

2022
Student Satisfaction Inventory
by
Noel Levitz



Office of Accountability

May 11, 2022

MEMORANDUM

TO: ASU Community
FROM: Brandy Hawkins
Executive Director of Accountability
SUBJECT: 2022 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/
	Strength - Ruffalo Noel Levitz (RNL) Identified
	Challenge - Ruffalo Noel Levitz (RNL) Identified
	Gap: Importance Score Minus Satisfaction
	Lower than National Four-Year Publics

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.	78%	62%	16%	75%	53%	22%	9%
	2. The campus staff are caring and helpful.	87%	74%	13%	85%	61%	24%	13%
	3. Faculty care about me as an individual.	81%	71%	10%	77%	54%	23%	17%
	4. Admissions staff are knowledgeable.	87%	73%	14%	82%	60%	22%	13%
Challenge	5. Financial aid counselors are helpful.	89%	70%	19%	82%	53%	29%	17%
Strength	6. My academic advisor is approachable.	90%	82%	8%	88%	72%	16%	10%
Challenge	7. The campus is safe and secure for all students.	90%	71%	19%	89%	66%	23%	5%
Challenge	8. The content of the courses within my major is valuable.	90%	73%	17%	90%	64%	26%	9%
	9. A variety of intramural activities are offered.	61%	72%	-11%	59%	62%	-3%	10%
	10. Administrators are approachable to students.	81%	65%	16%	77%	55%	22%	10%
	11. Billing policies are reasonable.	81%	61%	20%	77%	44%	33%	17%
Challenge	12. Financial aid awards are announced to students in time to be helpful in college planning.	90%	71%	19%	83%	51%	32%	20%
	13. Library staff are helpful and approachable.	74%	72%	2%	74%	74%	0%	-2%
	14. My academic advisor is concerned about my success as an individual.	89%	77%	12%	85%	66%	19%	11%
	15. The staff in the health services area are competent.	85%	75%	10%	83%	66%	17%	9%
Strength	16. The instruction in my major field is excellent.	91%	78%	13%	90%	65%	25%	13%
Challenge	17. Adequate financial aid is available for most students.	89%	73%	16%	84%	48%	36%	25%
	18. Library resources and services are adequate.	86%	73%	13%	82%	75%	7%	-2%
	19. My academic advisor helps me set goals to work toward.	80%	68%	12%	79%	59%	20%	9%
	20. The business office is open during hours which are convenient for most students.	81%	69%	12%	76%	60%	16%	9%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	21. The amount of student parking space on campus is adequate.	73%	26%	47%	76%	23%	53%	3%
	22. Counseling staff care about students as individuals.	88%	77%	11%	83%	62%	21%	15%
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	82%	51%	31%	82%	46%	36%	5%
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	65%	64%	1%	62%	52%	10%	12%
Challenge	25. Faculty are fair and unbiased in their treatment of individual students.	89%	68%	21%	86%	60%	26%	8%
Strength	26. Computer labs are adequate and accessible.	86%	85%	1%	82%	72%	10%	13%
Strength	27. The personnel involved in registration are helpful.	87%	76%	11%	84%	64%	20%	12%
	28. Parking lots are well-lighted and secure.	82%	66%	16%	80%	50%	30%	16%
	29. It is an enjoyable experience to be a student on this campus.	87%	73%	14%	86%	64%	22%	9%
	30. Residence hall staff are concerned about me as an individual.	75%	59%	16%	73%	52%	21%	7%
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	82%	80%	2%	79%	72%	7%	8%
Strength	32. Tutoring services are readily available.	88%	78%	10%	83%	71%	12%	7%
Strength	33. My academic advisor is knowledgeable about requirements in my major.	94%	83%	11%	91%	73%	18%	10%
	34. I am able to register for classes I need with few conflicts.	92%	77%	15%	90%	60%	30%	17%
Strength	35. The assessment and course placement procedures are reasonable.	88%	77%	11%	83%	63%	20%	14%
Strength	36. Security staff respond quickly in emergencies.	90%	82%	8%	89%	68%	21%	14%
	37. I feel a sense of pride about my campus.	72%	66%	6%	73%	62%	11%	4%
	38. There is an adequate selection of food available in the cafeteria.	78%	47%	31%	76%	43%	33%	4%
Strength	39. I am able to experience intellectual growth here.	91%	80%	11%	89%	72%	17%	8%
	40. Residence hall regulations are reasonable.	80%	71%	9%	77%	58%	19%	13%
	41. There is a commitment to academic excellence on this campus.	89%	76%	13%	86%	67%	19%	9%
	42. There are a sufficient number of weekend activities for students.	63%	54%	9%	63%	46%	17%	8%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	43. Admissions counselors respond to prospective students' unique needs and requests.	81%	74%	7%	81%	62%	19%	12%
	44. Academic support services adequately meet the needs of students.	89%	75%	14%	83%	64%	19%	11%
Strength	45. Students are made to feel welcome on this campus.	91%	77%	14%	86%	68%	18%	9%
	46. I can easily get involved in campus organizations.	81%	73%	8%	76%	65%	11%	8%
Challenge	47. Faculty provide timely feedback about student progress in a course.	90%	64%	26%	86%	52%	34%	12%
	48. Admissions counselors accurately portray the campus in their recruiting practices.	86%	72%	14%	80%	60%	20%	12%
	49. There are adequate services to help me decide upon a career.	85%	69%	16%	83%	59%	24%	10%
	50. Class change (drop/add) policies are reasonable.	84%	79%	5%	82%	69%	13%	10%
	51. This institution has a good reputation within the community.	85%	87%	-2%	83%	73%	10%	14%
	52. The student center is a comfortable place for students to spend their leisure time.	81%	75%	6%	75%	67%	8%	8%
	53. Faculty take into consideration student differences as they teach a course.	84%	67%	17%	80%	51%	29%	16%
	54. Bookstore staff are helpful.	75%	71%	4%	74%	70%	4%	1%
	55. Major requirements are clear and reasonable.	90%	75%	15%	89%	67%	22%	8%
	56. The student handbook provides helpful information about campus life.	76%	70%	6%	71%	62%	9%	8%
	57. I seldom get the "run-around" when seeking information on this campus.	81%	59%	22%	78%	52%	26%	7%
Strength	58. The quality of instruction I receive in most of my classes is excellent.	93%	79%	14%	90%	60%	30%	19%
Challenge	59. This institution shows concern for students as individuals.	92%	73%	19%	84%	58%	26%	15%
	60. I generally know what's happening on campus.	76%	57%	19%	71%	52%	19%	5%
	61. Adjunct faculty are competent as classroom instructors.	86%	78%	8%	83%	63%	20%	15%
	62. There is a strong commitment to racial harmony on this campus.	83%	74%	9%	82%	68%	14%	6%
	63. Student disciplinary procedures are fair.	86%	77%	9%	83%	68%	15%	9%

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		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	64. New student orientation services help students adjust to college.	85%	74%	11%	78%	60%	18%	14%
Strength	65. Faculty are usually available after class and during office hours.	91%	84%	7%	86%	72%	14%	12%
	66. Tuition paid is a worthwhile investment.	87%	70%	17%	87%	54%	33%	16%
Strength	67. Freedom of expression is protected on campus.	85%	82%	3%	84%	69%	15%	13%
Strength	68. Nearly all of the faculty are knowledgeable in their field.	94%	84%	10%	91%	75%	16%	9%
Strength	69. There is a good variety of courses provided on this campus.	91%	79%	12%	88%	69%	19%	10%
Strength	70. Graduate teaching assistants are competent as classroom instructors.	86%	82%	4%	82%	63%	19%	19%
	71. Channels for expressing student complaints are readily available.	80%	62%	18%	80%	51%	29%	11%
Strength	72. On the whole, the campus is well-maintained.	88%	79%	9%	86%	74%	12%	5%
	73. Student activities fees are put to good use.	80%	51%	29%	80%	45%	35%	6%
	74. Campus item: The tutoring center has adequate services for my needs.	87%	72%	15%				
	75. Campus item: I am aware of the services the career development office has to offer.	75%	62%	13%				
Strength	76. Campus item: My major is providing me with the necessary preparation for a successful career.	93%	80%	13%				
Strength	77. Campus item: The Student Accounts payment process is easy for students to use.	88%	84%	4%				
	78. Campus item: There is an adequate number of online classes.	80%	71%	9%				
	79. Campus item: The financial aid office makes it easy for students to apply for financial aid.	91%	76%	15%				
	80. Campus item: The campus Web site accurately reflects student opportunities and experiences available on campus.	85%	75%	10%				
	81. Campus item: Classes I need in my degree plan are offered during summer school.	76%	56%	20%				
	82. Campus item: On-Campus Housing Activities are sufficient for students.	71%	66%	5%				
	83. Campus item: Distance Education/Online services are available when I need them.	84%	71%	13%				

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		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
	84. Institution's commitment to part-time students?		76%			62%		14%
	85. Institution's commitment to evening students?		72%			60%		12%
	86. Institution's commitment to older, returning learners?		79%			66%		13%
	87. Institution's commitment to under-represented populations?		72%			64%		8%
	88. Institution's commitment to commuters?		76%			56%		20%
	89. Institution's commitment to students with disabilities?		75%			69%		6%
	90. Cost as factor in decision to enroll.	86%			82%			
	91. Financial aid as factor in decision to enroll.	85%			82%			
	92. Academic reputation as factor in decision to enroll.	75%			75%			
	93. Size of institution as factor in decision to enroll.	67%			57%			
	94. Opportunity to play sports as factor in decision to enroll.	37%			35%			
	95. Recommendations from family/friends as factor in decision to enroll.	56%			50%			
	96. Geographic setting as factor in decision to enroll.	67%			64%			
	97. Campus appearance as factor in decision to enroll.	61%			60%			
	98. Personalized attention prior to enrollment as factor in decision to enroll.	67%			60%			

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 community.	85%	87%	-2%	83%	73%	10%	14%
Strength	26. Computer labs are adequate and accessible.	86%	85%	1%	82%	72%	10%	13%
Strength	65. Faculty are usually available after class and during office hours.	91%	84%	7%	86%	72%	14%	12%
Strength	68. Nearly all of the faculty are knowledgeable in their field.	94%	84%	10%	91%	75%	16%	9%
Strength	77. Campus item: The Student Accounts payment process is easy for students to use.	88%	84%	4%				
Strength	33. My academic advisor is knowledgeable about requirements in my major.	94%	83%	11%	91%	73%	18%	10%
Strength	6. My academic advisor is approachable.	90%	82%	8%	88%	72%	16%	10%
Strength	36. Security staff respond quickly in emergencies.	90%	82%	8%	89%	68%	21%	14%
Strength	67. Freedom of expression is protected on campus.	85%	82%	3%	84%	69%	15%	13%
Strength	70. Graduate teaching assistants are competent as classroom instructors.	86%	82%	4%	82%	63%	19%	19%
Strength	39. I am able to experience intellectual growth here.	91%	80%	11%	89%	72%	17%	8%
Strength	76. Campus item: My major is providing me with the necessary preparation for a successful career.	93%	80%	13%				
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	82%	80%	2%	79%	72%	7%	8%
Strength	58. The quality of instruction I receive in most of my classes is excellent.	93%	79%	14%	90%	60%	30%	19%
Strength	69. There is a good variety of courses provided on this campus.	91%	79%	12%	88%	69%	19%	10%
Strength	72. On the whole, the campus is well-maintained.	88%	79%	9%	86%	74%	12%	5%
	50. Class change (drop/add) policies are reasonable.	84%	79%	5%	82%	69%	13%	10%
	86. Institution's commitment to older, returning learners?		79%			66%		13%
Strength	16. The instruction in my major field is excellent.	91%	78%	13%	90%	65%	25%	13%
Strength	32. Tutoring services are readily available.	88%	78%	10%	83%	71%	12%	7%
	61. Adjunct faculty are competent as classroom instructors.	86%	78%	8%	83%	63%	20%	15%

Ruffalo Noel Levitz Identified Challenges / Strengths	Item	Angelo State University - SSI			National Four-Year Publics			Difference
		Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
Strength	35. The assessment and course placement procedures are reasonable.	88%	77%	11%	83%	63%	20%	14%
Strength	45. Students are made to feel welcome on this campus.	91%	77%	14%	86%	68%	18%	9%
	14. My academic advisor is concerned about my success as an individual.	89%	77%	12%	85%	66%	19%	11%
	22. Counseling staff care about students as individuals.	88%	77%	11%	83%	62%	21%	15%
	34. I am able to register for classes I need with few conflicts.	92%	77%	15%	90%	60%	30%	17%
	63. Student disciplinary procedures are fair.	86%	77%	9%	83%	68%	15%	9%
Strength	27. The personnel involved in registration are helpful.	87%	76%	11%	84%	64%	20%	12%
	41. There is a commitment to academic excellence on this campus.	89%	76%	13%	86%	67%	19%	9%
	79. Campus item: The financial aid office makes it easy for students to apply for financial aid.	91%	76%	15%				
	84. Institution's commitment to part-time students?		76%			62%		14%
	88. Institution's commitment to commuters?		76%			56%		20%
	15. The staff in the health services area are competent.	85%	75%	10%	83%	66%	17%	9%
	44. Academic support services adequately meet the needs of students.	89%	75%	14%	83%	64%	19%	11%
	52. The student center is a comfortable place for students to spend their leisure time.	81%	75%	6%	75%	67%	8%	8%
	55. Major requirements are clear and reasonable.	90%	75%	15%	89%	67%	22%	8%
	80. Campus item: The campus Web site accurately reflects student opportunities and experiences available on campus.	85%	75%	10%				
	89. Institution's commitment to students with disabilities?		75%			69%		6%

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	
		%	%		%	%		
Challenge	59. This institution shows concern for students as individuals.	92%	73%	19%	84%	58%	26%	15%
Challenge	7. The campus is safe and secure for all students.	90%	71%	19%	89%	66%	23%	5%
Challenge	8. The content of the courses within my major is valuable.	90%	73%	17%	90%	64%	26%	9%
Challenge	12. Financial aid awards are announced to students in time to be helpful in college planning.	90%	71%	19%	83%	51%	32%	20%
Challenge	47. Faculty provide timely feedback about student progress in a course.	90%	64%	26%	86%	52%	34%	12%
Challenge	5. Financial aid counselors are helpful.	89%	70%	19%	82%	53%	29%	17%
Challenge	17. Adequate financial aid is available for most students.	89%	73%	16%	84%	48%	36%	25%
Challenge	25. Faculty are fair and unbiased in their treatment of individual students.	89%	68%	21%	86%	60%	26%	8%
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	82%	51%	31%	82%	46%	36%	5%
	57. I seldom get the "run-around" when seeking information on this campus.	81%	59%	22%	78%	52%	26%	7%
	73. Student activities fees are put to good use.	80%	51%	29%	80%	45%	35%	6%
	38. There is an adequate selection of food available in the cafeteria.	78%	47%	31%	76%	43%	33%	4%
	60. I generally know what's happening on campus.	76%	57%	19%	71%	52%	19%	5%
	81. Campus item: Classes I need in my degree plan are offered during summer school.	76%	56%	20%				
	30. Residence hall staff are concerned about me as an individual.	75%	59%	16%	73%	52%	21%	7%
	21. The amount of student parking space on campus is adequate.	73%	26%	47%	76%	23%	53%	3%
	42. There are a sufficient number of weekend activities for students.	63%	54%	9%	63%	46%	17%	8%

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