

Angelina College

Student Satisfaction Survey 2020 Fall



	Question Text	N	2020 Avg	Excellent	V Good	Good	Fair	Poor	N/A
1	How easy is it to access the buildings on Angelina Colleges campus?	578	4.0	30%	25%	17%	5%	1%	23%
2	How easy is it to access offices on Angelina Colleges campus?	575	3.8	27%	22%	21%	6%	2%	22%
3	How clear and easy to follow is posted signage on campus?	576	3.8	24%	23%	20%	7%	2%	24%
4	How clean is Angelina Colleges campus?	573	4.3	39%	24%	13%	2%	1%	21%
5	How courteous and friendly are Angelina College staff members?	570	4.1	36%	30%	15%	4%	2%	14%
6	How knowledgeable are Angelina College staff members in their assigned work areas?	571	4.1	34%	29%	18%	3%	1%	14%
7	How well do Angelina College staff members identify themselves - either by introducing themselves, wearing name tags, and/or having name plates on desks or office doors?	571	4.0	31%	22%	19%	5%	1%	21%
8	How is the communication you receive from Angelina College - including times spent on hold, call transfers, access to a live person or e-mail/text messages?	569	3.7	30%	26%	24%	9%	4%	8%
9	Please rate the Angelina College website - including ease of use, mobile access, and the information available/accessible on the website.	568	3.8	33%	26%	24%	10%	4%	2%
				Yes	No				
10	Have you ever filed a complaint at Angelina College?	568		2%	98%				
				Excellent	V Good	Good	Fair	Poor	N/A
11	Please rate the timeliness of the service you receive at Angelina College - including the amount of time spent waiting for service in person, by phone, by letter, on the website, or via email.	565	3.7	27%	27%	28%	10%	3%	6%
12	Please rate the quality of brochures and other printed information from Angelina College - including accuracy of that information.	567	3.8	26%	23%	23%	5%	1%	21%
	Please rate the ease of filing your complaint.	12	4	58%	17%	8%	0%	17%	0%

