



Texas State University-San Marcos 2008 Report on Customer Service

In compliance with Senate Bill 1563 of the 76th Texas Legislative Session, this report contains the results of a survey of student satisfaction with services provided by Texas State University-San Marcos. The survey began in April 2008 with an inventory of customers and was completed in May 2008.

Inventory of Customers: Texas State University-San Marcos has customers under the following strategies and special items of the General Appropriations Act:

1. Education – 28,121 students who are our primary customers.
2. Round Rock Higher Education Center – Students included in the 28,121 enrollment total who are taking classes at the Round Rock campus.
3. Edwards Aquifer Research and Data Center (EARDC) was established in 1979 by special funding to provide a public service in the study, understanding and use of the very fragile natural resource, the Edwards Aquifer. Seminars & workshops are held to promote water education and conservation. The Center also provides analysis of water samples to more than 100 customers annually.
4. Texas Long Term Care Institute has a mission to improve the quality of life for Elders and their caregivers. A few hundred customers are in this category.
5. Texas School Safety Center – Serves as a central location for school safety information and provides schools with research, training, and technical assistance to reduce youth violence and promote safety. Its customers are Regional Education Service Centers, faculty, law enforcement officials and citizens across the state of Texas.

Information Gathering Method:

A web-based questionnaire (see Attachment 1) was chosen to be the most efficient way to reach our primary customer group (i.e., students) and it was based on a sample questionnaire developed by the University of Texas at Austin. E-mail invitations were sent to 2,000 students, asking them to complete the questionnaire. As directed by the Legislative Budget Board guidelines that “institutions may focus on priority populations of customers”, we did not try to survey customers of the Long Term Care Institute, Edwards Aquifer Research & Data Center, or Texas School Safety Center.

The questionnaire was distributed in mid-April of 2008. Students were allowed to respond through the middle of May 2008. Of the 2,000 students who were contacted by e-mail, 336 (17%) responded. Web surveying is an economical way to reach our primary customers (i.e., students), but response rates have suffered with the popularity of this method at Texas State. We distributed more than 50 web surveys in 2007-2008 and some of our potential respondents were put off by the volume of surveys they were

asked to complete. Texas State is currently in the process of developing a university policy on surveying that will attempt to coordinate these projects and reduce the burden on potential respondents. We hope this will increase our future response rates.

Customer-Determined Service Quality

Females and older students are slightly over-represented among the survey respondents: 61% are female; 71% white; 17% Hispanic; 5% African-American; and 48% under 23 years old. The entire student population is 56% female, 69% white, 21% Hispanic, 5% African-American, and 58% under 23 years old.

Students who responded to the survey are generally satisfied with services at Texas State University-San Marcos. Greater than 70% of respondents are satisfied with services in 18 of 24 satisfaction/dissatisfaction items covered by the survey. Similarly, over 70% of respondents agreed that services in 14 of 15 agreement/disagreement items were satisfactory. The rating of overall quality was 3.04 on a scale of 1.00 to 4.00 with a mid-point of 2.50 being the satisfaction threshold (see Table 2).

Parking is the only area where a rating is significantly below the satisfaction threshold with a mean of 2.11 ± 0.11 as a 95% confidence interval (see Tables 2 and 3). This area is being addressed in the Campus Master Plan with the construction of new parking garages, improved shuttle bus routes, and bike paths. Ninety-nine respondents gave written recommendations for improving overall quality of services at Texas State University-San Marcos. Frequently these comments focused on a need for more parking and improved food services.

Table 1. Standard Customer Service Performance Measures

Outcome measures:

- Percent of respondents who express overall satisfaction with services: 81%
- Percent of respondents who identify ways to improve service delivery: 29%

Output measures:

- Number of customers surveyed: 2,000 students.
- Number of customers served: 28,121 students.

Efficiency measures:

- Cost per customer surveyed: Only staff time to send survey and write a report.

Explanatory measures:

- Number of customers identified: 28,121 students.
 - Number of customer groups inventoried: 5 (Students, Texas Long Term Care Institute, Edwards Aquifer Research and Data Center, Round Rock Higher Education Center, Texas School Safety Center).
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Table 2. Mean Ratings of Customer Satisfaction

	Count	% Satisfied	Mean	S.D.	Lower 95% C.I.	Upper 95% C.I.
Overall average	7,501	81 %	3.04	0.80	3.02	3.06

* This is the total number of responses, which includes multiple responses by students to various offices.

	Academic advising		Personal counseling		Career planning	
Mean \pm 95% C.I.	3.23 \pm 0.10		2.94 \pm 0.31		3.20 \pm 0.22	
Number of responses	270		36		55	
Standard deviation	0.80		0.92		0.80	
T critical value	1.969		2.03		2.005	
<u>Count and Percent</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	113	42 %	10	28 %	22	40 %
Satisfied (3):	119	44 %	18	50 %	24	44 %
Dissatisfied (2):	26	10 %	4	11 %	7	13 %
Very dissatisfied (1):	12	4 %	4	11 %	2	4 %
	Job placement		Recreation		Library	
Mean \pm 95% C.I.	2.57 \pm 0.38		3.17 \pm 0.12		3.41 \pm 0.07	
Number of responses	30		112		296	
Standard deviation	1.01		0.66		0.59	
T critical value	2.0452		1.982		1.968	
<u>Count and Percent</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	6	20 %	33	29 %	135	46 %
Satisfied (3):	10	33 %	67	60 %	149	50 %
Dissatisfied (2):	9	30 %	10	9 %	10	3 %
Very dissatisfied (1):	5	17 %	2	2 %	2	1 %
	Student health		SLAC		Financial aid	
Mean \pm 95% C.I.	3.16 \pm 0.14		3.00 \pm 0.24		3.16 \pm 0.12	
Number of responses	173		58		205	
Standard deviation	0.93		0.92		0.86	
T critical value	1.974		2.002		1.972	
<u>Count and Percent</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	77	45 %	20	34 %	82	40 %
Satisfied (3):	60	35 %	22	38 %	86	42 %
Dissatisfied (2):	23	13 %	12	21 %	25	12 %
Very dissatisfied (1):	13	8 %	4	7 %	12	6 %

Table 2. Mean Ratings of Customer Satisfaction (continued)

	Student employment		Residence halls		Food services	
Mean \pm 95% C.I.	2.64 \pm 0.30		2.63 \pm 0.26		2.77 \pm 0.12	
Number of responses	47		54		198	
Standard deviation	1.01		0.96		0.85	
T critical value	2.013		2.006		1.972	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	9	19 %	9	17 %	33	17 %
Satisfied (3):	21	45 %	25	46 %	106	54 %
Dissatisfied (2):	8	17 %	11	20 %	39	20 %
Very dissatisfied (1):	9	19 %	9	17 %	20	10 %
	Social activities		Student orientation		Paws preview	
Mean \pm 95% C.I.	3.24 \pm 0.14		2.95 \pm 0.22		2.64 \pm 0.62	
Number of responses	89		56		11	
Standard deviation	0.66		0.82		0.92	
T critical value	1.987		2.004		2.2281	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	30	34 %	14	25 %	2	18 %
Satisfied (3):	52	58 %	28	50 %	4	36 %
Dissatisfied (2):	5	6 %	11	20 %	4	36 %
Very dissatisfied (1):	2	2 %	3	5 %	1	9 %
	Computer services		Shuttlebus		Parking	
Mean \pm 95% C.I.	3.25 \pm 0.10		2.65 \pm 0.12		2.11 \pm 0.11	
Number of responses	220		230		292	
Standard deviation	0.74		0.93		0.97	
T critical value	1.971		1.97		1.968	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	86	39 %	37	16 %	23	8 %
Satisfied (3):	110	50 %	110	48 %	85	29 %
Dissatisfied (2):	16	7 %	48	21 %	86	29 %
Very dissatisfied (1):	8	4 %	35	15 %	98	34 %
	Registration		Testing & evaluation		NCAA events	
Mean \pm 95% C.I.	3.11 \pm 0.08		3.14 \pm 0.17		3.26 \pm 0.17	
Number of responses	314		50		72	
Standard deviation	0.72		0.61		0.71	
T critical value	1.968		2.01		1.994	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	87	28 %	13	26 %	29	40 %
Satisfied (3):	187	60 %	31	62 %	34	47 %
Dissatisfied (2):	27	9 %	6	12 %	8	11 %
Very dissatisfied (1):	13	4 %		0 %	1	1 %

Table 2. Mean Ratings of Customer Satisfaction (continued)

	Arts events		Police services		Cashier services	
Mean \pm 95% C.I.	3.41 \pm 0.14		2.87 \pm 0.23		3.17 \pm 0.10	
Number of responses	81		75		200	
Standard deviation	0.63		0.99		0.71	
T critical value	1.99		1.993		1.972	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	38	47 %	21	28 %	62	31 %
Satisfied (3):	39	48 %	34	45 %	116	58 %
Dissatisfied (2):	3	4 %	9	12 %	15	8 %
Very dissatisfied (1):	1	1 %	11	15 %	7	4 %

Table 3. Mean Ratings of Customer Agreement

	Knowledgeable staff		Courteous staff		Seldom runaround	
Mean \pm 95% C.I.	3.16 \pm 0.07		3.18 \pm 0.07		2.81 \pm 0.09	
Number of responses	322		326		311	
Standard deviation	0.61		0.61		0.79	
T critical value	1.967		1.967		1.968	
Count and Percent	N	%	N	%	N	%
Strongly agree (4):	84	26 %	91	28 %	52	17 %
Agree (3):	213	66 %	208	64 %	171	55 %
Disagree (2):	19	6 %	22	7 %	66	21 %
Strongly disagree (1):	6	2 %	5	2 %	22	7 %
	Safe campus		Adequate library		Convenient hours	
Mean \pm 95% C.I.	3.20 \pm 0.06		3.27 \pm 0.08		3.07 \pm 0.08	
Number of responses	317		309		293	
Standard deviation	0.57		0.67		0.67	
T critical value	1.967		1.968		1.968	
Count and Percent	N	%	N	%	N	%
Strongly agree (4):	86	27 %	115	37 %	70	24 %
Agree (3):	210	66 %	168	54 %	179	61 %
Disagree (2):	18	6 %	20	6 %	38	13 %
Strongly disagree (1):	3	1 %	6	2 %	6	2 %

Table 3. Mean Ratings of Customer Agreement (continued)

	Well-maintained		Clear signs		Phone answering	
Mean \pm 95% C.I.	3.27 \pm 0.07		3.13 \pm 0.08		3.06 \pm 0.09	
Number of responses	325		314		264	
Standard deviation	0.65		0.72		0.71	
T critical value	1.967		1.968		1.969	
Count and Percent	N	%	N	%	N	%
Strongly agree (4):	119	37 %	96	31 %	63	24 %
Agree (3):	178	55 %	172	55 %	166	63 %
Disagree (2):	24	7 %	37	12 %	23	9 %
Strongly disagree (1):	4	1 %	9	3 %	12	5 %
	Website accessible		Adequate brochures		Prompt employees	
Mean \pm 95% C.I.	2.98 \pm 0.08		3.20 \pm 0.08		3.05 \pm 0.08	
Number of responses	327		235		301	
Standard deviation	0.75		0.60		0.69	
T critical value	1.967		1.97		1.968	
Count and Percent	N	%	N	%	N	%
Strongly agree (4):	76	23 %	66	28 %	72	24 %
Agree (3):	180	55 %	156	66 %	180	60 %
Disagree (2):	59	18 %	8	3 %	42	14 %
Strongly disagree (1):	12	4 %	5	2 %	7	2 %
	Know how complain		Fair response		Prompt response	
Mean \pm 95% C.I.	2.54 \pm 0.11		2.88 \pm 0.12		2.86 \pm 0.12	
Number of responses	281		176		176	
Standard deviation	0.90		0.79		0.82	
T critical value	1.968		1.974		1.974	
Count and Percent	N	%	N	%	N	%
Strongly agree (4):	41	15 %	33	19 %	34	19 %
Agree (3):	106	38 %	101	57 %	97	55 %
Disagree (2):	97	35 %	30	17 %	31	18 %
Strongly disagree (1):	37	13 %	12	7 %	14	8 %

Analysis of Findings

The cost of administering this survey consisted only of the staff time required to distribute it via e-mail and compile this report. This was about eight hours for a cost of roughly \$300 for the questionnaire distribution and report writing. This is far below the cost of mailing surveys to the 2,000 or more students we would normally contact to get enough responses to draw accurate conclusions. Furthermore, direct entry of responses into a database saved time and prevented data-entry errors. The response rate of 17% is lower than the response rate we would like to achieve, but a higher response will likely be achieved in the future as a result of a university policy that is being developed to address the large volume of surveying that occurs at Texas State.

Areas of strength. High percentages of survey respondents are satisfied (see Table 2) with the Library (96%), Fine Arts Events (95%), Social Activities (92%), Cashier Services (89%), Computer Services (89%), Recreation (89%), Registration (88%), Testing & Evaluation (88%), NCAA Events (87%), Academic Advising (86%), Career Planning (84%), and Financial Aid (82%). A modern library with up-to-date equipment, a tradition of high quality performing arts events, a positive social atmosphere, exciting sports teams and recreational activities, extensive advising and registration services, and dedicated support staff in a number of offices are factors in the high ratings achieved in these areas.

Although police services are seldom popular with students, the police services score increased 11% to 2.87 from a 2.59 rating in 2006. Ninety percent or more of respondents (see Table 3) agree the campus is safe (93%), brochures are adequate (93%), employees are knowledgeable & courteous (92%), the campus is maintained well (92%), library resources are adequate (91%), phone answering is prompt (87%), signage is clear (86%), office hours are convenient (85%), and employees are prompt (84%) in providing services. These ratings make sense in light of extra efforts to install emergency call boxes, a strong police presence in the middle of campus, notifications of criminal activity that are sent by various methods, improved communication as a result of marketing and signage, a commitment to extensive and current library holdings, and customer service workshops to make Texas State a friendlier and more helpful place.

Middle rating areas. Students are reasonably satisfied with Personal Counseling (78%), though this was one of our highest rated services in 2006 and it saw a drop in overall rating for this year's survey. The distribution of this year's survey corresponded with negative television and newspaper publicity about a student who was expelled for psychiatric reasons after visiting the Counseling Center and we think this may have influenced the results on this item of the survey. The Student Learning Assistant Program (SLAC) works extensively with struggling students and we believe this is part of the reason the 72% satisfaction rating is not higher—some of the students who use SLAC services are not doing well in their courses in spite of the help provided by SLAC tutors. Student satisfaction with the Orientation program (75%) and its Paws Preview component is not higher partly because all first-time freshmen are compelled to attend this to improve their chances of academic success. We regularly strive to improve the counseling, student learning, and orientation services that help our students be among the most academically successful in Texas as evidenced by our graduation rate that ranks fifth highest among Texas public universities.

Areas needing improvement. Parking, the lowest-rated service with 63% of students reporting dissatisfaction (see Table 2), is a perennial area of dissatisfaction at Texas State and many college campuses. Students expect to park adjacent to their classroom buildings and residence halls, but that is not possible given the physical layout and enrollment of this campus. While most of our residential students can be accommodated with parking near their residence halls, Texas State has adopted a "park-and-ride" model where commuters park in remote lots and ride buses to and from campus. These approaches provide parking to local and commuter students while protecting the safety of campus pedestrians.

Over one-third (36%) of students are also dissatisfied with shuttle bus services. Enrollment growth has strained the capacity of the bus system and rerouting has been

required to accommodate campus construction projects, so students are encountering some buses filled to capacity at peak times and temporary inconveniences in routing. This resulted in a 10% drop in the average rating for this item from 2.93 in 2006 to a rating of 2.65 in this survey. Improvements to the parking and shuttle bus services will continue to be made as the new campus master plan is implemented, and we expect this to cause this parking and shuttle bus ratings to improve in the future.

Residence halls are an area of concern with 37% of students being dissatisfied, though the average rating of this service has improved 8% from 2.44 in 2006 to 2.63 in this survey. Remodeling is underway to modernize and improve the condition of aging facilities—updates in the residence hall facilities and construction of new apartments in San Marcos are contributing to higher student satisfaction with local housing. Two new privatized housing projects were recently completed with space for more than 1,000 students in state-of-the-art facilities. Thirty-six percent of our students are dissatisfied with food services, which are closely related to residence halls, but again this service has improved by 5% from 2.63 in the 2006 survey to 2.77 in this year's survey. Texas State is offering a wider variety of dining facilities and food selections to further improve in this area.

The last areas of some dissatisfaction for Texas State University-San Marcos students pertain to job placement (47% dissatisfied), Paws preview (45% dissatisfied), student employment (36% dissatisfied), and not knowing how to complain (48%). Eleven responses for the Paws preview component of orientation are too few to draw accurate conclusions with the 95% confidence interval for this item's mean stretching from the third-highest to the lowest rating in the survey. We believe the state and national economy is impacting satisfaction with job placement services, because many students have been accepting positions that pay less than what they hoped they be paid. And, we are significantly expanding the number of academic advisors and expect that career advisement will be enhanced as a result. The lower satisfaction with student employment is probably related to a shift in our financial aid services from away from employment and toward awards that do not require employment. Finally, a web link to the "Compact with Texans" is available on our web page and efforts are being made to make students aware of this information so they know how to make us aware of any problems they encounter. We will continue to make students aware of this link for them to express their comments and concerns.

Contact information for customer relations representative

**Mr. Vincent E. Morton, Associate Dean of Students
Texas State University-San Marcos
601 University Drive
San Marcos, Texas 78666**



Tell us about your experiences at Texas State University-San Marcos

I. Your Experiences with Campus Services

Indicate your <u>usage</u> of and <u>satisfaction</u> with the following services over the past 12 months at Texas State. If you have been at Texas State for less than 12 months, base your answers on experiences so far.	Did you use this service in the past 12 months?		If you used the service in the past 12 months, indicate your satisfaction with the service			
	Yes	No	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Academic advising services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job placement services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation and intramural programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library facilities and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Learning Assistance Center (SLAC) services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I. Your Experiences with Campus Services (continued)

Indicate your <u>usage</u> of and <u>satisfaction</u> with the following services over the past 12 months at Texas State. If you have been at Texas State for less than 12 months, base your answers on experiences so far.	Did you use this service in the past 12 months?		If you used the service in the past 12 months, indicate your satisfaction with the service			
	Yes	No	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Financial aid services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student employment services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residence hall services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College-sponsored social activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New student orientation program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paws Preview program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shuttlebus services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Course registration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Testing, evaluation, placement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NCAA Athletic events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performing/Fine Arts events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cashier (payment) services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II. Your Overall Experience at Texas State

Indicate your level of agreement with the following statements based on your experiences at Texas State over the past 12 months. If you have been at Texas State for less than 12 months, base your answers on experiences so far.	Your level of agreement based on the past 12 months				
	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Texas State employees are knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texas State employees are courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I seldom get the "run-around" when seeking services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus is safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library resources are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative office hours are convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus is well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus signs are clear and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone calls are answered promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can find what I am looking for on the Texas State web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions brochures and materials are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texas State employees respond to your needs promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know who to contact when I have a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responses to complaints are fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responses to complaints are prompt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III. Description of Yourself for Demographic Comparisons

Description	Your demographic response					
Ethnicity:	White <input type="radio"/>	Black <input type="radio"/>	Hispanic <input type="radio"/>	Asian <input type="radio"/>	Indian <input type="radio"/>	Other <input type="radio"/>
Classification:	Freshman <input type="radio"/>	Sophomore <input type="radio"/>	Junior <input type="radio"/>	Senior <input type="radio"/>	Graduate <input type="radio"/>	Other <input type="radio"/>
Age in years:	15-18 <input type="radio"/>	19-22 <input type="radio"/>	23-26 <input type="radio"/>	27-30 <input type="radio"/>	31-34 <input type="radio"/>	35+ <input type="radio"/>
Housing location:	On campus <input type="radio"/>		San Marcos <input type="radio"/>		Out-of-town <input type="radio"/>	
Enrollment status:	Enrolled full-time <input type="radio"/>			Enrolled part-time <input type="radio"/>		
Gender:	Female <input type="radio"/>			Male <input type="radio"/>		

IV. Include any additional comments here...