



2016 IRE Customer Satisfaction Survey Results!

Like other units on campus, the use of an evaluation provides important information to help us serve you better. In October, we invited faculty and staff from Pomona and Lebanon to complete the 2016 IRE Customer Satisfaction Survey (response rate=23.8%, N=291). All responses were anonymous and no incentive was provided. We surveyed participants on various topics including but not limited to our website, newsletter, surveys, and other services. We are grateful to everyone who participated. Based on your feedback, here are some of the changes that will occur:

- IRE Department site will create a list of what we do to better communicate our services.
- IRE Academic Outcomes site will expand to also include program data.
- Charts will include footnotes to indicate when data was obtained and names of collapsed categories (when applicable) and if anyone was removed from the chart (e.g., not applicable responses).
- Tables will include both response and choice counts per question.

The chart below shows that we have made improvements since 2012 in all Survey areas except for asked relevant questions. We just started meeting with programs and departments to work on improving our surveys. If you are interested in meeting, contact ckdelia@westernu.edu. For more results from the IRE Customer Satisfaction Survey go [here](#).

Note: The data series categories represent the categories Strongly Agree & Agree. Only participants who reported completing our surveys participated in these questions.

We welcome research/statistics questions at: pkallemeyen@westernu.edu

Descriptives is a product of Institutional Research & Effectiveness at Western University of Health Sciences in Pomona, CA.

