

2020
Student Satisfaction Inventory
by
Noel Levitz



Office of Accountability

May 6, 2020

MEMORANDUM

TO: ASU Community
FROM: Brandy Hawkins
Executive Director of Accountability
SUBJECT: 2020 Student Satisfaction Inventory Survey Results

The biennial survey for student satisfaction conducted through Ruffalo Noel Levitz has been completed. The Student Satisfaction Inventory (SSI) provides a comprehensive assessment of the effectiveness of ASU's services and environment. The survey also provides a national benchmark for student satisfaction. **ASU did very well in regards to the national benchmark with marks well above the national average in student satisfaction.**

Please review the attached SSI report, especially items that fall in your areas of activity or responsibility. The primary objective should be the use of these data to improve the quality of the programs and activities available to all modalities of students at ASU, through continuous improvement, strategic planning and retention initiatives. The number of students providing the data for a particular item may be small, so administrators and faculty should not make changes to programs based solely on these data. However, using data is a good place to begin discussions about the level of accuracy of students' perceptions: whether the real problem is a lack of communication to students about policies, procedures, and programs rather than the policies or programs themselves; whether the SSI data are similar to data obtained from other sources; and whether we are satisfied with how we are portraying ASU and what we are doing as reflected in the data.

Department Heads will receive an additional email with any specific comments made by students in regards to their specific areas.

The full set of aggregated data, including (e.g., age, ethnicity, class level), and all comments are available in the Office of Accountability should you have questions or wish to make more detailed studies.

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Key:	<61% Satisfaction
	>74% Satisfaction/
	Ruffalo Noel Levitz (RNL): Identified
	Strength: Ruffalo Noel Levitz: Identified
	Gap: Importance Score Minus Satisfaction

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	1. Most students feel a sense of belonging here.	73%	61%	12%	74%	51%	23%	10%
	2. The campus staff are caring and helpful.	87%	73%	14%	84%	58%	26%	15%
	3. Faculty care about me as an individual.	79%	70%	9%	76%	52%	24%	18%
	4. Admissions staff are knowledgeable.	84%	69%	15%	82%	57%	25%	12%
	5. Financial aid counselors are helpful.	81%	66%	15%	81%	50%	31%	16%
Strength	6. My academic advisor is approachable.	90%	75%	15%	87%	69%	18%	6%
Strength	7. The campus is safe and secure for all students.	88%	74%	14%	88%	64%	24%	10%
RNL	8. The content of the courses within my major is	90%	72%	18%	90%	63%	27%	9%
	9. A variety of intramural activities are offered.	61%	76%	-15%	56%	58%	-2%	18%
	10. Administrators are approachable to students.	77%	67%	10%	75%	52%	23%	15%
	11. Billing policies are reasonable.	78%	55%	23%	78%	43%	35%	12%
RNL	12. Financial aid awards are announced to students in time to be helpful in college planning.	86%	67%	19%	83%	49%	34%	18%
	13. Library staff are helpful and approachable.	78%	71%	7%	72%	70%	2%	1%
	14. My academic advisor is concerned about my success as an individual.	87%	74%	13%	85%	63%	22%	11%
	15. The staff in the health services area are competent.	86%	70%	16%	81%	61%	20%	9%
Strength	16. The instruction in my major field is excellent.	93%	76%	17%	90%	63%	27%	13%
RNL	17. Adequate financial aid is available for most students.	86%	64%	22%	84%	46%	38%	18%
Strength	18. Library resources and services are adequate.	86%	80%	6%	80%	71%	9%	9%
	19. My academic advisor helps me set goals to work toward.	80%	64%	16%	78%	55%	23%	9%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	20. The business office is open during hours which are convenient for most students.	78%	68%	10%	75%	57%	18%	11%
	21. The amount of student parking space on campus is adequate.	72%	19%	53%	78%	21%	57%	-2%
	22. Counseling staff care about students as individuals.	84%	70%	14%	81%	58%	23%	12%
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	84%	58%	26%	80%	43%	37%	15%
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	65%	60%	5%	61%	48%	13%	12%
	25. Faculty are fair and unbiased in their treatment of individual students.	87%	72%	15%	85%	57%	28%	15%
Strength	26. Computer labs are adequate and accessible.	87%	80%	7%	81%	69%	12%	11%
	27. The personnel involved in registration are helpful.	84%	75%	9%	82%	61%	21%	14%
	28. Parking lots are well-lighted and secure.	81%	54%	27%	79%	48%	31%	6%
	29. It is an enjoyable experience to be a student on this campus.	88%	73%	15%	85%	61%	24%	12%
	30. Residence hall staff are concerned about me as an individual.	75%	56%	19%	70%	49%	21%	7%
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	80%	82%	-2%	77%	68%	9%	14%
Strength	32. Tutoring services are readily available.	87%	81%	6%	82%	68%	14%	13%
Strength	33. My academic advisor is knowledgeable about requirements in my major.	92%	81%	11%	90%	71%	19%	10%
RNL	34. I am able to register for classes I need with few conflicts.	93%	71%	22%	89%	57%	32%	14%
Strength	35. The assessment and course placement procedures are reasonable.	88%	74%	14%	82%	60%	22%	14%
Strength	36. Security staff respond quickly in emergencies.	90%	77%	13%	87%	65%	22%	12%
	37. I feel a sense of pride about my campus.	79%	72%	7%	73%	59%	14%	13%
	38. There is an adequate selection of food available in the cafeteria.	79%	52%	27%	75%	38%	37%	14%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
Strength	39. I am able to experience intellectual growth here.	90%	78%	12%	88%	69%	19%	9%
	40. Residence hall regulations are reasonable.	81%	68%	13%	74%	54%	20%	14%
	41. There is a commitment to academic excellence on this campus.	86%	75%	11%	86%	64%	22%	11%
	42. There are a sufficient number of weekend activities for students.	63%	46%	17%	62%	42%	20%	4%
	43. Admissions counselors respond to prospective students' unique needs and requests.	82%	70%	12%	79%	58%	21%	12%
	44. Academic support services adequately meet the needs of students.	84%	71%	13%	82%	61%	21%	10%
Strength	45. Students are made to feel welcome on this campus.	88%	77%	11%	84%	65%	19%	12%
	46. I can easily get involved in campus organizations.	80%	69%	11%	75%	62%	13%	7%
RNL	47. Faculty provide timely feedback about student progress in a course.	87%	64%	23%	85%	51%	34%	13%
	48. Admissions counselors accurately portray the campus in their recruiting practices.	84%	71%	13%	79%	56%	23%	15%
RNL	49. There are adequate services to help me decide upon a career.	85%	65%	20%	83%	56%	27%	9%
	50. Class change (drop/add) policies are reasonable.	85%	75%	10%	81%	66%	15%	9%
	51. This institution has a good reputation within the community.	87%	84%	3%	82%	69%	13%	15%
	52. The student center is a comfortable place for students to spend their leisure time.	80%	73%	7%	74%	63%	11%	10%
	53. Faculty take into consideration student differences as they teach a course.	85%	62%	23%	80%	49%	31%	13%
	54. Bookstore staff are helpful.	76%	69%	7%	73%	66%	7%	3%
	55. Major requirements are clear and reasonable.	89%	74%	15%	88%	65%	23%	9%
	56. The student handbook provides helpful information about campus life.	78%	73%	5%	69%	58%	11%	15%
	57. I seldom get the "run-around" when seeking information on this campus.	82%	64%	18%	77%	49%	28%	15%

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RNL	58. The quality of instruction I receive in most of my classes is excellent.	93%	73%	20%	89%	59%	30%	14%
	59. This institution shows concern for students as individuals.	88%	73%	15%	84%	56%	28%	17%
	60. I generally know what's happening on campus.	76%	65%	11%	70%	49%	21%	16%
Strength	61. Adjunct faculty are competent as classroom instructors.	85%	77%	8%	81%	61%	20%	16%
Strength	62. There is a strong commitment to racial harmony on this campus.	87%	78%	9%	81%	65%	16%	13%
Strength	63. Student disciplinary procedures are fair.	87%	78%	9%	81%	65%	16%	13%
	64. New student orientation services help students adjust to college.	82%	69%	13%	77%	57%	20%	12%
Strength	65. Faculty are usually available after class and during office hours.	86%	78%	8%	85%	70%	15%	8%
RNL	66. Tuition paid is a worthwhile investment.	90%	66%	24%	86%	53%	33%	13%
Strength	67. Freedom of expression is protected on campus.	89%	79%	10%	83%	67%	16%	12%
Strength	68. Nearly all of the faculty are knowledgeable in their field.	91%	81%	10%	90%	72%	18%	9%
Strength	69. There is a good variety of courses provided on this campus.	90%	76%	14%	87%	66%	21%	10%
	70. Graduate teaching assistants are competent as classroom instructors.	83%	74%	9%	81%	59%	22%	15%
	71. Channels for expressing student complaints are readily available.	80%	60%	20%	78%	49%	29%	11%
Strength	72. On the whole, the campus is well-maintained.	85%	82%	3%	85%	71%	14%	11%
	73. Student activities fees are put to good use.	79%	49%	30%	79%	43%	36%	6%
	74. Campus item: The tutoring center has adequate services for my needs.	86%	75%	11%				
	75. Campus item: I am aware of the services the career development office has to offer.	80%	62%	18%				
RNL	76. Campus item: My major is providing me with the necessary preparation for a successful career.	91%	73%	18%				

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
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Strength	77. Campus item: The Student Accounts payment process is easy for students to use.	86%	76%	10%				
	78. Campus item: There is an adequate number of online classes.	80%	68%	12%				
RNL	79. Campus item: The financial aid office makes it easy for students to apply for financial aid.	87%	69%	18%				
	80. Campus item: The campus Web site accurately reflects student opportunities and experiences available on campus.	80%	73%	7%				
	81. Campus item: Classes I need in my degree plan are offered during summer school.	80%	54%	26%				
	82. Campus item: I know about FREE summer housing.	81%	72%	9%				
	83. Campus item: Distance Education/Online services are available when I need them.	85%	71%	14%				
	84. Institution's commitment to part-time students?		74%			59%		15%
	85. Institution's commitment to evening students?		69%			56%		13%
	86. Institution's commitment to older, returning learners?		77%			62%		15%
	87. Institution's commitment to under-represented populations?		74%			60%		14%
	88. Institution's commitment to commuters?		63%			54%		9%
	89. Institution's commitment to students with disabilities?		77%			67%		10%
National Group Means are based on 70712 records								

STRENGTHS (Greater than 75%) / RNL Identified Strengths

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	51. This institution has a good reputation within the	87%	84%	3%	82%	69%	13%	15%
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	80%	82%	-2%	77%	68%	9%	14%
Strength	72. On the whole, the campus is well-maintained.	85%	82%	3%	85%	71%	14%	11%
Strength	32. Tutoring services are readily available.	87%	81%	6%	82%	68%	14%	13%
Strength	33. My academic advisor is knowledgeable about requirements in my major.	92%	81%	11%	90%	71%	19%	10%
Strength	68. Nearly all of the faculty are knowledgeable in their	91%	81%	10%	90%	72%	18%	9%
Strength	18. Library resources and services are adequate.	86%	80%	6%	80%	71%	9%	9%
Strength	26. Computer labs are adequate and accessible.	87%	80%	7%	81%	69%	12%	11%
Strength	67. Freedom of expression is protected on campus.	89%	79%	10%	83%	67%	16%	12%
Strength	39. I am able to experience intellectual growth here.	90%	78%	12%	88%	69%	19%	9%
Strength	62. There is a strong commitment to racial harmony on this campus.	87%	78%	9%	81%	65%	16%	13%
Strength	63. Student disciplinary procedures are fair.	87%	78%	9%	81%	65%	16%	13%
Strength	65. Faculty are usually available after class and during office hours.	86%	78%	8%	85%	70%	15%	8%
Strength	36. Security staff respond quickly in emergencies.	90%	77%	13%	87%	65%	22%	12%
Strength	45. Students are made to feel welcome on this campus.	88%	77%	11%	84%	65%	19%	12%
Strength	61. Adjunct faculty are competent as classroom instructors.	85%	77%	8%	81%	61%	20%	16%
	86. Institution's commitment to older, returning learners?		77%			62%		15%
	89. Institution's commitment to students with disabilities?		77%			67%		10%
	9. A variety of intramural activities are offered.	61%	76%	-15%	56%	58%	-2%	18%
Strength	16. The instruction in my major field is excellent.	93%	76%	17%	90%	63%	27%	13%
Strength	69. There is a good variety of courses provided on this campus.	90%	76%	14%	87%	66%	21%	10%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
Strength	77. Campus item: The Student Accounts payment process is easy for students to use.	86%	76%	10%				
Strength	6. My academic advisor is approachable.	90%	75%	15%	87%	69%	18%	6%
	27. The personnel involved in registration are helpful.	84%	75%	9%	82%	61%	21%	14%
	41. There is a commitment to academic excellence on this campus.	86%	75%	11%	86%	64%	22%	11%
	50. Class change (drop/add) policies are reasonable.	85%	75%	10%	81%	66%	15%	9%
	74. Campus item: The tutoring center has adequate services for my needs.	86%	75%	11%				
Strength	7. The campus is safe and secure for all students.	88%	74%	14%	88%	64%	24%	10%
Strength	35. The assessment and course placement procedures are reasonable.	88%	74%	14%	82%	60%	22%	14%

Opportunities (60% or below) / RNL Identified Challenges

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
RNL	34. I am able to register for classes I need with few conflicts.	93%	71%	22%	89%	57%	32%	14%
RNL	58. The quality of instruction I receive in most of my classes is excellent.	93%	73%	20%	89%	59%	30%	14%
RNL	76. Campus item: My major is providing me with the necessary preparation for a successful career.	91%	73%	18%				
RNL	66. Tuition paid is a worthwhile investment.	90%	66%	24%	86%	53%	33%	13%
RNL	8. The content of the courses within my major is valuable.	90%	72%	18%	90%	63%	27%	9%
RNL	47. Faculty provide timely feedback about student progress in a course.	87%	64%	23%	85%	51%	34%	13%
RNL	79. Campus item: The financial aid office makes it easy for students to apply for financial aid.	87%	69%	18%				
RNL	17. Adequate financial aid is available for most students.	86%	64%	22%	84%	46%	38%	18%
RNL	12. Financial aid awards are announced to students in time to be helpful in college planning.	86%	67%	19%	83%	49%	34%	18%
RNL	49. There are adequate services to help me decide upon a career.	85%	65%	20%	83%	56%	27%	9%
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	84%	58%	26%	80%	43%	37%	15%
	28. Parking lots are well-lighted and secure.	81%	54%	27%	79%	48%	31%	6%
	81. Campus item: Classes I need in my degree plan are offered during summer school.	80%	54%	26%				
	71. Channels for expressing student complaints are readily available.	80%	60%	20%	78%	49%	29%	11%
	73. Student activities fees are put to good use.	79%	49%	30%	79%	43%	36%	6%
	38. There is an adequate selection of food available in the cafeteria.	79%	52%	27%	75%	38%	37%	14%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	11. Billing policies are reasonable.	78%	55%	23%	78%	43%	35%	12%
	30. Residence hall staff are concerned about me as an individual.	75%	56%	19%	70%	49%	21%	7%
	21. The amount of student parking space on campus is adequate.	72%	19%	53%	78%	21%	57%	-2%
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	65%	60%	5%	61%	48%	13%	12%
	42. There are a sufficient number of weekend activities for students.	63%	46%	17%	62%	42%	20%	4%

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