



# Descriptives

## Western University of Health Sciences

### Welcome to the Fall Issue of Descriptives!

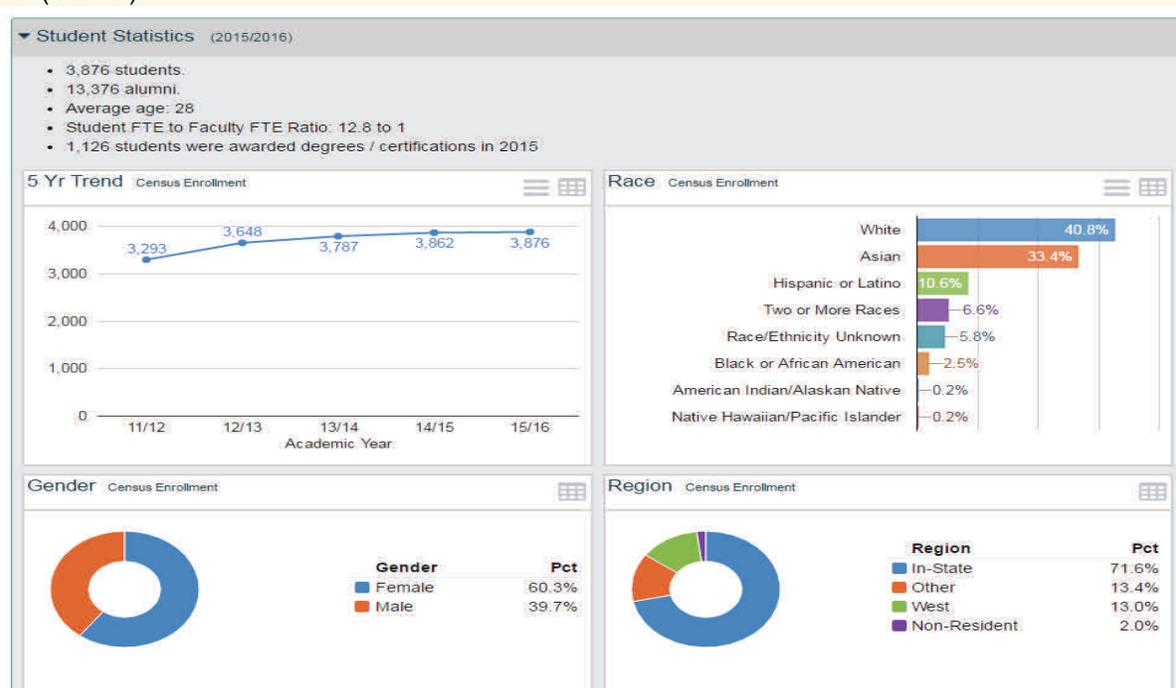
We hope you enjoy this issue! We welcome comments at: [pkallemeyn@westernu.edu](mailto:pkallemeyn@westernu.edu)

### What's Happening in Institutional Research & Effectiveness (IRE)?

- Congratulations to our director, Juan Ramirez, who will be the President of the California Association for Institutional Research (CAIR) in 2017! Best wishes for a successful year!
- On November 16, 2016, Juan, Neil Patel, Satoko Siegel, & En-Hsien Liu presented a talk at CAIR entitled "Institutional Research 101: Assessment, Accreditation & Roles in Institutional Research." Great job WesternU IRE!
- The Assessment Learning Community (ALC) is in full swing! The ALC meets once a month. Faculty have the opportunity to discuss their research and receive support, feedback, and assistance for research projects and development of ideas. For more information, please contact Neil Patel at [patelnm@westernu.edu](mailto:patelnm@westernu.edu).
- The Master of Science in Pharmaceutical Sciences (MSPS) program completed their external review site-visit on September 15-16. The external review team submitted their report and MSPS is moving forward with their action plan.

### Data Corner

On our new [academic outcomes](#) site, you can view student census enrollment, race, gender, region, graduation rates, and student to faculty ratio by university or program. See Student Statistics by WesternU (below).



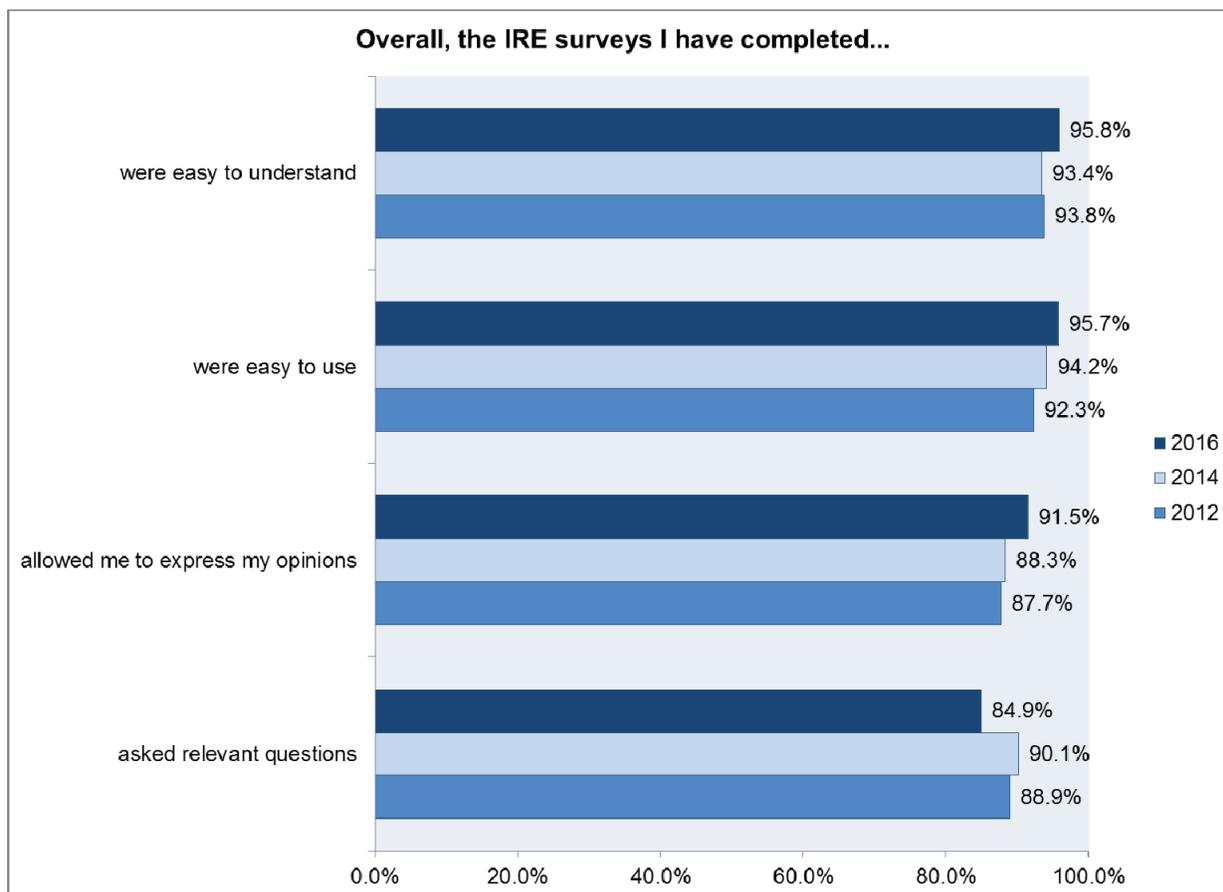


## 2016 IRE Customer Satisfaction Survey Results!

Like other units on campus, the use of an evaluation provides important information to help us serve you better. In October, we invited faculty, staff, and administration from Pomona and Lebanon to complete the 2016 IRE Customer Satisfaction Survey (response rate=23.8%, N=291). All responses were anonymous and no incentive was provided. We surveyed participants on various topics including but not limited to our website, newsletter, surveys, reports, and other services. We are grateful to everyone who participated. Based on your feedback, here are some of the changes that will occur:

- IRE Department site will create a list of “what we do” to better communicate our services.
- IRE Academic Outcomes site will expand charts to also include program data.
- Charts will include footnotes to indicate when data was obtained and names of collapsed categories (when applicable) and if anyone was removed from the chart (e.g., not applicable responses).
- Tables will include both response and choice counts per question.

The chart below shows that we have made gradual improvements since 2012 in all Survey areas except for *asked relevant questions*. We just started meeting with programs and departments to work on improving our surveys. If you are interested in meeting, contact Delia at [pkallemeyn@westernu.edu](mailto:pkallemeyn@westernu.edu) For more results from the IRE Customer Satisfaction Survey go [here](#).



Note: The data series categories represent the categories of *Strongly Agree & Agree*. Only participants who reported completing our surveys participated in these questions.

We welcome research/statistics questions at: [pkallemeyn@westernu.edu](mailto:pkallemeyn@westernu.edu)

Descriptives is a product of Institutional Research & Effectiveness at Western University of Health Sciences in Pomona, CA.

