

Texas State University-San Marcos



REPORT

Facts and Figures from Institutional Research,
The Official Source for University Data

**OFFICIAL
TEXAS STATE FAST FACTS
Fall 2003**

- **Enrollment:**
 - Undergraduate 21,974
 - Graduate 4,332
- **Semester Credit Hours:**
 - Lower-level 170,083
 - Upper-level 110,712
 - Graduate 25,483
- **Enrollment by Gender:**
 - Male 11,309
 - Female 14,997
- **Undergraduate Enrollment by College:**
 - Applied Arts 2,414
 - Business 2,746
 - Education 3,245
 - Fine Arts 3,719
 - Health Prof. 1,083
 - Liberal Arts 3,752
 - Science 2,348
 - University College 2,667
- **Graduate Enrollment by College:**
 - Applied Arts 176
 - Business 456
 - Education 1,774
 - Fine Arts 173
 - Health Prof. 378
 - Liberal Arts 824
 - Science 551
- **Enrollment by Ethnicity :**
 - White 72%
 - Black 5%
 - Hispanic 19%
 - Other 5%

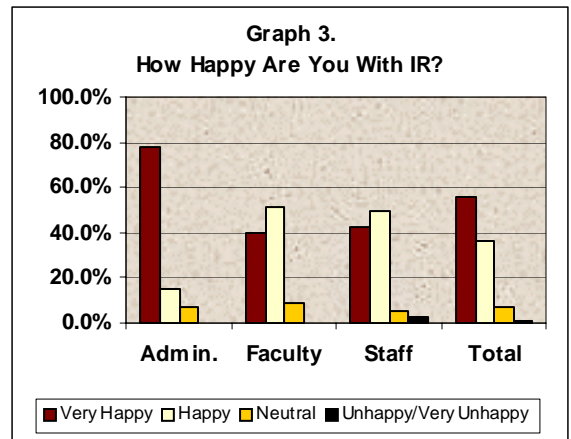
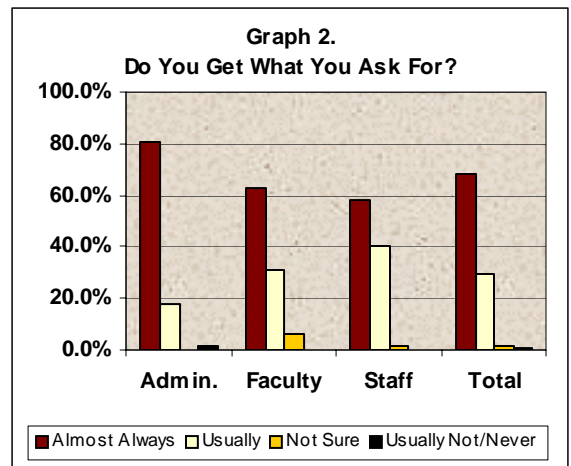
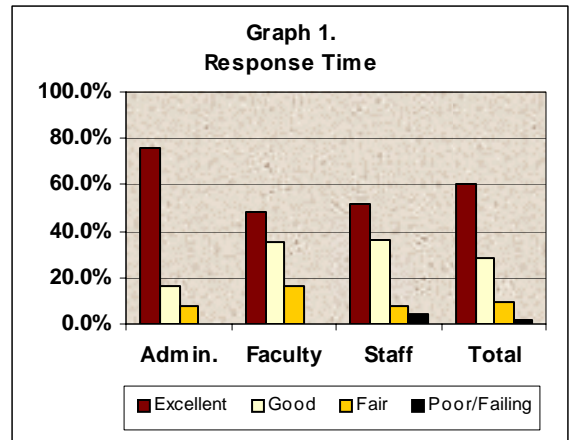
Giving Clients What They Need: IR's Client Satisfaction Survey

IR recently conducted a client satisfaction survey via the web. Surveys were sent to 1,900 full-time employees, and the response rate was 15%. The low response rate was attributed to the small number of IR clientele.

With regard to timeliness and customer service, a break out of those that had used IR services in the last 12 months is provided. Eighty-nine percent of respondents rated the response time of IR as "excellent" or "good" (Graph 1.). Ninety-eight percent of administrators, 94% of faculty, and 98% of staff stated they get what they ask for "almost always" or "usually" (Graph 2.). Ninety-two percent of administrators, 91% of faculty, and 92% of staff are "very happy" or "happy" with IR services (Graph 3.). Sixty-six percent of administrators, 58% of faculty, and 59% of staff use data provided by IR for planning.

Finally, clients informed us of services they would like to see added or changed. Thirty-eight percent would like abstracts of IR reports to be published, 37% would like more presentations on how to use IR services, 24% would like IR to do more presentations of study results, and 68% felt summaries of results should "definitely" or "probably" be published on the web.

In response to the survey results, IR will publish more reports on the IR website, establish a subscriber e-mail list to notify clients of recently updated information, develop more topic-specific presentations like our "Where are the Data" workshop, add additional options to the on-line "Query" system, and develop a Frequently Asked Questions (FAQ) page which will be published on the IR website. We hope these changes will aid us in our effort to continuously improve our services and ensure client satisfaction.





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Join the IR E-mail List!

If you would like to be notified of recently updated IR information, just join the IR e-mail distribution list at the link listed below.

<http://www.txstate.edu/ir/cgi/mail-list.pl>

Login using your Texas State username and password. Click on the button to subscribe.

IR Projects

Recently Completed Projects

- Regents Fact Sheet (November)
- LBB Annual Performance Measures Reporting
- IR Client Satisfaction Survey
- IPEDS/DOE Reporting
- Tuition and Fee Survey
- U.S. News Survey
- Fall 2003 On-line Fact Book

Upcoming Projects

- CUPA Salary Study
- Degree by Major Report
- Mini Fact Book
- High School & Transfer Feedback Reports

For more information about any of these projects, contact IR at 245-2386. To request an ad hoc project, please use our project request form at <http://www.txstate.edu/ir/cgi/ir.pl>.

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Texas State University-San Marcos is a member of the Texas State University System.