

NEWSLETTER



Fall 2025

IESIT is launching this newsletter to share important information with the Alabama State University campus community. IESIT supports ASU by providing oversight and coordination for the ASU's accreditation, strategic planning, continuous improvement, data analytics, and strategic initiatives.

NEWS & UPDATES

SATISFACTION SURVEYS In Spring 2025, we administered student and employee satisfaction surveys. Here are some highlights of what we learned:

Student Satisfaction

- Strengths: knowledgeable academic advisors, content of major courses is valuable, library resources are adequate, academic programs help prepare students for their careers, tutoring services are available, student center is comfortable for leisure time, most faculty are knowledgeable in their field
- Opportunities for improvement: adequate financial aid is available for most students, institution shows concern for students as individual, response time of security in emergencies, overall maintenance of the campus, employee customer service
- 59% of respondents are satisfied or very satisfied with their ASU experience thus far
- 20% increase (since 2021) in students agreeing that ASU has a good reputation within the community

Employee Satisfaction

- Strengths: employees take pride in their work, work is valuable and personally rewarding, ASU is well respected in the community, goals & objectives are consistent with ASU's mission & values, leadership has a clear sense of purpose, ASU treats its students as its top priority, ASU is progressively building a culture of customer service
- Opportunities for improvement: effective lines of communication within ASU (between departments, staff & faculty & administration), clear processes for employee onboarding, employee suggestion are used to improve institution, sufficient budgetary resources available to achieve important objectives
- 73% are satisfied or very satisfied with their employment with ASU
- 73% think ASU is making progress in fulfilling its mission

PROFESSIONAL DEVELOPMENT Mark your calendar for Data & Donuts on Wednesday, September 24th from 9-10 in Councill Hall Room 217. The drop-in event is designed for you to learn about ASU facts through interactions with the IESIT team. For all other professional development, refer to the [IESIT Professional Development](#) flyer for workshops offered this year.

SACSCOC FIFTH YEAR INTERIM REPORT (FYIR) The FYIR continues to be a priority this semester since our goal is to complete ASU's FYIR by December 2025. We ask you to prioritize any FYIR requests you may receive.

THE GOLD STANDARD Add the Gold Standard Survey to your ASU email signature.

HORNET CONNECT Download the ASU Hornet Connect app for info about ASU

REQUESTS We heard your feedback about occasional issues with the request links. We have moved to a new system to improve our efficiency and your experience submitting a request. Please save the new links found in this newsletter.

IESIT SERVICES

INTERESTED IN...

ASU data

Visit [ASU's Interactive Factbook](#)

If you need other data, [submit a data request](#)

Coaching or training for continuous improvement activities

[Submit a coaching request](#)

Administering a survey

Learn about ASU's Survey Policy and [submit a request](#)

Customer service training or information

Contact Brittany Hollins

IESIT TEAM

Dr. Tanjula Petty

VP of Institutional Effectiveness, Strategic Initiatives, and Transformation

Bryn Bakoyéma

Assistant VP, Planning & Strategic Analysis

Patina Moss

Operations Coordinator

Brittany Hollins

Planning & Evaluation Specialist

INSTITUTIONAL RESEARCH

Jowaune Williams

Director of Institutional Research

Dr. Lawrence Brown

Data Analyst II

Anwarul Siddiqui

Institutional Research Analyst II

LaTonya Kennedy

Institutional Research Analyst I

CONTINUOUS IMPROVEMENT

Avis Wheeler

Institutional Effectiveness Coordinator

Raymond Green

Assessment Specialist

George Williams

Assessment Specialist

TBA

Assessment Specialist

ACCREDITATION

Dr. Veolanda Peoples

Accreditation & QEP Coordinator

DUAL ENROLLMENT

Delandra Walker

Dual Enrollment Program Specialist

TBA

Dual Enrollment Program Assistant



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