

UNIVERSIDAD DE LAS AMÉRICAS, A.C.
INSTITUTIONAL SERVICES
EVALUATION MANUAL

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CHAPTER I

PHILOSOPHY

In its commitment to ensuring the proper operation and maintenance of its physical facilities (buildings and general areas) and the quality of the services it provides, the University of the Americas, A.C. conducts the **Institutional Services Survey**.

CHAPTER II

OBJECTIVES

- To evaluate students' satisfaction with academic, educational support, and administrative services and facilities.
- To use the results obtained to develop and implement the Institutional Continuous Improvement Plan, with the purpose of enhancing the quality of services and facilities.

CHAPTER III

PROCEDURE

- During the Spring and Fall semesters, one week prior to the administration of the Midterm Examinations, the Institutional Services Survey is conducted.
- The Office of Student Services provides the Office of Planning and Evaluation with the number of students enrolled in each academic program in order to determine the total number of surveys to be administered.
- The Office of Planning and Evaluation is responsible for visiting each class to administer the survey.
- Once the completed surveys have been collected, the responses are entered into Microsoft Excel, and a quantitative analysis is conducted.
- Subsequently, the comparative quantitative results with respect to the previous year are sent to the corresponding departments for qualitative analysis.
- Based on the data obtained, the Institutional Improvement Plan is prepared. This plan includes a qualitative analysis of comments rated as regular, poor, and very poor, a diagnosis of the identified issues, and the actions to be implemented in the short, medium, and long term.

CHAPTER IV

SCHEDULE

ACTIVITY	RESPONSIBLE AREA	TIMEFRAME	DESCRIPTION
Publication on the Institutional Website	Information Technology	Beginning of each semester	The Information Technology Coordination Office publishes the Institutional Services Survey schedule on the University's website.
Survey Administration	Office of Planning and Evaluation	Undergraduate, Graduate, and Doctoral Programs	The Office of Planning and Evaluation visits each class to administer the survey and collect the completed questionnaires.
Data Analysis	Office of Planning and Evaluation	Week 10	The Office of Planning and Evaluation enters the survey data and prepares the comparative statistical tables.
Presentation of Quantitative and Qualitative Results	Office of Planning and Evaluation	Week 10	The final results are presented at the University Council meeting. Subsequently, the Institutional Improvement Plan is presented.

CHAPTER V

INSTRUMENTS

The Office of Planning and Evaluation reproduces the Institutional Services Survey according to the following criteria:

- a) Number of students enrolled during the current academic term.
- b) Collection of the completed Institutional Services Surveys.
- c) Entry of the Institutional Services Survey data into Microsoft Excel.
- d) Microsoft Excel and Microsoft Word are used for the analysis of the survey results and the preparation of the corresponding reports.

APPENDIX I

UNIVERSITY OF THE AMERICAS, A.C.

Institutional Services Survey

Undergraduate / Graduate Programs

The purpose of the following questions is to improve the quality of the University's services. Please answer each question according to the scale provided. If you do not have enough information to answer a question, please select "**Don't Know.**"

Degree Program: _____

Section: _____

Gender:

☐ Male ☐ Female ☐ Other

Please rate the following:

1. The academic quality of your degree program (excluding professors):

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

2. The professors in your degree program:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

3. The overall condition of the University's facilities:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

4. The cleaning services:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

5. Please rate the Library:

5a. Book Collection

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

5b. Library Staff Assistance

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

6. The wireless network (Wi-Fi):

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

7. Extracurricular Activities (Conferences):

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

8. The facilities, services, and assistance provided by the Gym:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

9. The services and assistance provided by the Office of Student Services:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

10. The services and assistance provided by the Finance Office:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

11. The services and assistance provided by the Security Staff:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

12. The services and assistance provided by the Parking Staff:

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Very Poor ☐ Don't Know

13. Have you used the Suggestion/Complaint Boxes?

☐ Yes ☐ No

14. Additional comments:
