

**2004 Awareness/Improvement Survey**  
**Office of Institutional Effectiveness, Research and Planning**

1. Did you know that Institutional Effectiveness Research and Planning (IERP) has a web page?  
 Yes  
 No

Frequency Table for Question 1.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   No	30	24.2	24.2	24.2
Yes	94	75.8	75.8	100.0
Total	124	100.0	100.0	

2. Are you aware of the Pellissippi State Fact Book?  
 Yes  
 No

Frequency Table for Question 2.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   No	28	22.6	22.6	22.6

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Yes	96	77.4	77.4	100.0	
Total	124	100.0	100.0		

3. Did you know IERP maintains the Fact Book?

Yes  
No

4. Are you aware of the IERP's 'Request Form' for requesting information from IERP?

Yes  
No

5. What is your primary area of work at the college?

Please Select ...

- Academic Dept: Business and Computer Technology
- Academic Dept: Engineering and Media Technology
- Academic Dept: English
- Academic Dept: Liberal Arts
- Academic Dept: Mathematics
- Academic Dept: Natural and Behavioral Sciences
- Division: Academic Student Affairs
- Division: Business and Community Services
- Division: Business and Finance
- Division: Information Services
- Division: College Advancement

President's Staff  
Small Business Development Center  
Other

6. Have you contacted IERP staff for information or services in the past academic year?

Yes

No (If no, please skip to question 9. Thank you.)

7. Briefly describe information/services and proceed.

8. How was the information/service provided by IERP used?

9. What kinds of information would you like IERP to provide?

(If you answered "No" to question 6, please scroll to the end and click the "Submit Survey Information" button. Thank you.)

10. How would you rate your overall satisfaction with services provided by IERP?

Very Satisfied

Satisfied

Dissatisfied

Very Dissatisfied

11. If you were not satisfied with IERP services, please explain.

12. Is the website helpful in obtaining information about PSTCC?

Very helpful

Somewhat helpful

Couldn't find what I was looking for

13. What information is not on the website that you think should be?

14. Do you have any suggestions for how IERP can improve its services?

IERP Home

Your answers to this survey are anonymous. Thank you for your input.

3. know IERP maintains the Fact Book?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   No	61	49.2	49.2	49.2
Yes	63	50.8	50.8	100.0
Total	124	100.0	100.0	

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4. aware of the IERP 'Request Form' for requesting information from IERP?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   No	69	55.6	55.6	55.6
Yes	55	44.4	44.4	100.0
Total	124	100.0	100.0	

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5. What is your primary area of work at the college?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid   Academic Dept Business and Computer Technology	8	6.5	6.5	6.5

Academic Dept Engineering and Media Technology	4	3.2	3.2	9.7
Academic Dept English	10	8.1	8.1	17.7
Academic Dept Liberal Arts	14	11.3	11.3	29.0
Academic Dept Mathematics	10	8.1	8.1	37.1
Academic Dept Natural and Behavioral	8	6.5	6.5	43.5
Division Academic Student Affairs	15	12.1	12.1	55.6
Division Business and Community Services	4	3.2	3.2	58.9
Division Business and Finance	10	8.1	8.1	66.9
Division College Advancement	5	4.0	4.0	71.0
Division Information Services	14	11.3	11.3	82.3
None Selected	1	.8	.8	83.1
Other	16	12.9	12.9	96.0
Presidents Staff	2	1.6	1.6	97.6
Small Business Development Center	3	2.4	2.4	100.0
Total	124	100.0	100.0	

6. contacted IERP staff for info. or services in the past academic year?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	.8	.8	.8
No	98	79.0	79.0	79.8
Yes	25	20.2	20.2	100.0
Total	124	100.0	100.0	

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10. rate your overall satisfaction with services provided by IERP?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	74	59.7	59.7	59.7
Dissatisfied	1	.8	.8	2.0
Satisfied	25	20.2	20.2	50.0
Very Satisfied	24	19.4	19.4	48.0
Total	124	100.0	100.0	

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12. Is the website helpful in obtaining information about PSTCC?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	72	58.1	58.1	58.1
Somewhat helpful	14	11.3	11.3	26.9
Very helpful	38	30.6	30.6	73.1
Total	124	100.0	100.0	

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