

Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Four-year College and University – Form A

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.**

- 8 The content of the courses within my major is valuable.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 37 I feel a sense of pride about my campus.
 - 41 There is a commitment to academic excellence on this campus.
 - 45 Students are made to feel welcome on this campus.
 - 51 This institution has a good reputation within the community.
 - 62 There is a strong commitment to racial harmony on this campus.
 - 92 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 Most students feel a sense of belonging here.
 - 37 I feel a sense of pride about my campus.
 - 45 Students are made to feel welcome on this campus.
 - 51 This institution has a good reputation within the community.
 - 60 I generally know what's happening on campus.
-

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

- 49 There are adequate services to help me decide upon a career.
 - 92 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 Most students feel a sense of belonging here.
- 37 I feel a sense of pride about my campus.
- 45 Students are made to feel welcome on this campus.
- 46 I can easily get involved in campus organizations.
- 51 This institution has a good reputation within the community.
- 60 I generally know what's happening on campus.
- 62 There is a strong commitment to racial harmony on this campus.
- 71 Channels for expressing student complaints are readily available.
- 92 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 Most students feel a sense of belonging here.
- 2 The campus staff are caring and helpful.
- 10 Administrators are approachable to students.
- 29 It is an enjoyable experience to be a student on this campus.
- 37 I feel a sense of pride about my campus.
- 45 Students are made to feel welcome on this campus.
- 51 This institution has a good reputation within the community.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 60 I generally know what's happening on campus.
- 62 There is a strong commitment to racial harmony on this campus.
- 71 Channels for expressing student complaints are readily available.

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

- 1 Most students feel a sense of belonging here.
- 10 Administrators are approachable to students.
- 46 I can easily get involved in campus organizations.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 60 I generally know what's happening on campus.

- 63 Student disciplinary procedures are fair.
67 Freedom of expression is protected on campus.
71 Channels for expressing student complaints are readily available.
-

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

- 8 The content of the courses within my major is valuable.
19 My academic advisor helps me set goals to work toward.
39 I am able to experience intellectual growth here.
49 There are adequate services to help me decide upon a career.
55 Major requirements are clear and reasonable.
-

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

- 8 The content of the courses within my major is valuable.
39 I am able to experience intellectual growth here.
41 There is a commitment to academic excellence on this campus.
-

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

- 19 My academic advisor helps me set goals to work toward.
39 I am able to experience intellectual growth here.
41 There is a commitment to academic excellence on this campus.
66 Tuition paid is a worthwhile investment.
-

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

- 8 The content of the courses within my major is valuable.
39 I am able to experience intellectual growth here.
41 There is a commitment to academic excellence on this campus.
66 Tuition paid is a worthwhile investment.
69 There is a good variety of courses provided on this campus.
-

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

- 8 The content of the courses within my major is valuable.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 66 Tuition paid is a worthwhile investment.
- 69 There is a good variety of courses provided on this campus.

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

- 8 The content of the courses within my major is valuable.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 49 There are adequate services to help me decide upon a career.
- 66 Tuition paid is a worthwhile investment.
- 69 There is a good variety of courses provided on this campus.

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

- 55 Major requirements are clear and reasonable.

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

- 55 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.

- 55 Major requirements are clear and reasonable.

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

- 50 Class change (drop/add) policies are reasonable.
- 55 Major requirements are clear and reasonable.

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

55 Major requirements are clear and reasonable.

4.44 ...The institution works to prevent cheating and plagiarism as well as to deal forthrightly with any instances in which they occur.

63 Student disciplinary procedures are fair.

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

66 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.

65 Faculty are usually available after class and during office hours.

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

- 1 Most students feel a sense of belonging here.
- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 19 My academic advisor helps me set goals to work toward.
- 29 It is an enjoyable experience to be a student on this campus.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 49 There are adequate services to help me decide upon a career.
- 64 New student orientation services help students adjust to college.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 Institution's commitment to students with disabilities?
- 98 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...**

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 17 Adequate financial aid is available for most students.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 32 Tutoring services are readily available.
- 35 The assessment and course placement procedures are reasonable.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 64 New student orientation services help students adjust to college.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 Institution's commitment to students with disabilities?

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

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 32 Tutoring services are readily available.
- 35 The assessment and course placement procedures are reasonable.
- 44 Academic support services adequately meet the needs of students.
- 64 New student orientation services help students adjust to college.

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

- 1 Most students feel a sense of belonging here.
- 4 Admissions staff are knowledgeable.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 35 The assessment and course placement procedures are reasonable.
- 43 Admissions counselors respond to prospective students' unique needs and requests.

-
- 44 Academic support services adequately meet the needs of students.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 98 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.

- 2 The campus staff are caring and helpful.
 - 4 Admissions staff are knowledgeable.
 - 10 Administrators are approachable to students.
 - 19 My academic advisor helps me set goals to work toward.
 - 22 Counseling staff care about students as individuals.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 33 My academic advisor is knowledgeable about requirements in my major.
 - 35 The assessment and course placement procedures are reasonable.
 - 43 Admissions counselors respond to prospective students' unique needs and requests.
 - 44 Academic support services adequately meet the needs of students.
 - 55 Major requirements are clear and reasonable.
 - 64 New student orientation services help students adjust to college.
 - 98 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 1 Most students feel a sense of belonging here.
- 17 Adequate financial aid is available for most students.
- 21 The amount of student parking space on campus is adequate.
- 22 Counseling staff care about students as individuals.
- 32 Tutoring services are readily available.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 35 The assessment and course placement procedures are reasonable.
- 43 Admissions counselors respond to prospective students' unique needs and requests.

- 44 Academic support services adequately meet the needs of students.
64 New student orientation services help students adjust to college.
-

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

- 1 Most students feel a sense of belonging here.
2 The campus staff are caring and helpful.
4 Admissions staff are knowledgeable.
19 My academic advisor helps me set goals to work toward.
22 Counseling staff care about students as individuals.
28 Parking lots are well-lighted and secure.
33 My academic advisor is knowledgeable about requirements in my major.
35 The assessment and course placement procedures are reasonable.
44 Academic support services adequately meet the needs of students.
49 There are adequate services to help me decide upon a career.
64 New student orientation services help students adjust to college.
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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.

- 4 Admissions staff are knowledgeable.
42 There are a sufficient number of weekend activities for students.
48 Admissions counselors accurately portray the campus in their recruiting practices.
49 There are adequate services to help me decide upon a career.
56 The student handbook provides helpful information about campus life.
64 New student orientation services help students adjust to college.
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5.13 Student financial aid is provided through a well-organized program.

- 5 Financial aid counselors are helpful.
12 Financial aid awards are announced to students in time to be helpful in college planning.
17 Adequate financial aid is available for most students.
90 Cost as factor in decision to enroll.
91 Financial aid as factor in decision to enroll.
-

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

- 1 Most students feel a sense of belonging here.
- 9 A variety of intramural activities are offered.
- 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
- 29 It is an enjoyable experience to be a student on this campus.
- 42 There are a sufficient number of weekend activities for students.
- 46 I can easily get involved in campus organizations.
- 52 The student center is a comfortable place for students to spend their leisure time.
- 71 Channels for expressing student complaints are readily available.
- 73 Student activities fees are put to good use.

5.16 ...recreational and athletic programs ...are conducted... with sound educational policy and standards of integrity.

- 9 A variety of intramural activities are offered.
- 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
- 29 It is an enjoyable experience to be a student on this campus.
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
- 42 There are a sufficient number of weekend activities for students.
- 46 I can easily get involved in campus organizations.
- 73 Student activities fees are put to good use.
- 94 Opportunity to play sports as factor in decision to enroll.

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

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 10 Administrators are approachable to students.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 13 Library staff are helpful and approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 17 Adequate financial aid is available for most students.

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- 18 Library resources and services are adequate.
 - 19 My academic advisor helps me set goals to work toward.
 - 22 Counseling staff care about students as individuals.
 - 46 I can easily get involved in campus organizations.
 - 73 Student activities fees are put to good use.
-

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

- 56 The student handbook provides helpful information about campus life.
 - 63 Student disciplinary procedures are fair.
 - 71 Channels for expressing student complaints are readily available.
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6.02 There are an adequate number of faculty whose time committed... is sufficient for the accomplishment of class and out-of-class responsibilities...

- 3 Faculty care about me as an individual.
 - 6 My academic advisor is approachable.
 - 14 My academic advisor is concerned about my success as an individual.
 - 16 The instruction in my major field is excellent.
 - 25 Faculty are fair and unbiased in their treatment of individual students.
 - 32 Tutoring services are readily available.
 - 34 I am able to register for classes I need with few conflicts.
 - 41 There is a commitment to academic excellence on this campus.
 - 44 Academic support services adequately meet the needs of students.
 - 47 Faculty provide timely feedback about student progress in a course.
 - 58 The quality of instruction I receive in most of my classes is excellent.
 - 61 Adjunct faculty are competent as classroom instructors.
 - 65 Faculty are usually available after class and during office hours.
 - 68 Nearly all of the faculty are knowledgeable in their field.
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6.03 The preparation and qualifications of all faculty are appropriate to the nature of their assignments.

- 16 The instruction in my major field is excellent.
 - 39 I am able to experience intellectual growth here.
 - 41 There is a commitment to academic excellence on this campus.
-

-
- 58 The quality of instruction I receive in most of my classes is excellent.
61 Adjunct faculty are competent as classroom instructors.
68 Nearly all of the faculty are knowledgeable in their field.
-

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

- 3 Faculty care about me as an individual.
6 My academic advisor is approachable.
14 My academic advisor is concerned about my success as an individual.
16 The instruction in my major field is excellent.
19 My academic advisor helps me set goals to work toward.
25 Faculty are fair and unbiased in their treatment of individual students.
33 My academic advisor is knowledgeable about requirements in my major.
34 I am able to register for classes I need with few conflicts.
44 Academic support services adequately meet the needs of students.
47 Faculty provide timely feedback about student progress in a course.
58 The quality of instruction I receive in most of my classes is excellent.
61 Adjunct faculty are competent as classroom instructors.
65 Faculty are usually available after class and during office hours.
-

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

- 3 Faculty care about me as an individual.
6 My academic advisor is approachable.
14 My academic advisor is concerned about my success as an individual.
16 The instruction in my major field is excellent.
19 My academic advisor helps me set goals to work toward.
25 Faculty are fair and unbiased in their treatment of individual students.
41 There is a commitment to academic excellence on this campus.
47 Faculty provide timely feedback about student progress in a course.
58 The quality of instruction I receive in most of my classes is excellent.
61 Adjunct faculty are competent as classroom instructors.
65 Faculty are usually available after class and during office hours.
68 Nearly all of the faculty are knowledgeable in their field.
-

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

- 16 The instruction in my major field is excellent.
- 39 I am able to experience intellectual growth here.
- 47 Faculty provide timely feedback about student progress in a course.
- 58 The quality of instruction I receive in most of my classes is excellent.

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

- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 19 My academic advisor helps me set goals to work toward.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 47 Faculty provide timely feedback about student progress in a course.

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

- 16 The instruction in my major field is excellent.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 61 Adjunct faculty are competent as classroom instructors.
- 67 Freedom of expression is protected on campus.
- 68 Nearly all of the faculty are knowledgeable in their field.

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

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 7 The campus is safe and secure for all students.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 13 Library staff are helpful and approachable.
- 15 The staff in the health services area are competent.

-
- 18 Library resources and services are adequate.
 - 20 The business office is open during hours which are convenient for most students.
 - 22 Counseling staff care about students as individuals.
 - 27 The personnel involved in registration are helpful.
 - 30 Residence hall staff are concerned about me as an individual.
 - 33 My academic advisor is knowledgeable about requirements in my major.
 - 34 I am able to register for classes I need with few conflicts.
 - 35 The assessment and course placement procedures are reasonable.
 - 36 Security staff respond quickly in emergencies.
 - 37 I feel a sense of pride about my campus.
 - 45 Students are made to feel welcome on this campus.
 - 49 There are adequate services to help me decide upon a career.
 - 50 Class change (drop/add) policies are reasonable.
 - 51 This institution has a good reputation within the community.
 - 52 The student center is a comfortable place for students to spend their leisure time.
 - 54 Bookstore staff are helpful.
 - 57 I seldom get the "run-around" when seeking information on this campus.
 - 59 This institution shows concern for students as individuals.
 - 64 New student orientation services help students adjust to college.
 - 65 Faculty are usually available after class and during office hours.
 - 70 Graduate teaching assistants are competent as classroom instructors.
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7.21 ...It has sufficient and appropriate physical, technological, and information resources for its academic programs.

- 7 The campus is safe and secure for all students.
- 13 Library staff are helpful and approachable.
- 18 Library resources and services are adequate.
- 21 The amount of student parking space on campus is adequate.
- 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
- 26 Computer labs are adequate and accessible.
- 28 Parking lots are well-lighted and secure.
- 36 Security staff respond quickly in emergencies.
- 37 I feel a sense of pride about my campus.
- 38 There is an adequate selection of food available in the cafeteria.
- 45 Students are made to feel welcome on this campus.

49	There are adequate services to help me decide upon a career.
50	Class change (drop/add) policies are reasonable.
51	This institution has a good reputation within the community.
52	The student center is a comfortable place for students to spend their leisure time.
64	New student orientation services help students adjust to college.
66	Tuition paid is a worthwhile investment.
69	There is a good variety of courses provided on this campus.
72	On the whole, the campus is well-maintained.
92	Academic reputation as factor in decision to enroll.
97	Campus appearance 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.

13	Library staff are helpful and approachable.
18	Library resources and services are adequate.
26	Computer labs are adequate and accessible.
72	On the whole, the campus is well-maintained.

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

7	The campus is safe and secure for all students.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
26	Computer labs are adequate and accessible.
66	Tuition paid is a worthwhile investment.
72	On the whole, the campus is well-maintained.

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

55	Major requirements are clear and reasonable.
56	The student handbook provides helpful information about campus life.
66	Tuition paid is a worthwhile investment.

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

- 55 Major requirements are clear and reasonable.
- 58 The quality of instruction I receive in most of my classes is excellent.

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

- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 36 Security staff respond quickly in emergencies.
- 37 I feel a sense of pride about my campus.
- 40 Residence hall regulations are reasonable.
- 45 Students are made to feel welcome on this campus.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 63 Student disciplinary procedures are fair.

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

- 10 Administrators are approachable to students.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 37 I feel a sense of pride about my campus.
- 45 Students are made to feel welcome on this campus.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 63 Student disciplinary procedures are fair.
- 92 Academic reputation as factor in decision to enroll.

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

- 3 Faculty care about me as an individual.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 39 I am able to experience intellectual growth here.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 67 Freedom of expression is protected on campus.

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

- 1 Most students feel a sense of belonging here.
- 2 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 10 Administrators are approachable to students.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 29 It is an enjoyable experience to be a student on this campus.
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
- 37 I feel a sense of pride about my campus.
- 40 Residence hall regulations are reasonable.
- 45 Students are made to feel welcome on this campus.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 62 There is a strong commitment to racial harmony on this campus.
- 63 Student disciplinary procedures are fair.
- 67 Freedom of expression is protected on campus.

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

- 10 Administrators are approachable to students.
- 11 Billing policies are reasonable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 25 Faculty are fair and unbiased in their treatment of individual students.

-
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
 - 40 Residence hall regulations are reasonable.
 - 57 I seldom get the "run-around" when seeking information on this campus.
 - 59 This institution shows concern for students as individuals.
 - 63 Student disciplinary procedures are fair.
-

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

- 2 The campus staff are caring and helpful.
 - 10 Administrators are approachable to students.
 - 11 Billing policies are reasonable.
 - 12 Financial aid awards are announced to students in time to be helpful in college planning.
 - 57 I seldom get the "run-around" when seeking information on this campus.
 - 63 Student disciplinary procedures are fair.
 - 71 Channels for expressing student complaints are readily available.
-

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

- 48 Admissions counselors accurately portray the campus in their recruiting practices.
 - 55 Major requirements are clear and reasonable.
 - 56 The student handbook provides helpful information about campus life.
 - 90 Cost as factor in decision to enroll.
 - 91 Financial aid as factor in decision to enroll.
 - 92 Academic reputation as factor in decision to enroll.
 - 93 Size of institution as factor in decision to enroll.
 - 94 Opportunity to play sports as factor in decision to enroll.
 - 95 Recommendations from family/friends as factor in decision to enroll.
 - 96 Geographic setting as factor in decision to enroll.
 - 97 Campus appearance as factor in decision to enroll.
 - 98 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...

- 11 Billing policies are reasonable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 56 The student handbook provides helpful information about campus life.

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

- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 56 The student handbook provides helpful information about campus life.
- 66 Tuition paid is a worthwhile investment.

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

- 8 The content of the courses within my major is valuable.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 49 There are adequate services to help me decide upon a career.
- 56 The student handbook provides helpful information about campus life.

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

- 5 Financial aid counselors are helpful.
- 11 Billing policies are reasonable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 56 The student handbook provides helpful information about campus life.
- 90 Cost as factor in decision to enroll.
- 91 Financial aid as factor in decision to enroll.

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

- 74 Campus item 1.
 - 75 Campus item 2.
 - 76 Campus item 3.
 - 77 Campus item 4.
 - 78 Campus item 5.
 - 79 Campus item 6.
 - 80 Campus item 7.
 - 81 Campus item 8.
 - 82 Campus item 9.
 - 83 Campus item 10.
-