

Data Research & Analysis 2007 Customer Satisfaction Survey

Analysis

The results of our customer satisfaction survey indicate that while a third of respondents were satisfied overall, a large percent (40%) were neutral. This likely reflects inexperience with the Data Research & Analysis unit because it is newly established. Feedback requests from the open-ended questions included:

- better access to more current data
- increase variety of systemwide data available to campuses
- improve web-based data resources

Data Research & Analysis Goals for 2008

Based on feedback from the Customer Satisfaction Survey, we will focus on:

- increasing awareness of data resources offered by the unit
- improving data and analytic support for the campuses

See a summary of [quantitative results](#).