

Administrative Survey Report Form

Date of Report: 5/15/2014		
Title: Health Promotion Services Customer Satisfaction Survey		
Purpose: Health Promotion Services wanted to assess awareness and satisfaction with our services and programs on campus.		
Semester conducted:	<input checked="" type="checkbox"/> Fall	
	<input type="checkbox"/> Spring	Year: 2013
	<input type="checkbox"/> Summer	
Brief description of sample (<i>Include information about how the survey was distributed; to whom it was sent; how many were included in the final sample and how many responded</i>):		
<i>Invitations to complete the survey were e-mailed to 918 faculty and staff on October 28, reminder messages were sent to non-respondents on November 5, and the survey closed on November 8. A total of 106 responses were received, for a response rate of 12 percent. The faculty and staff were selected based on types of courses they taught (US1100, Sociology, Health Ed., etc) and likelihood to request our services (Student Affairs Division).</i>		
Overall response rate achieved (<i>report percentage</i>): 12%		
Key findings: The survey was completed predominately by staff (70.6%) And 55% of them reported being aware of our office and 55% have seen our graphic mark. The majority of respondents who had requested a presentation from HPS strongly agreed with the timely response of our office (72%); professional delivery (68%) and effective communication of the presenter (60%); and would recommend an HPS presentation to other faculty and staff (64%).		
Actions planned or taken as a result of findings: Only 36.8% of the respondents have requested a presentation from our office and only 27.9% of the respondents were faculty. So we plan to do more marketing to faculty about our services. In addition, we plan to increase the marketing of our presentations to faculty and staff.		
Person to contact for more information		
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Please return this completed form to Susan Thompson, Institutional Research Office, susan@txstate.edu.