

## Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Career and Private – Form A

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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.**

- 28                    It is an enjoyable experience to be a student at this school.
  - 36                    Students are made to feel welcome at this school.
  - 45                    This institution has a good reputation within the community.
  - 89                    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.
  - 36                    Students are made to feel welcome at this school.
  - 44                    I generally know what's happening at this school.
  - 45                    This institution has a good reputation within the community.
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**2.5**                    **The institution has a demonstrable record of success in implementing the results of its planning.**

- 47                    There are adequate services to help me decide upon a career.
  - 89                    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.
  - 22                    People at this school respect and are supportive of each other.
  - 36                    Students are made to feel welcome at this school.
  - 44                    I generally know what's happening at this school.
  - 45                    This institution has a good reputation within the community.
  - 67                    Channels for expressing student complaints are readily available.
  - 89                    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.
- 16 The school shows concern for students as individuals.
- 22 People at this school respect and are supportive of each other.
- 27 The school staff are caring and helpful.
- 28 It is an enjoyable experience to be a student at this school.
- 36 Students are made to feel welcome at this school.
- 44 I generally know what's happening at this school.
- 45 This institution has a good reputation within the community.
- 57 Administrators are approachable to students.
- 63 I seldom get the "run-around" when seeking information at this school.
- 67 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.
- 16 The school shows concern for students as individuals.
- 22 People at this school respect and are supportive of each other.
- 44 I generally know what's happening at this school.
- 57 Administrators are approachable to students.
- 63 I seldom get the "run-around" when seeking information at this school.
- 67 Channels for expressing student complaints are readily available.

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

- 12 My academic advisor helps me set goals to work toward.
- 47 There are adequate services to help me decide upon a career.
- 66 Program requirements are clear and reasonable.
- 70 I am able to experience intellectual growth here.

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

- 70 I am able to experience intellectual growth here.

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

- 12 My academic advisor helps me set goals to work toward.  
70 I am able to experience intellectual growth here.

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

- 64 Nearly all classes deal with practical experiences and applications.  
69 There is a good variety of courses provided at this school.  
70 I am able to experience intellectual growth here.

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

- 69 There is a good variety of courses provided at this school.  
70 I am able to experience intellectual growth here.

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

- 47 There are adequate services to help me decide upon a career.  
69 There is a good variety of courses provided at this school.  
70 I am able to experience intellectual growth here.

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

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.  
66 Program requirements are clear and reasonable.

**4.30 The institution does not erect barriers to the acceptance of transfer credit that are unnecessary to protect its academic quality and integrity...**

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.  
66 Program 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.**

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 66 Program requirements are clear and reasonable.

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

- 64 Nearly all classes deal with practical experiences and applications.

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

- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 43 Class change (drop/add) policies are reasonable.
- 66 Program requirements are clear and reasonable.

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

- 66 Program requirements are clear and reasonable.

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

- 61 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.
- 12 My academic advisor helps me set goals to work toward.
- 27 The school staff are caring and helpful.
- 28 It is an enjoyable experience to be a student at this school.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to school.

- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 95 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 Adequate financial aid is available for most students.
- 12 My academic advisor helps me set goals to work toward.
- 27 The school staff are caring and helpful.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41 Admissions staff are knowledgeable.
- 48 Advising staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to school.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?

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

- 27 The school staff are caring and helpful.
- 41 Admissions staff are knowledgeable.
- 50 Tutoring services are readily available.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.

59 New student orientation services help students adjust to school.

**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.
- 32 My academic advisor is knowledgeable about my program requirements.
- 41 Admissions staff are knowledgeable.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 95 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.**

- 12 My academic advisor helps me set goals to work toward.
- 27 The school staff are caring and helpful.
- 28 It is an enjoyable experience to be a student at this school.
- 32 My academic advisor is knowledgeable about my program requirements.
- 41 Admissions staff are knowledgeable.
- 48 Advising staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 57 Administrators are approachable to students.
- 59 New student orientation services help students adjust to school.
- 66 Program requirements are clear and reasonable.
- 95 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.
- 7 Adequate financial aid is available for most students.
- 8 Classes are scheduled at times that are convenient for me.
- 9 Internships or practical experiences are provided in my degree/certificate program.
- 10 Child care facilities are available on campus.
- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 32 My academic advisor is knowledgeable about my program requirements.
- 39 The amount of student parking space is adequate.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 48 Advising staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to school.

**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.
- 12 My academic advisor helps me set goals to work toward.
- 24 Parking lots are well-lighted and secure.
- 27 The school staff are caring and helpful.
- 32 My academic advisor is knowledgeable about my program requirements.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Advising staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to school.

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

- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 59 New student orientation services help students adjust to school.

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

- 7 Adequate financial aid is available for most students.
- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 20 Financial aid counselors are helpful.
- 87 Financial aid counselors are helpful.
- 88 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.
- 28 It is an enjoyable experience to be a student at this school.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 67 Channels for expressing student complaints are readily available.

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

- 28 It is an enjoyable experience to be a student at this school.

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

- 6 My academic advisor is approachable.
- 7 Adequate financial aid is available for most students.
- 12 My academic advisor helps me set goals to work toward.
- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 14 Library resources and services are adequate.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.



- 26 Library staff are helpful and approachable.
- 27 The school staff are caring and helpful.
- 41 Admissions staff are knowledgeable.
- 48 Advising staff care about students as individuals.
- 57 Administrators are approachable to students.

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

- 22 People at this school respect and are supportive of each other.
- 67 Channels for expressing student complaints are readily available.

**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.
- 3 The quality of instruction in the academic programs is excellent.
- 6 My academic advisor is approachable.
- 15 I am able to register for classes I need with few conflicts.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 23 Faculty are understanding of students' unique life circumstances.
- 25 My academic advisor is concerned about my success as an individual.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 46 Faculty provide timely feedback about student progress in a course.
- 50 Tutoring services are readily available.
- 54 Faculty are interested in my academic problems.
- 55 Academic support services adequately meet the needs of students.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 61 Faculty are usually available after class and during office hours.
- 65 Students are notified early in the term if they are doing poorly in a class.

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

- 3 The quality of instruction in the academic programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 54 Faculty are interested in my academic problems.
- 58 Nearly all of the faculty are knowledgeable in their fields.

70 I am able to experience intellectual growth here.

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

- 2 Faculty care about me as an individual.
- 3 The quality of instruction in the academic programs is excellent.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 15 I am able to register for classes I need with few conflicts.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 23 Faculty are understanding of students' unique life circumstances.
- 25 My academic advisor is concerned about my success as an individual.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 55 Academic support services adequately meet the needs of students.
- 61 Faculty are usually available after class and during office hours.
- 65 Students are notified early in the term if they are doing poorly in a class.

**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.
- 3 The quality of instruction in the academic programs is excellent.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 23 Faculty are understanding of students' unique life circumstances.
- 25 My academic advisor is concerned about my success as an individual.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 61 Faculty are usually available after class and during office hours.
- 65 Students are notified early in the term if they are doing poorly in a class.

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

- 3 The quality of instruction in the academic programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 70 I am able to experience intellectual growth here.

**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.
- 12 My academic advisor helps me set goals to work toward.
- 25 My academic advisor is concerned about my success as an individual.
- 32 My academic advisor is knowledgeable about my program requirements.
- 46 Faculty provide timely feedback about student progress in a course.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 54 Faculty are interested in my academic problems.
- 55 Academic support services adequately meet the needs of students.
- 65 Students are notified early in the term if they are doing poorly in a class.

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

- 18 The quality of instruction I receive in most of my classes is excellent.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 70 I am able to experience intellectual growth here.

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

- 4 Security staff are helpful.
- 5 The personnel involved in registration are helpful.
- 11 Security staff respond quickly in emergencies.
- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 14 Library resources and services are adequate.
- 15 I am able to register for classes I need with few conflicts.
- 16 The school shows concern for students as individuals.
- 20 Financial aid counselors are helpful.

- 26 Library staff are helpful and approachable.
- 27 The school staff are caring and helpful.
- 30 The career services office provides students with the help they need to get a job.
- 31 The school is safe and secure for all students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 36 Students are made to feel welcome at this school.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 41 Admissions staff are knowledgeable.
- 43 Class change (drop/add) policies are reasonable.
- 45 This institution has a good reputation within the community.
- 47 There are adequate services to help me decide upon a career.
- 48 Advising staff care about students as individuals.
- 51 There are convenient ways of paying my school bill.
- 53 The assessment and course placement procedures are reasonable.
- 56 The business office is open during hours which are convenient for most students.
- 59 New student orientation services help students adjust to school.
- 61 Faculty are usually available after class and during office hours.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information at this school.
- 

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

- 8 Classes are scheduled at times that are convenient for me.
- 9 Internships or practical experiences are provided in my degree/certificate program.
- 10 Child care facilities are available on campus.
- 11 Security staff respond quickly in emergencies.
- 14 Library resources and services are adequate.
- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 21 There are a sufficient number of study areas on campus.
- 24 Parking lots are well-lighted and secure.
- 26 Library staff are helpful and approachable.
- 31 The school is safe and secure for all students.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.

- 36 Students are made to feel welcome at this school.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 39 The amount of student parking space is adequate.
- 42 The equipment in the lab facilities is kept up to date.
- 43 Class change (drop/add) policies are reasonable.
- 45 This institution has a good reputation within the community
- 47 There are adequate services to help me decide upon a career.
- 51 There are convenient ways of paying my school bill.
- 59 New student orientation services help students adjust to school.
- 68 On the whole, the school is well-maintained.
- 69 There is a good variety of courses provided at this school.
- 89 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.**

- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.
- 34 Computer labs are adequate and accessible.
- 68 On the whole, the school is well-maintained.
- 

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

- 14 Library resources and services are adequate.
- 21 There are a sufficient number of study areas on campus.
- 26 Library staff are helpful and approachable.
- 31 The school is safe and secure for all students.
- 34 Computer labs are adequate and accessible.
- 68 On the whole, the school is well-maintained.
- 

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

- 66 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...**

- 18 The quality of instruction I receive in most of my classes is excellent.
- 66 Program requirements are clear and reasonable.

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

- 11 Security staff respond quickly in emergencies.
- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 22 People at this school respect and are supportive of each other.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome at this school.
- 37 Faculty take into consideration student differences as they teach a course.
- 45 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.**

- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 16 The school shows concern for students as individuals.
- 22 People at this school respect and are supportive of each other.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 36 Students are made to feel welcome at this school.
- 37 Faculty take into consideration student differences as they teach a course.
- 45 This institution has a good reputation within the community.
- 57 Administrators are approachable to students.
- 63 I seldom get the "run-around" when seeking information at this school.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 89 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.
- 22 People at this school respect and are supportive of each other.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 37 Faculty take into consideration student differences as they teach a course.

- 
- 45 This institution has a good reputation within the community.  
70 I am able to experience intellectual growth here.
- 

**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 Faculty care about me as an individual.  
16 The school shows concern for students as individuals.  
22 People at this school respect and are supportive of each other.  
27 The school staff are caring and helpful.  
28 It is an enjoyable experience to be a student at this school.  
29 Faculty are fair and unbiased in their treatment of individual students.  
36 Students are made to feel welcome at this school.  
37 Faculty take into consideration student differences as they teach a course.  
45 This institution has a good reputation within the community.  
57 Administrators are approachable to students.  
63 I seldom get the "run-around" when seeking information at this school.
- 

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

- 13 Financial aid awards are announced to students in time to be helpful in planning.  
16 The school shows concern for students as individuals.  
22 People at this school respect and are supportive of each other.  
29 Faculty are fair and unbiased in their treatment of individual students.  
57 Administrators are approachable to students.  
60 Billing policies are reasonable.  
63 I seldom get the "run-around" when seeking information at this school.  
65 Students are notified early in the term if they are doing poorly in a class.
-

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

- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 27 The school staff are caring and helpful.
- 57 Administrators are approachable to students.
- 60 Billing policies are reasonable.
- 63 I seldom get the "run-around" when seeking information at this school.
- 67 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.**

- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 66 Program requirements are clear and reasonable.
- 87 Cost as factor in decision to enroll.
- 88 Financial aid as factor in decision to enroll.
- 89 Academic reputation as factor in decision to enroll.
- 90 Size of institution as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.
- 93 Geographic setting as factor in decision to enroll.
- 94 Appearance of school as factor in decision to enroll.
- 95 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...**

- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 60 Billing policies are reasonable.

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

- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 64 Nearly all classes deal with practical experiences and applications.
- 91 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 ...**

- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 47 There are adequate services to help me decide upon a career.
- 52 This school does whatever it can to help me reach my educational goals.
- 64 Nearly all classes deal with practical experiences and applications.
- 91 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 ...**

- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 20 Financial aid counselors are helpful.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 60 Billing policies are reasonable.
- 87 Cost as factor in decision to enroll.
- 88 Financial aid as factor in decision to enroll.

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

- 71 Campus item 1.
- 72 Campus item 2.
- 73 Campus item 3.
- 74 Campus item 4.
- 75 Campus item 5.
- 76 Campus item 6.
- 77 Campus item 7.
- 78 Campus item 8.
- 79 Campus item 9.
- 80 Campus item 10.