

# Angelina College

## Student Satisfaction Survey 2021 Fall



	Question Text	N	2021 Avg	Lufkin	Livingston	HS	N/A		
1	The campus where I primarily work or take classes is:	547	4.4	71%	3%	12%	14%		
				<b>Excellent</b>	<b>V Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
2	How easy is it to access the buildings on Angelina Colleges campus?	538	4.3	42%	22%	13%	2%	1%	20%
3	How easy is it to access offices on Angelina Colleges campus?	535	4.0	34%	21%	19%	4%	2%	21%
4	How clear and easy to follow is posted signage on campus?	529	3.9	31%	21%	22%	5%	1%	21%
5	How clean is Angelina Colleges campus?	528	4.3	42%	23%	15%	2%	0%	18%
6	How courteous and friendly are Angelina College staff members?	523	4.2	41%	26%	17%	3%	1%	11%
				<b>Str Agree</b>	<b>Agree</b>	<b>Undec</b>	<b>Disagree</b>	<b>Str Disagree</b>	
7	I feel safe on campus.	515	4.3	44%	41%	14%	0%	0%	
				<b>Str Agree</b>	<b>Agree</b>	<b>Undecided</b>	<b>Disagree</b>	<b>Str Disagree</b>	
8	Walking through campus at night is safe.	513	3.6	19%	27%	51%	2%	1%	
9	All areas of campus have sufficient lighting at night.	510	3.7	19%	31%	47%	2%	1%	
10	There are adequate security measures in place e.g., call boxes, surveillance cameras, etc. in the lesser populated and/or lighted areas of campus.	508	3.7	20%	33%	41%	5%	0%	
11	There is a reasonable procedure in place that can be used to notify members of the campus during an emergency e.g., message boards, sirens, and/or other notification devices.	506	3.9	26%	37%	34%	2%	0%	
12	Local first responders are included during drills and other training on campus.	505	3.6	19%	29%	50%	1%	0%	
13	If a student, staff, or faculty member witnessed a campus building that was in need of repair, it is likely they would report it to the appropriate personnel.	503	3.9	26%	43%	29%	2%	0%	
				<b>Excellent</b>	<b>V Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
14	How knowledgeable are Angelina College staff members in their assigned work areas?	503	4.1	35%	28%	17%	4%	1%	14%

15	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?	501	4.0	31%	26%	20%	6%	1%	16%
16	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?	506	3.8	32%	25%	22%	8%	4%	8%
17	Please rate the Angelina College website - including ease of use, mobile access, and the information available/accessible on the website.	506	3.8	32%	28%	21%	12%	3%	4%
				<b>Yes</b>	<b>No</b>				
18	Have you ever filed a complaint at Angelina College?	506		2%	98%				
				<b>Excellent</b>	<b>V Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>
19	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.	505	3.8	29%	25%	25%	8%	4%	11%
20	Please rate the quality of brochures and other printed information from Angelina College - including accuracy of that information.	503	3.9	28%	24%	25%	4%	1%	18%
	Please rate the ease of filing your complaint.	10	4.2	60%	10%	10%	0%	10%	10%

