

COMPACT WITH TEXANS

Sul Ross State University Rio Grande College



2012 Customer Service Report

This report contains the required information in compliance with Section 2114 of the Texas Government Code requiring submission of a Customer Report to the Governor’s Office of budget, Planning and Policy and the Legislative Budgeting board.

For purposes of reporting, customers refers to students attending this institution, and from whom replies and comments regarding services provided were obtained through a Customer Service Survey.

Research was conducted using SurveyMonkey to ensure confidentiality. Data collected is from the Spring, 2012 semester and is representative of a 9.19% response rate from a student population of 924. The table below represents the findings of the survey. The survey questions were rated based on the following: **Strongly Disagree, Disagree, No Opinion, Agree, Strongly Agree, Service Not Used.**

The rating was on a five point scale. An error in the survey format prevented obtaining the “Overall rating” for the Business Services Department. Only the overall averages for the individual questions are included in the table. Answers that indicated “Service Not Used” were not included when obtaining the departmental average. A Chi-square analysis did not find significance between the departmental values.

As a means to address customer concerns, and continued improvement of departmental and institutional services, ongoing Customer Service Workshops have been planned for departmental staff.

Questions concerning this report can be sent to Juan O. Sanchez at jsanchez@sulross.edu

Customer Service Survey: Spring 2012 Survey Questions	Rating Average for Individual Questions				
	Admissions & Records	Business Services	Financial Aid	Student Services	Facilities and General Services
Staff were prompt and courteous	3.96	4.20	3.93	3.96	
Staff were helpful in finding a solution	3.93	4.18	3.95	4.00	
Staff demonstrated concern for my problem.	3.84	4.15	3.98	3.95	
Staff provided proper guidance when they could not answer my question.	3.85	4.11	3.96	3.95	
Staff were knowledgeable with SRSU-RGC policies and procedures	3.88	4.10	4.01	3.95	
Buildings are well maintained					4.16
Teaching facilities provide a good learning environment					4.27
Parking lots are well lighted at night.					3.82
Access to book services is easy and efficient					3.43
Student publications were interesting and helpful					3.73
Computer center services are adequate					4.16
Computer center hours of operation are adequate					3.87
❖ Overall rating	3.93	Not Obtained	4.02	3.88	
➔ Overall Departmental Average	3.89	4.14	3.96	3.96	3.92
★ Institutional Average: 3.97					
Total Started Survey: 85					
Total Completed Survey: 82 (96.5%)					
❖ Overall rating is rating given by survey takers					
➔ Overall Departmental Average is based on the average of the five primary questions (not including Facilities and General Services).					
★ Institutional Average is based on the average of the Overall Departmental Averages					