

**STUDENT FLOW AND INTRA-OFFICE FUNCTIONALITY SURVEY**

This survey is designed to assess the flow of students from one department to another, as well as to gain information on how those departments interact with one another. When responding to the survey questions, please provide information that depicts your most typical interactions and not the isolated cases.

**YOUR DEPARTMENT/OFFICE**

1. Name of your department: \_\_\_\_\_
2. Primary location of your department (e.g. RDMT 319): \_\_\_\_\_
3. Total number of employees in your department at this location: \_\_\_\_\_
4. Please rank the following groups, from 1 to 3, indicating which of them your department provides services to most frequently (1) to least frequently (3).  
  
    \_\_\_\_ Students  
  
    \_\_\_\_ Faculty/Staff  
  
    \_\_\_\_ Other \_\_\_\_\_
5. Your name and position: \_\_\_\_\_

**STUDENT FLOW**

*Please answer the following questions based on information for students who visit your department for assistance in person.*

6. Please estimate the number of students that visit your department, as well as the average time spent serving a student during a typical day in October (**average workload day**) and a peak registration day (**high workload day**).

	Average Workload Day	High Workload Day
Number of students served	_____	_____
Average time spent per student	_____	_____

7. Which departments/offices would the majority of students visit immediately prior to seeking assistance from your department/office? List up to three.

Department 1: \_\_\_\_\_

Department 2: \_\_\_\_\_

Department 3: \_\_\_\_\_

Our department is the 1<sup>st</sup> point of contact for the majority of students we serve.

8. Which departments/offices **refer** students to your services most frequently? List up to three.

Department 1: \_\_\_\_\_

Department 2: \_\_\_\_\_

Department 3: \_\_\_\_\_

Our department is the 1<sup>st</sup> point of contact for the majority of students we serve.

9. Which departments/offices **do you refer** students to most frequently? List up to three.

Department 1: \_\_\_\_\_

Department 2: \_\_\_\_\_

Department 3: \_\_\_\_\_

Our department does not typically provide referrals.

10. Which departments/offices should be located near your department/office to increase efficiency when serving students? List up to three.

Department 1: \_\_\_\_\_

Department 2: \_\_\_\_\_

Department 3: \_\_\_\_\_

None

11. How would you improve the set-up/infrastructure of your department/office in order to serve students more effectively?

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**INTRA-OFFICE FUNCTIONALITY**

12. Identify the three departments/offices with which your department interacts most frequently.

a. Department 1: \_\_\_\_\_

b. Department 2: \_\_\_\_\_

c. Department 3: \_\_\_\_\_

Our department does not typically interact with other departments/offices.

13. What percentage of your communication with each of the departments/offices you listed in question 12 is in person (not via telephone or email)?

Department	%
a. _____	_____
b. _____	_____
c. _____	_____

Our department does not typically interact with other departments/offices.

14. Identify the task you perform most frequently during interactions with the departments/offices you listed in question 12? *Select only one option per department.*

Department	Assist Students	Assist Faculty	Interact with Other Entities on Campus
a. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Our department does not typically interact with other departments/offices.

15. Which departments/offices should be located near your department/office to increase efficiency of your department/office? List up to three.

- a. Department 1: \_\_\_\_\_
- b. Department 2: \_\_\_\_\_
- c. Department 3: \_\_\_\_\_
- None

16. What are the most important functions performed by your department to assist students? List up to five.

- (1) \_\_\_\_\_
- (2) \_\_\_\_\_
- (3) \_\_\_\_\_
- (4) \_\_\_\_\_
- (5) \_\_\_\_\_

**Please return completed survey to the Institutional Research Office in RDMT 200D by February 1, 2006**