

Porterville College

Office of Institutional Research

Service Area Outcomes Assessment Survey

Spring 2011
Report on Survey Results

Introduction

In fall 2010, the Porterville College Office of Institutional Research established Service Area Outcomes for its work. These outcomes were as follows:

1. The information on Institutional Research web site is useful, relevant, and user-friendly.
2. Reports provided through the data warehouse are useful, relevant, and user-friendly.
3. Ad hoc reports provided by the Office of Institutional Research are useful, relevant, and user-friendly.

As a means of establishing an initial assessment of these outcomes, a survey was conducted in the spring term of 2011. This survey was distributed online on January 26th (2nd week of classes) and remained up for two weeks with one reminder during that time.

The survey served two purposes. First, it gathered information regarding employee use of the three tools mentioned in the service area outcomes (the IR web page, reports from the data warehouse, and ad hoc reports). Secondly, it allowed for initial measurement of the office's performance on these outcomes over the recent time period.

Survey Results

A total of 57 employees responded to the survey and the distribution of responses by employee type is provided in Chart 1. (The survey itself is provided at the end of this document).

Chart 2 provides an overview of the percentage of respondents who use each of the services surveyed. The research web page is the most used service with just over half of respondents having used it in the past three years. Just under half had used an ad hoc report from the Research Office. Reports from the data warehouse had been used by just over a quarter of respondents. (It's likely some respondents had used data warehouse reports without knowing it if they were created by the Research Office and sent out in another format).

Charts 3-5 present the results of questions addressing how useful, relevant (to the work performed by the employee), and user-friendly each of the rated services are. The Research web page garnered high ratings on all three measures, with 100% of respondents responding 'agree' or 'strongly agree' to the statement about its usefulness. It was also rated highly (94%) on user-friendliness and relevance (87%).

Ratings are similar for ad hoc reports provided by the IR office with high ratings for usefulness (96%), relevance (96%) and user-friendliness (89%). The most contrasting results came from the questions on reports from the data warehouse. These were universally rated as useful (100%) and relevant to the work of surveyed employees (100%), but the user-friendliness of the reports was only rated positively by 50% of respondents.

The results of this survey will be used in the program review of the Research Office to establish both priorities and goals of the office. The survey will likely be conducted again, hopefully in either fall of 2013 or spring of 2014.

Chart 1: Respondents by Employee Type

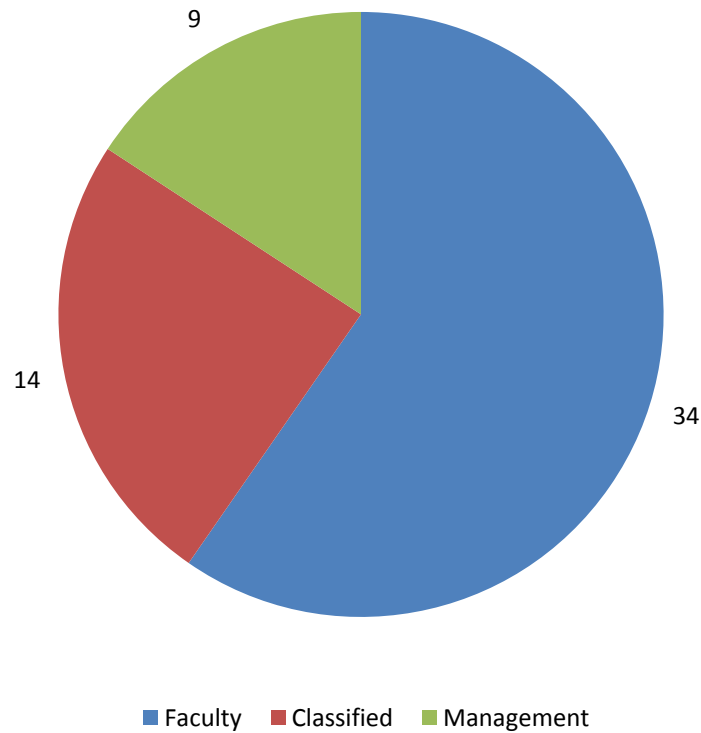


Chart 2: Percentage of Respondents Who Have Used Various Research Office Services In Past 3 Years

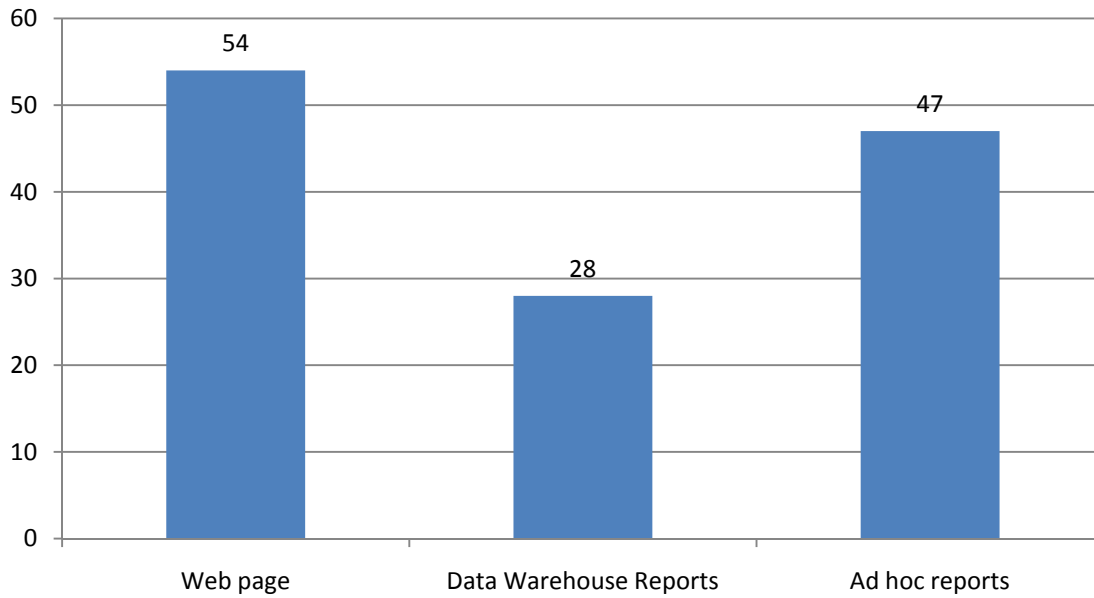
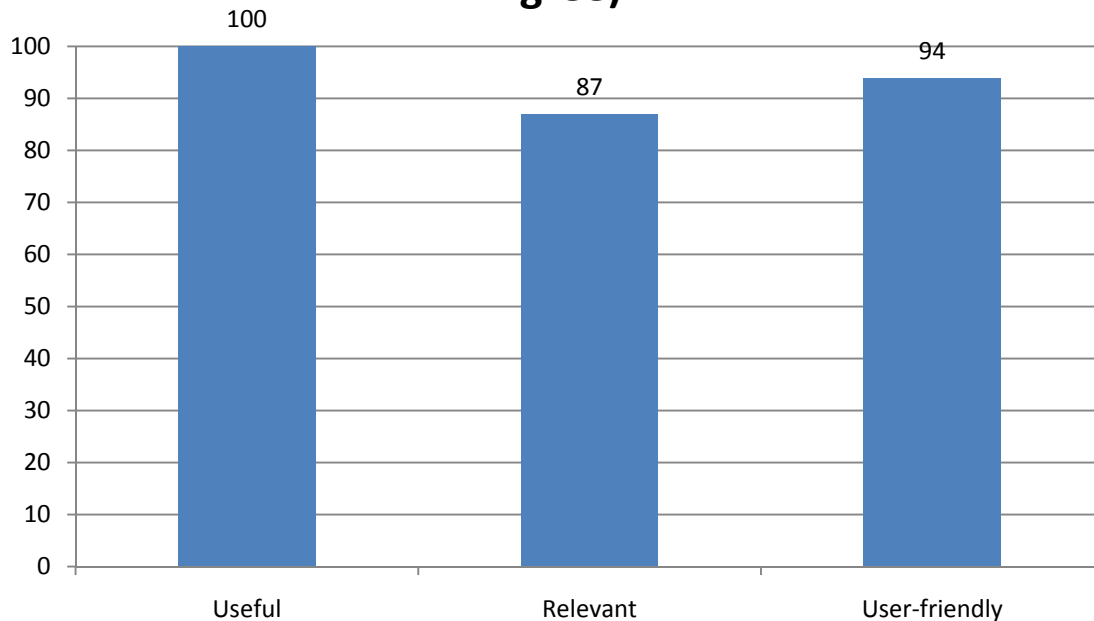
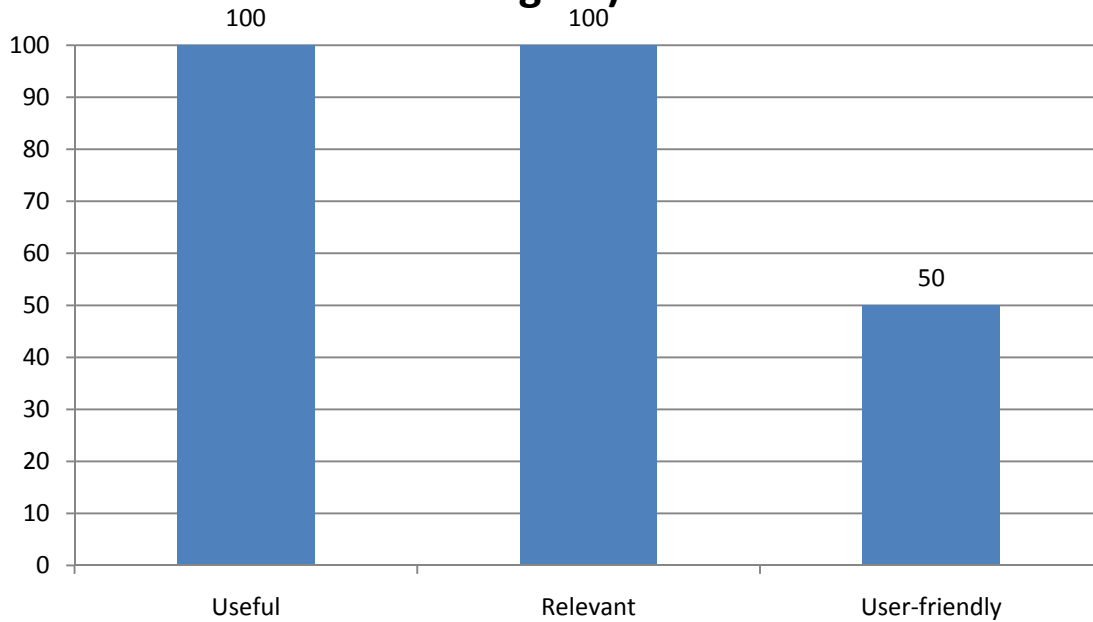


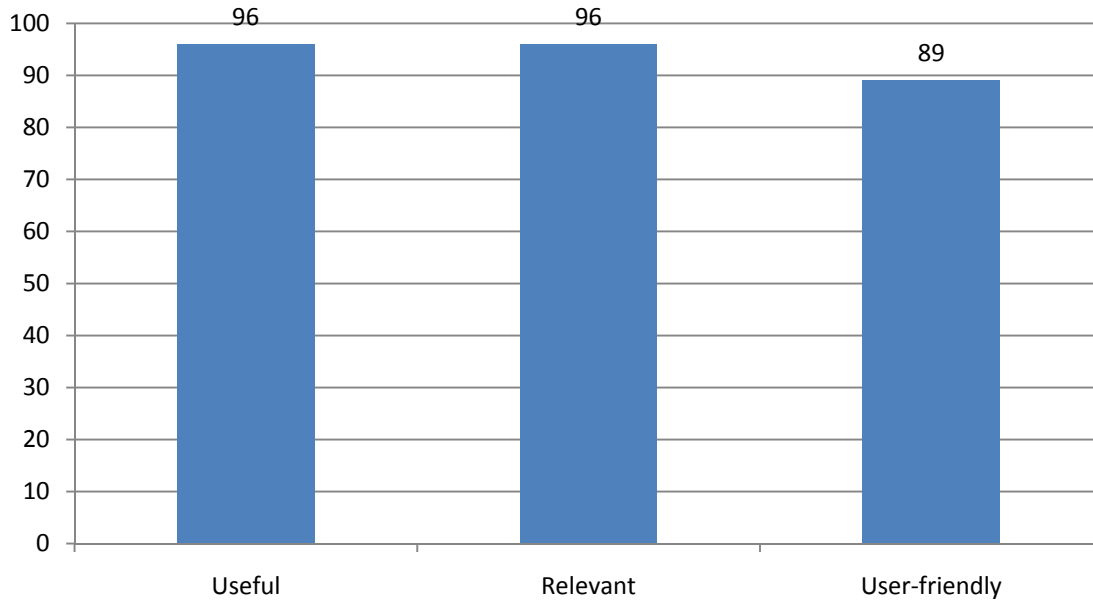
Chart 3: Ratings of Research Web Page (Percent Responding Agree or Strongly Agree)



**Chart 4: Ratings of Data Warehouse Reports
(Percent Responding Agree or Strongly Agree)**



**Chart 5: Ratings of Ad hoc Reporting
(Percent Responding Agree or Strongly Agree)**





Office of Institutional Research Service Area Outcomes Assessment Survey

Please respond to this brief survey regarding the Office of Institutional Research. Note that the purpose of this survey is to assess how well the Research Office is doing in meeting its stated service area outcomes (SAOs). The survey is anonymous and will be used for assessment and planning only. It is not intended to evaluate other aspects of the IR Office or its staff.

1. Have you used the Institutional Research web page (www.portervillecollege.edu/research) any time during the past three years?

Yes

No

2. Please rate how much you agree or disagree with the following three statements **about the Institutional Research web page** (<http://www.portervillecollege.edu/research>)

	Strongly Agree	Agree	Disagree	Strongly Disagree
a. The research web page is useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The research web page is relevant to the work I do at the college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The research web page is user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. In the past 3 years, have you used reports from the data warehouse system (sometimes called "the ODS" or "Oracle Discoverer")?

Yes

No

4. Please rate how much you agree or disagree with the following three statements **about reports from the data warehouse**

	Strongly Agree	Agree	Disagree	Strongly Disagree
a. Reports from the data warehouse are useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reports from the data warehouse are relevant to the work I do at the college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Reports from the data warehouse are user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. In the past 3 years, have you requested data or information from from the Office of Institutional Research for an "ad hoc" or "one time" need?

- Yes
- No

6. Please rate how much you agree or disagree with the following three statements **about "ad hoc" or "one time" research requests you have made.**

	Strongly Agree	Agree	Disagree	Strongly Disagree
a. Ad hoc reports I've received from the research office are useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ad hoc reports I've received from the research office are relevant to the work I do at the college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ad hoc reports from the resesarch office are user-friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What type of employee are you?

- Faculty
 - Classified
 - Management
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