

Ruffalo Noel Levitz Adult Student Priorities Survey™ (ASPS)

Survey Requirements by the New England Commission of Higher Education

1.3 **Consistent with its mission, the institution endeavors to enhance the communities it serves.**

- 1 Adult students are made to feel welcome at this institution.
 - 4 The content of the courses within my major is valuable.
 - 24 There is a commitment to academic excellence at this institution.
 - 27 This institution has a good reputation within the community.
 - 73 Academic reputation as factor in decision to enroll.
-

1.4 **The mission and purposes of the institution are accepted and widely understood by its governing board, administration, faculty, staff, and students**

- 1 Adult students are made to feel welcome at this institution.
 - 27 This institution has a good reputation within the community.
-

2.5 **The institution has a demonstrable record of success in implementing the results of its planning.**

- 38 Career services are adequate and accessible for adult students.
 - 73 Academic reputation as factor in decision to enroll.
-

3.02 **...The institution's system of governance involves the participation of appropriate constituencies and includes communication among them.**

- 1 Adult students are made to feel welcome at this institution.
 - 27 This institution has a good reputation within the community.
 - 33 Channels are readily available for adult students to express complaints.
 - 73 Academic reputation as factor in decision to enroll.
-

3.13 ... the administration consults with faculty, students, and staff, and are appropriately responsive to their concerns, needs, and initiatives.

- 1 Adult students are made to feel welcome at this institution.
- 7 The staff at this institution are caring and helpful.
- 27 This institution has a good reputation within the community.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 33 Channels are readily available for adult students to express complaints.

3.16 ...governance makes provisions for consideration of student views and judgments in matters in which students have a direct and reasonable interest

- 29 I seldom get the "run-around" when seeking information at this institution.
- 33 Channels are readily available for adult students to express complaints.
- 46 This institution provides timely responses to student complaints.

4.02 The institution publishes the learning goals and requirements for each program.

- 4 The content of the courses within my major is valuable.
- 38 Career services are adequate and accessible for adult students.
- 41 Major requirements are clear and reasonable.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

4.12 Expectations for student achievement ... are appropriate to the subject matter and degree level...

- 4 The content of the courses within my major is valuable.
- 24 There is a commitment to academic excellence at this institution.

4.13 ...Programs have an appropriate rationale; their clarity and order are visible in stated requirements in official publications and in student records.

- 21 Tuition paid is a worthwhile investment.
- 24 There is a commitment to academic excellence at this institution.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 49 There are sufficient options within my program of study.

4.16 The general education requirement ... prepares students for the world in which they will live.

- 4 The content of the courses within my major is valuable.
- 21 Tuition paid is a worthwhile investment.
- 24 There is a commitment to academic excellence at this institution.

4.17 ... general education requirement [includes] the arts and humanities, the sciences including mathematics, and the social sciences...

- 4 The content of the courses within my major is valuable.
- 21 Tuition paid is a worthwhile investment.
- 24 There is a commitment to academic excellence at this institution.

4.19 ... students develop an understanding of the structure of knowledge [in their] area of inquiry and its interrelatedness to other areas of inquiry.

- 4 The content of the courses within my major is valuable.
- 21 Tuition paid is a worthwhile investment.
- 24 There is a commitment to academic excellence at this institution.
- 38 Career services are adequate and accessible for adult students.

4.29 ...The policies for the transfer of credit are publicly available to students and prospective students on its website and in other communications.

- 41 Major requirements are clear and reasonable.

4.30 The institution protects academic quality and integrity in the acceptance of transfer credit...

- 41 Major requirements are clear and reasonable.

4.31 ...In accepting transfer credit, the institution ensures that students have met its stated learning outcomes of programs at all degree levels.

- 41 Major requirements are clear and reasonable.

4.35 The institution offers courses ... with sufficient availability to enable students ... to graduate within the published program length.

- 49 There are sufficient options within my program of study.

4.36 [There is] ongoing authority and administrative oversight for the academic elements of all courses for which it awards credit or credentials.

49 There are sufficient options within my program of study.

4.42 The institution publishes requirements for continuation in, termination from, or re-admission to its academic programs...

41 Major requirements are clear and reasonable.

4.43 Graduation requirements are clearly stated in appropriate electronic and print publications and are consistently applied...

41 Major requirements are clear and reasonable.

44 When students enroll at this institution, they develop a plan to complete their degree.

4.46 Courses and programs offered [in non-traditional formats] are consistent with the educational objectives of the institution.

21 Tuition paid is a worthwhile investment.

4.47 Students enrolled in distance learning courses... have sufficient opportunities to interact with faculty regarding course content and related matters

40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

5.02 The institution describes the characteristics of the students it seeks to serve ... and [has] academic and other support services [for them].

7 The staff at this institution are caring and helpful.

10 Admissions representatives are knowledgeable.

25 Admissions representatives respond to adult students' unique needs.

30 Academic support services adequately meet the needs of adult students.

38 Career services are adequate and accessible for adult students.

50 My advisor helps me apply my academic major to specific career goals.

79 Personalized attention prior to enrollment as factor in decision to enroll.

5.04 ...If the institution recruits individuals with identified needs..., it applies appropriate mechanisms to address those needs...

- 7 The staff at this institution are caring and helpful.
- 10 Admissions representatives are knowledgeable.
- 23 Adequate financial aid is available for most adult students.
- 25 Admissions representatives respond to adult students' unique needs.
- 30 Academic support services adequately meet the needs of adult students.
- 50 My advisor helps me apply my academic major to specific career goals.

5.05 It assesses student readiness for collegiate study and provides services to serve needs...

- 7 The staff at this institution are caring and helpful.
- 10 Admissions representatives are knowledgeable.
- 30 Academic support services adequately meet the needs of adult students.

5.06 The institution demonstrates its ability to admit students who can be successful in [its] academic programs ...

- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 25 Admissions representatives respond to adult students' unique needs.
- 30 Academic support services adequately meet the needs of adult students.
- 50 My advisor helps me apply my academic major to specific career goals.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

5.07 ...The institution provides students with information and guidance regarding opportunities ... that help ensure their academic success.

- 7 The staff at this institution are caring and helpful.
- 8 My academic advisor is available at times that are convenient for me.
- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 25 Admissions representatives respond to adult students' unique needs.
- 28 My academic advisor is accessible by telephone and email.
- 30 Academic support services adequately meet the needs of adult students.
- 39 This institution responds quickly to my requests for information.
- 41 Major requirements are clear and reasonable.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

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- 50 My advisor helps me apply my academic major to specific career goals.
 - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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5.08 The institution systematically identifies the characteristics and needs of its students and then makes provision for responding to them.

- 3 Classes are scheduled at times that are convenient for me.
 - 8 My academic advisor is available at times that are convenient for me.
 - 13 The amount of student parking is adequate.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 23 Adequate financial aid is available for most adult students.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 28 My academic advisor is accessible by telephone and email.
 - 30 Academic support services adequately meet the needs of adult students.
 - 50 My advisor helps me apply my academic major to specific career goals.
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5.09 The institution offers an array of student services appropriate to its mission and the needs and goals of its students...

- 7 The staff at this institution are caring and helpful.
 - 8 My academic advisor is available at times that are convenient for me.
 - 10 Admissions representatives are knowledgeable.
 - 18 Parking lots are well-lighted and secure.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 28 My academic advisor is accessible by telephone and email.
 - 30 Academic support services adequately meet the needs of adult students.
 - 38 Career services are adequate and accessible for adult students.
 - 44 When students enroll at this institution, they develop a plan to complete their degree.
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5.11 A clear description of the nature, extent, and availability of student services is easily available to students and prospective students.

- 10 Admissions representatives are knowledgeable.
 - 34 I receive complete information on the availability of financial aid.
 - 38 Career services are adequate and accessible for adult students.
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5.13 Student financial aid is provided through a well-organized program.

- 6 Financial aid counselors are helpful to adult students.
- 23 Adequate financial aid is available for most adult students.
- 34 I receive complete information on the availability of financial aid.
- 71 Cost as factor in decision to enroll.
- 72 Financial aid/scholarship opportunities as factor in decision to enroll.

5.15 ...the institution supports opportunities for student leadership and participation in campus organizations and governance.

- 33 Channels are readily available for adult students to express complaints.

5.17 ...individuals responsible for student services are qualified by formal training and work experience to address the needs of students effectively.

- 6 Financial aid counselors are helpful to adult students.
- 7 The staff at this institution are caring and helpful.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 15 Library resources and services are adequate for adults.
- 23 Adequate financial aid is available for most adult students.

5.18 ...grievance procedures, are clearly stated, well publicized and readily available, and fairly and consistently administered.

- 33 Channels are readily available for adult students to express complaints.
- 46 This institution provides timely responses to student complaints.

6.02 There are an adequate number of faculty whose time committed... is sufficient for the accomplishment of class and out-of-class responsibilities...

- 2 Faculty care about me as an individual.
- 11 My academic advisor is concerned about my success as an individual.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 I am able to register for classes I need with few conflicts.
- 24 There is a commitment to academic excellence at this institution.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.

35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
42	Nearly all faculty are knowledgeable in their field.

6.03 The preparation and qualifications of all faculty are appropriate to the nature of their assignments.

24	There is a commitment to academic excellence at this institution.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
42	Nearly all faculty are knowledgeable in their field.

6.07 Faculty assignments ...allow faculty adequate time to provide effective instruction, advise and evaluate students...

2	Faculty care about me as an individual.
8	My academic advisor is available at times that are convenient for me.
11	My academic advisor is concerned about my success as an individual.
14	Faculty are fair and unbiased in their treatment of individual students.
16	I am able to register for classes I need with few conflicts.
19	My academic advisor is knowledgeable about requirements in my major.
26	Faculty provide timely feedback about my progress.
28	My academic advisor is accessible by telephone and email.
30	Academic support services adequately meet the needs of adult students.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

6.10 Faculty are demonstrably effective in carrying out their assigned responsibilities... e.g., teaching, advising, assessment, scholarship, ...

2	Faculty care about me as an individual.
8	My academic advisor is available at times that are convenient for me.
11	My academic advisor is concerned about my success as an individual.
14	Faculty are fair and unbiased in their treatment of individual students.

24	There is a commitment to academic excellence at this institution.
26	Faculty provide timely feedback about my progress.
28	My academic advisor is accessible by telephone and email.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
42	Nearly all faculty are knowledgeable in their field.

6.16 Methods of instruction are appropriate to students' capabilities and learning needs.

26	Faculty provide timely feedback about my progress.
35	The quality of instruction I receive in my program is excellent.

6.17 The institution's system of academic advising meets student needs for information and advice compatible with its educational objectives.

8	My academic advisor is available at times that are convenient for me.
11	My academic advisor is concerned about my success as an individual.
19	My academic advisor is knowledgeable about requirements in my major.
25	Admissions representatives respond to adult students' unique needs.
26	Faculty provide timely feedback about my progress.
28	My academic advisor is accessible by telephone and email.
30	Academic support services adequately meet the needs of adult students.
44	When students enroll at this institution, they develop a plan to complete their degree.

6.18 Students in each major are taught by a variety of faculty to ensure their exposure to different academic strengths and viewpoints.

24	There is a commitment to academic excellence at this institution.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
42	Nearly all faculty are knowledgeable in their field.

7.01 The institution employs sufficient and qualified personnel to fulfill its mission.

1	Adult students are made to feel welcome at this institution.
5	Classroom locations are safe and secure for all students.

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- 6 Financial aid counselors are helpful to adult students.
 - 7 The staff at this institution are caring and helpful.
 - 10 Admissions representatives are knowledgeable.
 - 15 Library resources and services are adequate for adults.
 - 16 I am able to register for classes I need with few conflicts.
 - 17 Business office hours are convenient for adult students.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 20 Registration processes are reasonable and convenient for adults.
 - 22 Security staff respond quickly in emergencies.
 - 27 This institution has a good reputation within the community.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 38 Career services are adequate and accessible for adult students.
 - 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
 - 43 This institution offers a variety of payment plans for adult students.
 - 47 Bookstore hours are convenient for adult students.
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7.21 ...It has sufficient and appropriate physical, technological, and information resources for its academic programs.

- 1 Adult students are made to feel welcome at this institution.
- 3 Classes are scheduled at times that are convenient for me.
- 5 Classroom locations are safe and secure for all students.
- 12 Computer labs are adequate and accessible for adult students.
- 13 The amount of student parking is adequate.
- 15 Library resources and services are adequate for adults.
- 18 Parking lots are well-lighted and secure.
- 20 Registration processes are reasonable and convenient for adults.
- 21 Tuition paid is a worthwhile investment.
- 22 Security staff respond quickly in emergencies.
- 27 This institution has a good reputation within the community.
- 31 I am able to register for classes by personal computer, fax, or telephone.
- 32 My classes provide opportunities to improve my technology skills.
- 36 Vending or snack bar food options are readily available.
- 38 Career services are adequate and accessible for adult students.
- 43 This institution offers a variety of payment plans for adult students.

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- 45 I am able to complete most of my enrollment tasks in one location.
 - 47 Bookstore hours are convenient for adult students.
 - 49 There are sufficient options within my program of study.
 - 73 Academic reputation as factor in decision to enroll.
-

7.22 The institution provides access to library and information resources sufficient to support its teaching and learning environments.

- 12 Computer labs are adequate and accessible for adult students.
 - 15 Library resources and services are adequate for adults.
 - 32 My classes provide opportunities to improve my technology skills.
 - 45 I am able to complete most of my enrollment tasks in one location.
-

7.24 The institution's physical and electronic environments provide an atmosphere conducive to study and research.

- 5 Classroom locations are safe and secure for all students.
 - 12 Computer labs are adequate and accessible for adult students.
 - 15 Library resources and services are adequate for adults.
 - 21 Tuition paid is a worthwhile investment.
 - 32 My classes provide opportunities to improve my technology skills.
-

8.02 ...[It] provides clear public statements about what students are expected to gain from their education academically & along other dimensions...

- 21 Tuition paid is a worthwhile investment.
 - 41 Major requirements are clear and reasonable.
-

8.05 The institution uses a variety of ... measures to understand the experiences and learning outcomes of its students...

- 35 The quality of instruction I receive in my program is excellent.
 - 41 Major requirements are clear and reasonable.
-

9.01 The institution expects that members of its community... will act responsibly and with integrity.

- 1 Adult students are made to feel welcome at this institution.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
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-
- 22 Security staff respond quickly in emergencies.
 - 27 This institution has a good reputation within the community.
-

9.02 Truthfulness, clarity, and fairness characterize the institution's relations with all internal and external constituencies.

- 1 Adult students are made to feel welcome at this institution.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 27 This institution has a good reputation within the community.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 73 Academic reputation as factor in decision to enroll.
-

9.03 The institution is committed to the free pursuit and dissemination of knowledge.

- 2 Faculty care about me as an individual.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 27 This institution has a good reputation within the community.
-

9.05 ...It fosters an atmosphere within the institutional community that respects and supports people of diverse characteristics and backgrounds.

- 1 Adult students are made to feel welcome at this institution.
 - 2 Faculty care about me as an individual.
 - 7 The staff at this institution are caring and helpful.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 27 This institution has a good reputation within the community.
 - 29 I seldom get the "run-around" when seeking information at this institution.
-

9.06 The institution manages its... responsibilities for students and interactions with prospective students with honesty and integrity.

- 9 Billing policies are reasonable for adult students.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 29 I seldom get the "run-around" when seeking information at this institution.
-

9.08 The institution has policies and procedures for the fair resolution of grievances brought by faculty, staff, or students.

- 7 The staff at this institution are caring and helpful.
-

9	Billing policies are reasonable for adult students.
29	I seldom get the "run-around" when seeking information at this institution.
33	Channels are readily available for adult students to express complaints.
46	This institution provides timely responses to student complaints.

9.11 ...The information published ...is sufficient to allow students and prospective students to make informed decisions about their education.

41	Major requirements are clear and reasonable.
71	Cost as factor in decision to enroll.
72	Financial aid/scholarship opportunities as factor in decision to enroll.
73	Academic reputation as factor in decision to enroll.
74	Size of institution as factor in decision to enroll.
76	Recommendations from family/friends/employer as factor in decision to enroll.
77	Campus location (close to home/work) as factor in decision to enroll.
79	Personalized attention prior to enrollment as factor in decision to enroll.

9.18 The institution publishes ...student fees, charges and refund policies; rules for student conduct; student appeals and complaints...

9	Billing policies are reasonable for adult students.
48	I am aware of whom to contact for questions about programs and services.

9.20 The institution publishes the ...characteristics of the student body,... and resources from which a student can reasonably expect to benefit.

21	Tuition paid is a worthwhile investment.
48	I am aware of whom to contact for questions about programs and services.
75	Future employment opportunities as factor in decision to enroll.

9.22 ... Information on student success includes rates of retention and graduation and other measures of student success ...

4	The content of the courses within my major is valuable.
38	Career services are adequate and accessible for adult students.
48	I am aware of whom to contact for questions about programs and services.
50	My advisor helps me apply my academic major to specific career goals.
75	Future employment opportunities as factor in decision to enroll.

9.23 The institution publishes information about the total cost of education, including the availability of financial aid ...

- 6 Financial aid counselors are helpful to adult students.
- 9 Billing policies are reasonable for adult students.
- 34 I receive complete information on the availability of financial aid.
- 48 I am aware of whom to contact for questions about programs and services.
- 71 Cost as factor in decision to enroll.
- 72 Financial aid/scholarship opportunities as factor in decision to enroll.

9.ZZ [You at the institution may decide how these survey items relate to accreditation requirements.]

- 51 Campus item 1.
- 52 Campus item 2.
- 53 Campus item 3.
- 54 Campus item 4.
- 55 Campus item 5.
- 56 Campus item 6.
- 57 Campus item 7.
- 58 Campus item 8.
- 59 Campus item 9.
- 60 Campus item 10.
- 61 Campus item 11.
- 62 Campus item 12.
- 63 Campus item 13.
- 64 Campus item 14.
- 65 Campus item 15.
- 66 Campus item 16.
- 67 Campus item 17.
- 68 Campus item 18.
- 69 Campus item 19.
- 70 Campus item 20.
- 78 Availability of evening/weekend courses as factor in decision to enroll.