

## Ruffalo Noel Levitz Priorities Survey for Online Learners™ (PSOL)

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Survey Requirements by the New England Commission of Higher Education

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

1            This institution has a good reputation.

48          Factor to enroll: Reputation of institution.

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

1            This institution has a good reputation.

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

19          Online career services are available.

48          Factor to enroll: Reputation of institution.

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

1            This institution has a good reputation.

48          Factor to enroll: Reputation of institution.

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

1            This institution has a good reputation.

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

15          Channels are available for providing timely responses to student complaints.

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

- 5 My program advisor helps me work toward career goals.
- 7 Program requirements are clear and reasonable.
- 11 Student assignments are clearly defined in the syllabus.
- 19 Online career services are available.
- 53 Factor to enroll: Program requirements.

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

- 3 Instructional materials are appropriate for program content.

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

- 3 Instructional materials are appropriate for program content.
- 5 My program advisor helps me work toward career goals.
- 6 Tuition paid is a worthwhile investment.
- 12 There are sufficient offerings within my program of study.

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

- 6 Tuition paid is a worthwhile investment.

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

- 6 Tuition paid is a worthwhile investment.

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

- 3 Instructional materials are appropriate for program content.
- 6 Tuition paid is a worthwhile investment.
- 19 Online career services are available.

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

7 Program requirements are clear and reasonable.  
 44 Factor to enroll: Ability to transfer credits.

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

7 Program requirements are clear and reasonable.  
 44 Factor to enroll: Ability to transfer credits.

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

7 Program requirements are clear and reasonable.  
 44 Factor to enroll: Ability to transfer credits.

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

12 There are sufficient offerings 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.**

12 There are sufficient offerings within my program of study.

**4.39 The policies and procedures for the award of credit for prior or experiential learning are clearly stated and available to affected students.**

53 Factor to enroll: Program requirements.

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

7 Program requirements are clear and reasonable.  
 53 Factor to enroll: Program requirements.

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

- 7 Program requirements are clear and reasonable.
- 53 Factor to enroll: Program requirements.

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

- 6 Tuition paid is a worthwhile investment.

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

- 5 My program advisor helps me work toward career goals.
- 19 Online career services are available.

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

- 5 My program advisor helps me work toward career goals.
- 9 Adequate financial aid is available.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 24 Tutoring services are readily available for online courses.

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

- 17 Assessment and evaluation procedures are clear and reasonable.
- 24 Tutoring services are readily available for online courses.

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

- 17 Assessment and evaluation procedures are clear and reasonable.

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

- 2 My program advisor is accessible by telephone and email.
- 5 My program advisor helps me work toward career goals.
- 7 Program requirements are clear and reasonable.
- 10 This institution responds quickly when I request information.
- 17 Assessment and evaluation procedures are clear and reasonable.

**5.08 The institution systematically identifies the characteristics and needs of its students and then makes provision for responding to them.**

- 2 My program advisor is accessible by telephone and email.
- 9 Adequate financial aid is available.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 24 Tutoring services are readily available for online courses.

**5.09 The institution offers an array of student services appropriate to its mission and the needs and goals of its students...**

- 2 My program advisor is accessible by telephone and email.
- 5 My program advisor helps me work toward career goals.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 19 Online career services are available.

**5.11 A clear description of the nature, extent, and availability of student services is easily available to students and prospective students.**

- 19 Online career services are available.

**5.13 Student financial aid is provided through a well-organized program.**

- 9 Adequate financial aid is available.
- 14 I receive timely information on the availability of financial aid.
- 45 Factor to enroll: Cost.
- 46 Factor to enroll: Financial assistance available.

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

15 Channels are available for providing timely responses to student complaints.

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

5 My program advisor helps me work toward career goals.  
 9 Adequate financial aid is available.  
 17 Assessment and evaluation procedures are clear and reasonable.  
 24 Tutoring services are readily available for online courses.

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

4 Faculty provide timely feedback about student progress.  
 13 The frequency of student and instructor interactions is adequate.  
 20 The quality of online instruction is excellent.  
 24 Tutoring services are readily available for online courses.  
 25 Faculty are responsive to student needs.

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

20 The quality of online instruction is excellent.  
 25 Faculty are responsive to student needs.

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

2 My program advisor is accessible by telephone and email.  
 4 Faculty provide timely feedback about student progress.  
 5 My program advisor helps me work toward career goals.  
 13 The frequency of student and instructor interactions is adequate.  
 20 The quality of online instruction is excellent.  
 25 Faculty are responsive to student needs.

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

- 2 My program advisor is accessible by telephone and email.
- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 13 The frequency of student and instructor interactions is adequate.
- 20 The quality of online instruction is excellent.
- 25 Faculty are responsive to student needs.

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

- 4 Faculty provide timely feedback about student progress.
- 20 The quality of online instruction is excellent.
- 25 Faculty are responsive to student needs.

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

- 2 My program advisor is accessible by telephone and email.
- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.

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

- 20 The quality of online instruction is excellent.

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

- 1 This institution has a good reputation.
- 14 I receive timely information on the availability of financial aid.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 18 Registration for online courses is convenient.
- 19 Online career services are available.
- 21 Adequate online library resources are provided.
- 26 The bookstore provides timely service to students.

**7.21 ...It has sufficient and appropriate physical, technological, and information resources for its academic programs.**

- 1 This institution has a good reputation.
- 6 Tuition paid is a worthwhile investment.
- 12 There are sufficient offerings within my program of study.
- 16 Appropriate technical assistance is readily available.
- 18 Registration for online courses is convenient.
- 19 Online career services are available.
- 21 Adequate online library resources are provided.
- 48 Factor to enroll: Reputation of institution.
- 51 Factor to enroll: Convenience.

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

- 16 Appropriate technical assistance is readily available.
- 21 Adequate online library resources are provided.

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

- 6 Tuition paid is a worthwhile investment.
- 16 Appropriate technical assistance is readily available.
- 21 Adequate online library resources are provided.

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

- 6 Tuition paid is a worthwhile investment.
- 7 Program requirements are clear and reasonable.

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

- 7 Program requirements are clear and reasonable.
- 20 The quality of online instruction is excellent.

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

- 1 This institution has a good reputation.
- 14 I receive timely information on the availability of financial aid.

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

- 1 This institution has a good reputation.
- 14 I receive timely information on the availability of financial aid.
- 48 Factor to enroll: Reputation of institution.

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

- 1 This institution has a good reputation.

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

- 1 This institution has a good reputation.

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

- 14 I receive timely information on the availability of financial aid.
- 23 Billing and payment procedures are convenient for me.

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

- 14 I receive timely information on the availability of financial aid.
- 15 Channels are available for providing timely responses to student complaints.
- 23 Billing and payment procedures are convenient for me.

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

7	Program requirements are clear and reasonable.
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
39	Source of information: College representatives.
40	Source of information: Website.
41	Source of information: Advertisements.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.
44	Factor to enroll: Ability to transfer credits.
45	Factor to enroll: Cost.
46	Factor to enroll: Financial assistance available.
48	Factor to enroll: Reputation of institution.

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

14	I receive timely information on the availability of financial aid.
22	I am aware of whom to contact for questions about programs and services.
23	Billing and payment procedures are convenient for me.
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
39	Source of information: College representatives.
40	Source of information: Website.
41	Source of information: Advertisements.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.

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

- 6 Tuition paid is a worthwhile investment.
- 22 I am aware of whom to contact for questions about programs and services.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 39 Source of information: College representatives.
- 40 Source of information: Website.
- 41 Source of information: Advertisements.
- 42 Source of information: Recommendation from instructor or program advisor.
- 43 Source of information: Contact with current students and / or recent graduates of the program.
- 47 Factor to enroll: Future employment opportunities.

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

- 14 I receive timely information on the availability of financial aid.
- 22 I am aware of whom to contact for questions about programs and services.
- 23 Billing and payment procedures are convenient for me.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 39 Source of information: College representatives.
- 40 Source of information: Website.
- 41 Source of information: Advertisements.
- 42 Source of information: Recommendation from instructor or program advisor.
- 43 Source of information: Contact with current students and / or recent graduates of the program.
- 45 Factor to enroll: Cost.
- 46 Factor to enroll: Financial assistance available.

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

- 8 Student-to-student collaborations are valuable to me.
  - 27 Campus item 1.
  - 28 Campus item 2.
  - 29 Campus item 3.
  - 30 Campus item 4.
  - 31 Campus item 5.
  - 32 Campus item 6.
  - 33 Campus item 7.
  - 34 Campus item 8.
  - 35 Campus item 9.
  - 36 Campus item 10.
  - 49 Factor to enroll: Work schedule.
  - 50 Factor to enroll: Flexible pacing for completing a program.
  - 52 Factor to enroll: Distance from campus.
  - 54 Factor to enroll: Recommendations from employer.
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