

YOUR VOICE IS BEING HEARD!

In an effort to provide an excellent student experience to Ashford University students, Ashford University administered the Noel-Levitz Priorities Survey of Online Learners (PSOL) to the undergraduate and graduate students at Ashford University in the spring of 2010.

The survey measured student satisfaction with Ashford University services and identified areas where we excel and areas where we have opportunities for improvement.

The survey serves as a vehicle to evaluate how Ashford University is supporting its 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 University 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:

- Student assignments are clearly defined in the syllabus.

- Registration for online courses is convenient.
- Awareness of whom to contact for questions about programs and services.
- Adequate online library resources are provided.

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 Ashford University can improve upon the overall student experience. In May 2010, Ashford University conducted focus groups with a random sample of undergraduate and graduate students. The focus groups were conducted to further evaluate the areas that were identified as areas of opportunity on the PSOL survey

- This institution responds quickly when I request information.
- Faculty are responsive to student needs.
- Faculty provide timely feedback about student progress.
- Adequate financial aid is available.
- Tuition paid is a worthwhile investment.

YOUR ASSOCIATE OMBUDSMAN:

Ashford University is pleased to announce the addition of an Associate Ombudsman to the Office of the Ombudsman! The Ombudsman Office offers informal, confidential, neutral, and unbiased conflict resolution services for the University community. Using the Ombudsman is voluntary and is not a mandatory step of any formal process. The Ombudsman is an advocate for fairness and not for any individual or for the University. To find out more about the Office of the Ombudsman please visit their website: <http://www.ashford.edu/ombudsman/>.

YOUR LIBRARIAN:

Ashford University is pleased to announce the addition of a Digital Library Administrator that manages our online library resources and works closely with the AU campus librarian. The library has added new online databases such as Westlaw (legal and business information) and SAGE (journal covering multiple subject areas.) Ashford University also surveyed online students because we wanted to hear how you use the library and what you'd like to see from the library going forward. In the near future, Ashford University will be launching a new library website that will provide much easier access to our library databases and library staff.

SCHOLARSHIP INFORMATION:

While at this time Ashford University is not a direct supplier of scholarships, Ashford University offers a comprehensive webpage for financial services at <http://ashford.edu/online/finance/finaid.php#scholarshipsvisit>.

This section is frequently updated to provide accurate links and up-to-date scholarship information. Students will be notified by phone or by email when a change, issue or concern arises with their financial aid packaging. If students are ever concerned with their financial aid package, they can contact their Financial Services Advisor.

ASHFORD CAFÉ:

Students have the opportunity to engage with other students in the classroom through the Ashford Café. The Ashford Café provides students an opportunity to chat with one another. While being mindful of the Online Netiquette Rules, students can share ideas, share knowledge, get to know each other, and have fun.

Thank you again for your input on the survey. We extend an additional thanks to the students who participated in the focus groups. Your feedback is an important component of helping Ashford University continue to improve the student experience.