

CUSTOMER SERVICE

UTB/TSC is known by students for its friendly and caring atmosphere. Customer service is an important commitment. Our success in meeting the needs of our students is measured in a variety of ways.

ORIENTATION

Orientation is an important step for ensuring success for new students at UTB/TSC. During each orientation session, which occurs prior to the beginning of the semester, students are asked to evaluate the effectiveness of the orientation. The students' level of satisfaction with the orientation is one important measure of their satisfaction with UTB/TSC services.

During the 2002 Academic Year, 93 percent of the students who responded to the satisfaction survey indicated that they "strongly agreed" or "agreed" when they were asked if they were satisfied with the orientation they had received. Among the items asked of the students were their satisfaction with the knowledge and courtesy of the orientation leaders, the effectiveness of the registration process and the value and clarity of the information provided. All were rated highly.

SATISFACTION WITH SERVICES

The Noel Levitz Survey is a nationally recognized instrument for assessing student needs and satisfaction. It is administered annually by the office of Institutional Research and Planning. In 2002, 365 students responded to the survey. Based upon the results of the survey, we know that the percent of students that report being satisfied or very satisfied with services at UTB/TSC has increased from the previous year. On average, 55 percent report being satisfied or very satisfied with such items as time, place and number of class sections, the affordability of their education and adequacy of course offerings. Almost 60 percent report that they are satisfied or very satisfied with the accessibility to services at UTB/TSC.

MOST IMPORTANT FACTORS IN COLLEGE SUCCESS

In the same survey, students were asked to identify the items that are most important to them in order to have a successful college experience. The most important needs identified by the students were:

- faculty knowledge
- course content
- course variety
- amount of financial aid available
- timeliness of financial aid award
- ease of registration

Almost 70 percent of the respondents said that they were satisfied or very satisfied with the way the University is meeting their needs in these areas.



DID YOU KNOW?

- ★ *Nine out of 10 aspiring teachers from UTB/TSC passed their teacher certification test on their first try last year, an initial pass rate above the state average.*
- ★ *UTB/TSC's faculty has one of the highest teaching loads of all of UT System components.*