

## Your voice is being heard!

In an effort to provide an excellent student experience to Ashford University students, the University administered the Noel Levitz Adult Learner Inventory (ALI) for the undergraduate students at Ashford University and the Noel Levitz Priorities Survey of Online Learners (PSOL) for the graduate students at Ashford University in the spring of 2008 and spring of 2009. These surveys measured student satisfaction with University services and identified areas of strength and areas of opportunity for improvement. The student satisfaction surveys serve as a vehicle to evaluate how Ashford University is supporting our students in achieving their educational goals.

In addition to measuring strengths and opportunities for improvement, the student satisfaction surveys also report areas in which Ashford University students report higher (and lower) satisfaction with University services than their peers at similar institutions. Ashford students' satisfaction was significantly higher than the national student comparison group on every scale. Further, results indicate that AU students are more likely to recommend AU programs to other adult learners than students at other universities are to recommend their programs

Survey results indicated the following areas as strengths regarding your experience at Ashford University:

- “My program allows me to pace my studies to fit my life and work schedules.”
- “The University is preparing me to work effectively with others.”
- “The University is preparing me to work effectively as an individual.”
- “Processes and procedures for enrollment are convenient.”

- “I would recommend the University to a friend or colleague.”

Your positive input is sincerely appreciated!

Recognizing that an institution is only as strong as its weakest link, it is of paramount importance that we receive and respond to your input regarding ways that the University can improve upon the overall student experience. What follows are some of the areas that you felt were areas of opportunity regarding your experience at Ashford University. Included below are also various ways in which we are addressing the issues which some students felt needed more attention:

- “My instructors provide timely feedback about my academic progress.”

University Response: Teacher Assistant positions have been created to assist faculty throughout the first two undergraduate courses (PSY202, etc.), which facilitates more timely feedback to students regarding their academic progress. Instructors are generally expected to respond to student requests for feedback within 48 hours in all courses. Teaching Assistants are generally expected to respond to student inquiries within 24 hours.

University Response: The Degree Progress Report has been made available to students through the Student Portal. This tool allows students to access their completed unofficial academic transcript including current, future, and transfer courses. The Degree Progress Report provides the student with information on program requirements, total number of credits, and current GPA. To access your Degree Progress Report and other Student Portal services, click on the My Degree tab on the Student Portal home page, and then click on Degree Progress.

- “I receive timely responses to my requests for help and information.”

University Response: To ensure that all students are assisted, call center groups/ automated call-directing “hunt groups” have been created to ensure that incoming phone calls are answered in a timely manner and to reduce the number of calls that go to voicemail. This process is monitored and improved on an ongoing basis. Look forward to even greater levels of service in the near future.

University Response: Further, the University has implemented a 24-hour contact expectation to ensure that students are contacted by University Staff in a timely manner by phone or email in response to student requests.

- “Billing tuition and fees are tailored to meet my specific needs.”

University Response: The Student Portal has been updated to assist students with customized invoicing and receipts. Access these features on your Student Portal under the Account Information and then the Financial Invoice.

University Response: Billing processes have been automated to ensure that charges and tuition adjustments generally post by the next business day reflecting a more up-to-date billing ledger card for each student.

- “The University is helping prepare me for success in my career.”

University Response: New programs, majors, minors, and specializations have been created that may be of interest to you. To review the most up-to-date listing of program and course offerings,

go to the Ashford University Catalog, which can be accessed through the Ashford website at [www.ashford.edu/catalog](http://www.ashford.edu/catalog).

University Response: New surveys related to career services are being conducted with alumni to find out what additional types of career-related services would be beneficial to our students and alumni. Look for more information in the near future.

- Some students did not feel that, “I receive the help I need to stay on track with my program of study.”

University Response: Students may monitor their own progress by accessing the Degree Progress Report through the Student Portal. Access your completed unofficial academic transcript including current, future, and transfer courses and review program requirements, your total number of credits, and your current GPA. Click on Degree Progress from the My Degree tab in the Student Portal to access your Degree Progress Report.

You are also assigned to an Academic Advisor to provide support throughout your degree program. Advisors are available Monday – Friday, 6 a.m. – 6 p.m. (Pacific Time). Advisors will guide you on course scheduling and degree completion options.

Thank you again for your input. Your feedback is an important component of helping Ashford University continue to improve the student experience.

