

Texas State University-San Marcos 2012 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 2012 with an inventory of customers and was completed in May 2012.

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

1. Education – 34,087 students who are our primary customers.
2. Round Rock Higher Education Center – Students included in the 34,087 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. Semiconductor Manufacturing and Research Initiative has a mission to produce graduates skilled in semiconductor materials and manufacturing processes in a collaborative relationship with researchers and business development leaders.
5. Small Business Development Center – Works with existing and startup small businesses to help them grow and compete in today's global economy.
6. 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 3,000 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 focused on our students.

The questionnaire was distributed in mid-April of 2012. Students were allowed to respond through the first week of May 2012. Of the students contacted by e-mail, 224 (7.5%) responded. Web surveying is an economical way for us to reach our primary customers (i.e., students), but response rates have recently declined by this method as fewer young people use email to communicate. Texas State has developed a university policy on surveying and established a University Survey Committee (USC) that will be re-evaluating how to more effectively reach our customers for surveys. We hope this will increase our future response rates.

Customer-Determined Service Quality

The low response rate for this year's survey makes the results less reliable than the results of the past—responses are less likely to represent the full range of opinions at Texas State University. The distribution of respondents in demographic groups is slightly different than the distribution of all students: 64% of respondents are female; 63% are white; 25% are Hispanic; 4% are African-American; and 51% are under 23 years old. The entire student enrollment at Texas State is 56% female, 59% white, 27% Hispanic, 7% African-American, and 59% under 23 years old.

Among students who responded to the survey, 80% are satisfied with services at Texas State University-San Marcos (see Table 1). Greater than 70% of respondents are satisfied with service in 21 of 24 satisfaction/dissatisfaction items covered in the survey. Similarly, over 70% agreed that services in 12 of 15 agreement/disagreement items were satisfactory. The rating of overall quality was 3.02 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 1.93±0.14 as a 95% confidence interval (see Tables 2 and 3). Parking is being addressed in the Campus Master Plan with the construction of new parking garages, better shuttle bus routes, and bike paths. Sixty-seven respondents gave written recommendations for improvement of services at Texas State University. Frequently these comments focused on the need for parking solutions.

Table 1. Standard Customer Service Performance Measures

Outcome measures:

- Percent of respondents who express overall satisfaction with services: 80%
- Percent of respondents who identify ways to improve service delivery: 30%

Output measures:

- Number of customers surveyed: 3,000 students.
- Number of customers served: 34,087 students.

Efficiency measures:

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

Explanatory measures:

- Number of customers identified: 34,087 students.
 - Number of customer groups inventoried: 6 (Students, Semiconductor Manufacturing and Research Institute, Small Business Development Center, 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	5,266	80 %	3.02	0.80	3.00	3.04

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

Table 2. Mean Ratings of Customer Satisfaction (continued)

	Academic advising		Personal counseling		Career planning	
Mean \pm 95% C.I.	3.26 \pm 0.11		3.30 \pm 0.33		3.07 \pm 0.24	
Number of responses	185		30		57	
Standard deviation	0.74		0.88		0.92	
T critical value	1.973		2.0452		2.003	
<u>Count and Percent</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	77	42 %	15	50 %	21	37 %
Satisfied (3):	85	46 %	11	37 %	24	42 %
Dissatisfied (2):	18	10 %	2	7 %	7	12 %
Very dissatisfied (1):	5	3 %	2	7 %	5	9 %
	Job placement		Recreation		Library	
Mean \pm 95% C.I.	2.80 \pm 0.46		3.32 \pm 0.15		3.37 \pm 0.10	
Number of responses	25		81		195	
Standard deviation	1.12		0.70		0.68	
T critical value	2.0639		1.99		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):	8	32 %	35	43 %	92	47 %
Satisfied (3):	9	36 %	39	48 %	87	45 %
Dissatisfied (2):	3	12 %	5	6 %	13	7 %
Very dissatisfied (1):	5	20 %	2	2 %	3	2 %
	Student health		SLAC		Financial aid	
Mean \pm 95% C.I.	3.38 \pm 0.14		3.04 \pm 0.27		3.11 \pm 0.13	
Number of responses	107		49		152	
Standard deviation	0.74		0.93		0.79	
T critical value	1.983		2.011		1.976	
<u>Count and Percent</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	55	51 %	18	37 %	52	34 %
Satisfied (3):	40	37 %	19	39 %	70	46 %
Dissatisfied (2):	10	9 %	8	16 %	25	16 %
Very dissatisfied (1):	2	2 %	4	8 %	5	3 %

Table 2. Mean Ratings of Customer Satisfaction (continued)

	Student employment		Residence halls		Food services	
Mean \pm 95% C.I.	3.15 \pm 0.27		2.98 \pm 0.23		2.72 \pm 0.15	
Number of responses	39		52		141	
Standard deviation	0.84		0.83		0.91	
T critical value	2.024		2.008		1.977	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	15	38 %	13	25 %	27	19 %
Satisfied (3):	17	44 %	29	56 %	65	46 %
Dissatisfied (2):	5	13 %	6	12 %	32	23 %
Very dissatisfied (1):	2	5 %	4	8 %	17	12 %
	Social activities		Student orientation		Paws preview	
Mean \pm 95% C.I.	3.14 \pm 0.15		2.99 \pm 0.18		2.83 \pm 0.28	
Number of responses	76		72		35	
Standard deviation	0.67		0.78		0.82	
T critical value	1.992		1.994		2.032	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	22	29 %	16	22 %	6	17 %
Satisfied (3):	44	58 %	44	61 %	20	57 %
Dissatisfied (2):	9	12 %	7	10 %	6	17 %
Very dissatisfied (1):	1	1 %	5	7 %	3	9 %
	Computer services		Shuttlebus		Parking	
Mean \pm 95% C.I.	3.29 \pm 0.10		2.91 \pm 0.13		1.93 \pm 0.14	
Number of responses	167		150		173	
Standard deviation	0.68		0.80		0.93	
T critical value	1.974		1.976		1.974	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	66	40 %	31	21 %	9	5 %
Satisfied (3):	88	53 %	84	56 %	41	24 %
Dissatisfied (2):	9	5 %	25	17 %	52	30 %
Very dissatisfied (1):	4	2 %	10	7 %	71	41 %
	Registration		Testing & evaluation		NCAA events	
Mean \pm 95% C.I.	2.93 \pm 0.10		3.00 \pm 0.21		3.27 \pm 0.18	
Number of responses	208		52		62	
Standard deviation	0.73		0.74		0.71	
T critical value	1.971		2.008		2	
Count and Percent	N	%	N	%	N	%
Very satisfied (4):	40	19 %	12	23 %	24	39 %
Satisfied (3):	123	59 %	30	58 %	33	53 %
Dissatisfied (2):	36	17 %	8	15 %	3	5 %
Very dissatisfied (1):	9	4 %	2	4 %	2	3 %

Table 2. Mean Ratings of Customer Satisfaction (continued)

	Arts events		Police services		Cashier services	
Mean \pm 95% C.I.	3.53 \pm 0.12		2.93 \pm 0.30		2.99 \pm 0.11	
Number of responses	75		45		152	
Standard deviation	0.53		0.99		0.67	
T critical value	1.993		2.015		1.976	
Count and Percent	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Very satisfied (4):	41	55 %	15	33 %	29	19 %
Satisfied (3):	33	44 %	17	38 %	97	64 %
Dissatisfied (2):	1	1 %	8	18 %	22	14 %
Very dissatisfied (1):	0	0 %	5	11 %	4	3 %

Table 3. Mean Ratings of Customer Agreement

	Knowledgeable staff		Courteous staff		Seldom runaround	
Mean \pm 95% C.I.	3.17 \pm 0.08		3.15 \pm 0.09		2.70 \pm 0.12	
Number of responses	210		215		202	
Standard deviation	0.57		0.64		0.84	
T critical value	1.971		1.971		1.972	
Count and Percent	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Strongly agree (4):	53	25 %	59	27 %	28	14 %
Agree (3):	142	68 %	134	62 %	106	52 %
Disagree (2):	13	6 %	18	8 %	47	23 %
Strongly disagree (1):	2	1 %	4	2 %	21	10 %
	Safe campus		Adequate library		Convenient hours	
Mean \pm 95% C.I.	3.22 \pm 0.08		3.26 \pm 0.09		3.02 \pm 0.09	
Number of responses	207		209		205	
Standard deviation	0.60		0.67		0.66	
T critical value	1.972		1.971		1.972	
Count and Percent	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Strongly agree (4):	62	30 %	77	37 %	45	22 %
Agree (3):	131	63 %	115	55 %	122	60 %
Disagree (2):	11	5 %	12	6 %	36	18 %
Strongly disagree (1):	3	1 %	5	2 %	2	1 %
	Well-maintained		Clear signs		Phone answering	
Mean \pm 95% C.I.	3.23 \pm 0.09		3.10 \pm 0.09		2.73 \pm 0.12	
Number of responses	214		207		199	
Standard deviation	0.69		0.65		0.87	
T critical value	1.971		1.972		1.972	
Count and Percent	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>	<u>N</u>	<u>%</u>
Strongly agree (4):	75	35 %	53	26 %	32	16 %
Agree (3):	120	56 %	124	60 %	105	53 %
Disagree (2):	13	6 %	28	14 %	38	19 %
Strongly disagree (1):	6	3 %	2	1 %	24	12 %

Table 3. Mean Ratings of Customer Agreement (continued)

	Website accessible		Adequate brochures		Prompt employees			
Mean \pm 95% C.I.	2.91 \pm 0.10		3.15 \pm 0.09		3.00 \pm 0.09			
Number of responses	219		170		209			
Standard deviation	0.76		0.59		0.68			
T critical value	1.971		1.974		1.971			
Count and Percent	N	%	N	%	N	%		
Strongly agree (4):	44	20 %	43	25 %	41	20 %		
Agree (3):	123	56 %	111	65 %	133	64 %		
Disagree (2):	41	19 %	15	9 %	28	13 %		
Strongly disagree (1):	11	5 %	1	1 %	7	3 %		
	Know how complain		Fair response		Prompt response			
Mean \pm 95% C.I.	2.53 \pm 0.12		2.91 \pm 0.14		2.87 \pm 0.15			
Number of responses	189		117		114			
Standard deviation	0.87		0.77		0.81			
T critical value	1.973		1.981		1.981			
Count and Percent	N	%	N	%	N	%		
Strongly agree (4):	27	14 %	24	21 %	23	20 %		
Agree (3):	67	35 %	65	56 %	61	54 %		
Disagree (2):	74	39 %	22	19 %	22	19 %		
Strongly disagree (1):	21	11 %	6	5 %	8	7 %		
	Ethnicity		Class			Age		
Category	N	%	Category	N	%	Category	N	%
White	137	63 %	Freshman:	19	9 %	15-18 yrs:	13	6 %
Black:	9	4 %	Sophomore:	32	15 %	19-22 yrs:	98	45 %
Hispanic:	54	25 %	Junior:	56	26 %	23-26 yrs:	38	17 %
Asian:	5	2 %	Senior:	65	30 %	27-30 yrs:	30	14 %
Indian:	2	1 %	Graduate:	44	20 %	31-34 yrs:	9	4 %
Other:	12	5 %	Other:	3	1 %	35+ yrs:	31	14 %
	Housing		SCH load			Gender		
Category	N	%	Category	N	%	Category	N	%
On campus:	40	18 %	Full-time:	186	85 %	Female:	144	66 %
San Marcos:	108	50 %	Part-time:	33	15 %	Male:	75	34 %
Out-of-town:	70	32 %						

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 3,000 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. However, the response rate of 7.5% is far lower than the response rate we would like to achieve and we hope a

better response will be achieved in the future as a result of a university policy that has been approved to address the survey response problem at Texas State.

Areas of strength. High percentages of survey respondents are satisfied (see Table 2) with Fine Arts events (99%), Computer Services (93%), the Library (92%), NCAA Events (92%), Recreation (91%), Academic Advising (88%), Student Health (88%), Personal Counseling (87%), Social Activities (87%), Student Orientation (83%), Cashier Services (83%), Student Employment (82%), Testing & Evaluation (81%), Residence Halls (81%), and Financial Aid (80%). A library with up-to-date equipment, extensive advising services, a tradition of high-quality arts events, exciting and fun sports teams, good recreation facilities, a positive social atmosphere, and dedicated support staff in front offices are factors in the high ratings achieved in these areas.

Eighty percent or more of respondents (see Table 3) agree the campus is safe (93%), employees are knowledgeable (93%), library resources are adequate (92%), the campus is well-maintained (91%), brochures are adequate (90%), employees are courteous (89%), signage is clear (86%), phone answering is prompt (85%), the website is accessible (85%), employees are prompt (84%), and offices are open at convenient hours (82%). These ratings make sense in light of continuing efforts to make Texas State a better place with emergency call boxes, a strong police presence in the middle of campus, notifications of criminal activity by various high-tech methods, improved communication as a result of marketing and signage, a commitment to extensive and current library holdings, and regular customer service workshops for our employees.

Middle rating areas. The Student Learning Assistance Center (SLAC) works extensively with struggling students. We believe this is why their 76% satisfaction rating is not higher, since some of the students who use SLAC services are not doing well in courses despite the help provided by SLAC tutors. Likewise, student satisfaction with the Paws Preview component of student orientation (74%) is not higher partly because inexperienced first-time freshmen are required 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 as evidenced by a graduation rate that is fifth highest among Texas public universities.

Registration (78%) and web accessibility (76%) satisfaction ratings are lower than we would like this year. However, we believe this is a temporary issue related to our switch to a new student information system that occurred in the fall 2011 semester. As our students and employees become more familiar with the new system, it is being improved to be more user-friendly. We expect satisfaction be back at previously high levels in the near future.

Students were also slightly less satisfied (79%) with Career Planning services than in the past. We think this is primarily related to the economy. Students are having more trouble finding a job in their field of study immediately after graduation and as a result job placement satisfaction (68%) is down this year. We expect both of these measures to improve as the U.S. economy grows stronger.

Our customers agree less often than we would like that they receive prompt responses to their complaints (74%) and that responses to complaints are fair (77%). They are also less satisfied with Police Services (71%) than with other services they use. Because these services are often experienced as a result of negative events with delays in response and case follow-up due to staffing shortages, the ratings are typically lower than ratings of other service areas at Texas State University. Nevertheless, less than 30% of students are dissatisfied with these services.

Areas needing improvement. Rapid enrollment growth to a record level, a hiring freeze related to budget cutbacks, and a new student information system that we are still learning how to use efficiently have likely contributed to some service problems at Texas State as evidenced by a lower than usual satisfaction with Shuttle Buses (69%), Phone Answering (69%), and Knowing How to Complain (49%) in the results of this latest survey (see Tables 2 and 3). More people (33%) felt like they got the runaround this year than in the past as we tried to adjust to a record number of students, the same number of staff, and a new student information system. Our buses are more crowded than in the past and automated phone answering systems that are now being used in some campus offices to manage workloads make it harder for students to quickly reach a person for help. We will strive to reduce bus crowding and provide more personalized support services in the future.

Food Services (65%) is one area of regularly low satisfaction at Texas State and many other college campuses, though the rating is slightly lower this year than in the recent past. We think this drop is largely related to the low survey response rate, since students who have had a negative experiences are often more interested in answering a satisfaction survey than those who have not experienced problems. We have been offering a greater number and wider variety of dining facilities with healthier choices of food at Texas State by working with a private food contractor and expect this rating to improve in the next survey.

Parking (29%) is another perennial area of low satisfaction at Texas State and most 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 at our campus. Most residential students can be accommodated with parking near their residence halls, but 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 pedestrians.

A web link to the "Compact with Texans" is available on our home 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.

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="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal counseling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job placement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation and intramural programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library facilities and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student health services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Learning Assistance Center (SLAC) services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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...

submit response