

Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Two-year Community College – Form B

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.**

- 20 Students are made to feel welcome here.
 - 53 Academic reputation as factor in decision to enroll.
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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.**

- 20 Students are made to feel welcome here.
-

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

- 26 There are adequate services to help me decide upon a career.
 - 53 Academic reputation as factor in decision to enroll.
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3.02 **...The institution's system of governance involves the participation of appropriate constituencies and includes communication among them.**

- 20 Students are made to feel welcome here.
 - 53 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 The campus staff are caring and helpful.
 - 20 Students are made to feel welcome here.
 - 33 Administrators are available to hear students' concerns.
 - 37 I seldom get the "run-around" when seeking information on this campus.
-

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

- 33 Administrators are available to hear students' concerns.
 - 37 I seldom get the "run-around" when seeking information on this campus.
-

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

26 There are adequate services to help me decide upon a career.

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

36 Tuition paid is a worthwhile investment.

40 There are sufficient courses within my program of study available each term.

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

36 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.

26 There are adequate services to help me decide upon a career.

36 Tuition paid is a worthwhile investment.

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

22 My academic advisor is knowledgeable about transfer requirements of other schools.

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

22 My academic advisor is knowledgeable about transfer requirements of other schools.

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

22 My academic advisor is knowledgeable about transfer requirements of other schools.

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

40 There are sufficient courses within my program of study available each term.

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

40 There are sufficient courses within my program of study available each term.

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

38 Most classes deal with practical experiences and applications.

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

36 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

34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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

1 The campus staff are caring and helpful.

16 My advisor helps me apply my program of study to career goals.

17 Admissions counselors accurately portray program offerings in their recruiting practices.

26 There are adequate services to help me decide upon a career.

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

1 The campus staff are caring and helpful.

11 Counseling services are available if I need them.

16 My advisor helps me apply my program of study to career goals.

17 Admissions counselors accurately portray program offerings in their recruiting practices.

22 My academic advisor is knowledgeable about transfer requirements of other schools.

27 Tutoring services are readily available.

30 The assessment and course placement procedures are reasonable.

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

- 1 The campus staff are caring and helpful.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.

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

- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
- 30 The assessment and course placement procedures are reasonable.

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

- 1 The campus staff are caring and helpful.
- 3 My academic advisor is available when I need help.
- 11 Counseling services are available if I need them.
- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
- 30 The assessment and course placement procedures are reasonable.
- 33 Administrators are available to hear students' concerns.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

- 2 Classes are scheduled at times that are convenient for me.
- 3 My academic advisor is available when I need help.
- 11 Counseling services are available if I need them.
- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
- 21 The amount of student parking space on campus is adequate.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.

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

- 1 The campus staff are caring and helpful.
- 3 My academic advisor is available when I need help.
- 10 Parking lots are well-lighted and secure.
- 11 Counseling services are available if I need them.
- 14 My academic advisor is knowledgeable about my program requirements.
- 26 There are adequate services to help me decide upon a career.
- 30 The assessment and course placement procedures are reasonable.

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

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 26 There are adequate services to help me decide upon a career.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 15 Financial aid counseling is available if I need it.
- 23 This institution helps me identify resources to finance my education.
- 51 Cost as factor in decision to enroll.
- 52 Financial assistance 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.

- 1 The campus staff are caring and helpful.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 6 Library resources and services are adequate.
- 33 Administrators are available to hear students' concerns.

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

- 8 The quality of instruction I receive in most of my classes is excellent.
- 9 I am able to register for the classes I need with few conflicts.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 25 Faculty provide timely feedback about my academic progress.
- 27 Tutoring services are readily available.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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

- 8 The quality of instruction I receive in most of my classes is excellent.
- 31 Faculty use a variety of technology and media in the classroom.

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

- 3 My academic advisor is available when I need help.
- 8 The quality of instruction I receive in most of my classes is excellent.
- 9 I am able to register for the classes I need with few conflicts.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 25 Faculty provide timely feedback about my academic progress.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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

- 3 My academic advisor is available when I need help.
- 8 The quality of instruction I receive in most of my classes is excellent.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 25 Faculty provide timely feedback about my academic progress.
- 31 Faculty use a variety of technology and media in the classroom.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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

- 8 The quality of instruction I receive in most of my classes is excellent.
- 25 Faculty provide timely feedback about my academic progress.
- 31 Faculty use a variety of technology and media in the classroom.

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

- 3 My academic advisor is available when I need help.
- 14 My academic advisor is knowledgeable about my program requirements.
- 25 Faculty provide timely feedback about my academic progress.

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

- 8 The quality of instruction I receive in most of my classes is excellent.

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

- 1 The campus staff are caring and helpful.
- 4 Security staff respond quickly to calls for assistance.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 6 Library resources and services are adequate.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 9 I am able to register for the classes I need with few conflicts.
- 13 The campus is safe and secure for all students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 19 Registration processes and procedures are convenient.
- 20 Students are made to feel welcome here.
- 26 There are adequate services to help me decide upon a career.
- 29 There are convenient ways of paying my school bill.
- 30 The assessment and course placement procedures are reasonable.
- 32 I am able to take care of college-related business at times that are convenient for me.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
- 37 I seldom get the "run-around" when seeking information on this campus.

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

- 2 Classes are scheduled at times that are convenient for me.
- 4 Security staff respond quickly to calls for assistance.
- 6 Library resources and services are adequate.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 10 Parking lots are well-lighted and secure.
- 13 The campus is safe and secure for all students.
- 18 Computer labs are adequate and accessible.
- 19 Registration processes and procedures are convenient.
- 20 Students are made to feel welcome here.
- 21 The amount of student parking space on campus is adequate.
- 24 The equipment in the lab facilities is kept up to date.
- 26 There are adequate services to help me decide upon a career.
- 28 This campus provides online access to services I need.
- 29 There are convenient ways of paying my school bill.
- 31 Faculty use a variety of technology and media in the classroom.
- 36 Tuition paid is a worthwhile investment.
- 39 On the whole, the campus is well-maintained.
- 40 There are sufficient courses within my program of study available each term.
- 53 Academic reputation as factor in decision to enroll.
- 58 Campus visits 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.

- 6 Library resources and services are adequate.
- 18 Computer labs are adequate and accessible.
- 31 Faculty use a variety of technology and media in the classroom.
- 39 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.

- 6 Library resources and services are adequate.
- 13 The campus is safe and secure for all students.
- 18 Computer labs are adequate and accessible.
- 31 Faculty use a variety of technology and media in the classroom.
- 36 Tuition paid is a worthwhile investment.
- 39 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...

- 36 Tuition paid is a worthwhile investment.
- 57 Information on the campus Website as factor in decision to enroll.

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

- 8 The quality of instruction I receive in most of my classes is excellent.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

- 4 Security staff respond quickly to calls for assistance.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 20 Students are made to feel welcome here.
- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information on this campus.
- 53 Academic reputation as factor in decision to enroll.

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

- 12 Faculty are fair and unbiased in their treatment of individual students.

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

- 1 The campus staff are caring and helpful.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.
- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information on this campus.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information on this campus.

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

- 1 The campus staff are caring and helpful.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information on this campus.

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

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 51 Cost as factor in decision to enroll.
- 52 Financial assistance as factor in decision to enroll.
- 53 Academic reputation as factor in decision to enroll.
- 55 Personal recommendations as factor in decision to enroll.
- 57 Information on the campus Website 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...

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 57 Information on the campus Website as factor in decision to enroll.

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

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 36 Tuition paid is a worthwhile investment.
- 38 Most classes deal with practical experiences and applications.
- 54 Future career opportunities as factor in decision to enroll.
- 57 Information on the campus Website as factor in decision to enroll.

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

- 16 My advisor helps me apply my program of study to career goals.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 26 There are adequate services to help me decide upon a career.
- 38 Most classes deal with practical experiences and applications.
- 54 Future career opportunities as factor in decision to enroll.
- 57 Information on the campus Website as factor in decision to enroll.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 15 Financial aid counseling is available if I need it.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 23 This institution helps me identify resources to finance my education.
- 51 Cost as factor in decision to enroll.
- 52 Financial assistance as factor in decision to enroll.
- 57 Information on the campus Website as factor in decision to enroll.

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

- 41 Campus item 1.
- 42 Campus item 2.
- 43 Campus item 3.
- 44 Campus item 4.
- 45 Campus item 5.
- 46 Campus item 6.
- 47 Campus item 7.
- 48 Campus item 8.
- 49 Campus item 9.
- 50 Campus item 10.
- 56 Distance from campus as factor in decision to enroll.