>
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</tr>
<tr>
<td>Major Reports</td>
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<td>39%</td>
</tr>
<tr>
<td>Productivity (FTE)</td>
<td>37%</td>
<td>23%</td>
<td>2%</td>
<td>38%</td>
</tr>
<tr>
<td>Student Assessment of Instruction</td>
<td>28%</td>
<td>30%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Graduating Senior Survey</td>
<td>28%</td>
<td>33%</td>
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#### Fact & Statistics

<table>
<thead>
<tr>
<th>Data Set</th>
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<th>Somewhat Useful</th>
<th>Not Useful</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fact Book</td>
<td>55%</td>
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<td>23%</td>
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<tr>
<td>Quick Facts</td>
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**Please rate the IEA web site in general:**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attractive</td>
<td>42%</td>
<td>37%</td>
<td>7%</td>
<td>0%</td>
<td>15%</td>
</tr>
<tr>
<td>Accurate</td>
<td>47%</td>
<td>34%</td>
<td>2%</td>
<td>0%</td>
<td>17%</td>
</tr>
<tr>
<td>Easy to find information that you need</td>
<td>38%</td>
<td>42%</td>
<td>3%</td>
<td>2%</td>
<td>15%</td>
</tr>
</tbody>
</table>
### Data Requests

<table>
<thead>
<tr>
<th>How often do you request data from IEA?</th>
<th>Frequently</th>
<th>Occasionally</th>
<th>Once or Twice</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>18%</td>
<td>43%</td>
<td>18%</td>
<td>20%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How do you usually request data from IEA (check all that apply)</th>
</tr>
</thead>
<tbody>
<tr>
<td>56% e-Mail</td>
</tr>
<tr>
<td>51 Phone</td>
</tr>
<tr>
<td>15 Office Visit</td>
</tr>
<tr>
<td>15 On-line Data Request</td>
</tr>
<tr>
<td>12 Hard Copy Memo</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Is the data requested:</th>
<th>Always</th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accurate</td>
<td>70%</td>
<td>22%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>What you asked for</td>
<td>75</td>
<td>21</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Completed by your deadline</td>
<td>80</td>
<td>14</td>
<td>4</td>
<td>2</td>
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<tr>
<td>Provided in the appropriate format</td>
<td>74</td>
<td>20</td>
<td>2</td>
<td>4</td>
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### BOR Data Reporting

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<thead>
<tr>
<th>Availability of “Hit List”</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Do Not Use</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>25%</td>
<td>19%</td>
<td>0%</td>
<td>0%</td>
<td>56%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assistance provided to complete your report</th>
<th>Always</th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Rarely</th>
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<tbody>
<tr>
<td></td>
<td>23</td>
<td>17</td>
<td>2</td>
<td>0</td>
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</tbody>
</table>

### IEA Staff

<table>
<thead>
<tr>
<th>IEA Staff are:</th>
<th>Always</th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Rarely</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
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<td>29%</td>
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</tr>
<tr>
<td>Courteous</td>
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<td>0</td>
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<td>Helpful</td>
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<td>0</td>
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<tr>
<td>Knowledgeable</td>
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<tr>
<td>Open to feedback/suggestions</td>
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<td>18</td>
<td>2</td>
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### Comments

#### IEA Annual Survey Comments

*Please suggest any way IEA could improve its service to you.*

- There are some questions that I cannot answer, such as “accurate.” I have no idea whether the info in the FactBook is accurate; you’re the only ones who know that!
- Great Office and Staff
- IEA is a great asset to FAU. They have been one of the most cooperative and effective units I’ve interacted with in the last 10 years. Keep up the good work!
- Need rock solid data with clear definitions and verifiable sources. This will be critical for accountability studies.
  1. Provide a master index to information in various places on the IEA site.
  2. Make PDF documents searchable.
- IEA is extremely helpful, and I appreciate all the work they do.
- Activity Reports
  1. Can we do one semester at a time instead of an entire year all at once?
  2. Is there any way to speed up the wait time while “loading the array?”
- The data is not organized/analyzed in a way that is useful to the department chairs. For example, the Program Review Data Fall 2000 that was provided for the program review was largely useless.
- I think we have one of the best offices of this type in American higher education. From the Director (Assistant Provost) down, the staff are absolutely top-notch in every respect. The challenge is not so much to improve, but to maintain this high level of service.
  - *Mike Armstrong*
- Always responsive and helpful — a wonderful resource!
- All special needs are met upon request. On-line data sets are a big help.

---

**Office of Institutional Effectiveness and Analysis**  
Florida Atlantic University  
Facts On-Line: http://iea.fau.edu  
email: iea@fau.edu
I have used your services both as a student and as a staff. I have found your office to be always responsive, timely and helpful.

This department has improved in “leaps and bounds” since the University was lucky enough to capture Sharon. It has turned around from an embarrassment to one that really supports the University’s objective.

You guys are GREAT!!!

You do a terrific job! One of the best groups at FAU!

Cynthia Condore and Kevin Doherty have been very helpful in providing lists of accounting students for scholarship selections.

The IEA operation is very impressive. It has improved remarkably over the past few years.

I have marked something “never” it

This department is very efficient and always available. Great job, Sharron and staff!!

Let us know where your website is.

Work directly with department to do limited access report.

Thank you!

I find the information provided by IEA very helpful. The only suggestion I would make, which may be outside the control of the IEA Office, is to get the results of the Student Assessments back to the departments within a more reasonable time frame. Some colleges, like ours (Business) have to wait for the feedback before we can do faculty evaluations.

Keep it up, you are doing a great job. Thanks for all the assistance.

IEA has made considerable and positive change in the last two years. I give them a favorable evaluation and look forward to them having even more impact in the future.

Have always done a great job!