

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

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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.**

- 4                    The content of the courses within my major is valuable.
  - 31                   Students are made to feel welcome here.
  - 37                   There is a strong commitment to diversity on this campus.
  - 58                   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.**

- 31                   Students are made to feel welcome here.
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**2.5**                    **The institution has a demonstrable record of success in implementing the results of its planning.**

- 34                   There are adequate services to help me decide upon a career.
  - 58                   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.**

- 31                   Students are made to feel welcome here.
  - 37                   There is a strong commitment to diversity on this campus.
  - 58                   Academic reputation as factor in decision to enroll.
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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                    The campus staff are caring and helpful.
  - 5                    Administrators are available to hear students' concerns.
  - 31                   Students are made to feel welcome here.
  - 35                   I seldom get the "run-around" when seeking information on this campus.
  - 37                   There is a strong commitment to diversity on this campus.
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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**

- 5            Administrators are available to hear students' concerns.
- 35          I seldom get the "run-around" when seeking information on this campus.
- 39          Student disciplinary procedures are fair.
- 42          Students are free to express their ideas on this campus.

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

- 4            The content of the courses within my major is valuable.
- 10          My academic advisor helps me set goals to work toward.
- 34          There are adequate services to help me decide upon a career.

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

- 4            The content of the courses within my major is valuable.

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

- 10          My academic advisor helps me set goals to work toward.
- 17          There are sufficient courses within my program of study available each term.
- 41          Tuition paid is a worthwhile investment.

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

- 4            The content of the courses within my major is valuable.
- 41          Tuition paid is a worthwhile investment.

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

- 4            The content of the courses within my major is valuable.
- 41          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.**

- 4 The content of the courses within my major is valuable.
- 34 There are adequate services to help me decide upon a career.
- 41 Tuition paid is a worthwhile investment.

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

- 17 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.**

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

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

- 39 Student disciplinary procedures are fair.

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

- 41 Tuition paid is a worthwhile investment.

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

- 40 Faculty are usually available 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.
- 10 My academic advisor helps me set goals to work toward.
- 24 I receive the help I need to apply my academic major to my career goals.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 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.
- 10 My academic advisor helps me set goals to work toward.
- 20 Tutoring services are readily available.
- 24 I receive the help I need to apply my academic major to my career goals.
- 26 Counseling services are available if I need them.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.

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

- 1 The campus staff are caring and helpful.
- 20 Tutoring services are readily available.

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

- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.

**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.
- 5 Administrators are available to hear students' concerns.
- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.
- 26 Counseling services are available if I need them.
- 38 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.**

- 12 The amount of student parking space on campus is adequate.
- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.

- 24 I receive the help I need to apply my academic major to my career goals.  
26 Counseling services are available if I need them.
- 

**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.  
10 My academic advisor helps me set goals to work toward.  
16 My academic advisor is available when I need help.  
18 Parking lots are well-lighted and secure.  
21 My academic advisor is knowledgeable about requirements in my major.  
26 Counseling services are available if I need them.  
34 There are adequate services to help me decide upon a career.
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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.**

- 33 Admissions counselors accurately portray the campus in their recruiting practices.  
34 There are adequate services to help me decide upon a career.
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**5.13 Student financial aid is provided through a well-organized program.**

- 8 Financial aid awards are announced in time to be helpful in college planning.  
11 Financial aid counseling is available if I need it.  
27 This institution helps me identify resources to finance my education.  
56 Cost as factor in decision to enroll.  
57 Financial assistance as factor in decision to enroll.
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**5.15 ...the institution supports opportunities for student leadership and participation in campus organizations and governance.**

- 45 Student activity fees are put to good use.
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**5.16 ...recreational and athletic programs ...are conducted... with sound educational policy and standards of integrity.**

- 45 Student activity fees are put to good use.
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**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 Administrators are available to hear students' concerns.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 9 Library resources and services are adequate.
- 10 My academic advisor helps me set goals to work toward.
- 45 Student activity fees are put to good use.

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

- 39 Student disciplinary procedures are fair.

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

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 20 Tutoring services are readily available.
- 23 I am able to register for classes I need with few conflicts.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 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.

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

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

- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 23 I am able to register for classes I need with few conflicts.

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- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
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**6.10 Faculty are demonstrably effective in carrying out their assigned responsibilities... e.g., teaching, advising, assessment, scholarship, ...**

- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 29 Faculty use a variety of technology and media in the classroom.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
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**6.16 Methods of instruction are appropriate to students' capabilities and learning needs.**

- 29 Faculty use a variety of technology and media in the classroom.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
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**6.17 The institution's system of academic advising meets student needs for information and advice compatible with its educational objectives.**

- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 32 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.**

- 36 The quality of instruction I receive in most of my classes is excellent.
- 42 Students are free to express their ideas on this campus.
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**7.01 The institution employs sufficient and qualified personnel to fulfill its mission.**

- 1 The campus staff are caring and helpful.
- 2 Registration processes and procedures are convenient.
- 3 The campus is safe and secure for all students.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 9 Library resources and services are adequate.
- 19 Residence hall staff are concerned about me as an individual.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 23 I am able to register for classes I need with few conflicts.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 28 Security staff respond quickly to calls for assistance.
- 31 Students are made to feel welcome here.
- 34 There are adequate services to help me decide upon a career.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).

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

- 2 Registration processes and procedures are convenient.
- 3 The campus is safe and secure for all students.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 9 Library resources and services are adequate.
- 12 The amount of student parking space on campus is adequate.
- 13 Living conditions in the residence halls are comfortable.
- 15 Computer labs are adequate and accessible.
- 17 There are sufficient courses within my program of study available each term.
- 18 Parking lots are well-lighted and secure.
- 22 This campus provides online access to services I need.
- 28 Security staff respond quickly to calls for assistance.
- 29 Faculty use a variety of technology and media in the classroom.
- 30 There is an adequate selection of food available on campus.
- 31 Students are made to feel welcome here.

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- 34            There are adequate services to help me decide upon a career.
  - 41            Tuition paid is a worthwhile investment.
  - 44            On the whole, the campus is well-maintained.
  - 58            Academic reputation as factor in decision to enroll.
  - 63            Campus visits as factor in decision to enroll.
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**7.22            The institution provides access to library and information resources sufficient to support its teaching and learning environments.**

- 9             Library resources and services are adequate.
  - 15            Computer labs are adequate and accessible.
  - 29            Faculty use a variety of technology and media in the classroom.
  - 44            On the whole, the campus is well-maintained.
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**7.24            The institution's physical and electronic environments provide an atmosphere conducive to study and research.**

- 3             The campus is safe and secure for all students.
  - 9             Library resources and services are adequate.
  - 13            Living conditions in the residence halls are comfortable.
  - 15            Computer labs are adequate and accessible.
  - 29            Faculty use a variety of technology and media in the classroom.
  - 41            Tuition paid is a worthwhile investment.
  - 44            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...**

- 41            Tuition paid is a worthwhile investment.
  - 62            Information on the campus Website as factor in decision to enroll.
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**8.05            The institution uses a variety of ... measures to understand the experiences and learning outcomes of its students...**

- 36            The quality of instruction I receive in most of my classes is excellent.
  - 38            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.**

- 8 Financial aid awards are announced in time to be helpful in college planning.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 28 Security staff respond quickly to calls for assistance.
- 31 Students are made to feel welcome here.
- 39 Student disciplinary procedures are fair.

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

- 5 Administrators are available to hear students' concerns.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 39 Student disciplinary procedures are fair.
- 58 Academic reputation as factor in decision to enroll.

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

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 42 Students are free to express their ideas on this campus.

**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.
- 5 Administrators are available to hear students' concerns.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 37 There is a strong commitment to diversity on this campus.
- 39 Student disciplinary procedures are fair.
- 42 Students are free to express their ideas on this campus.

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

- 5 Administrators are available to hear students' concerns.
- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 39 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.**

- 1 The campus staff are caring and helpful.
- 5 Administrators are available to hear students' concerns.
- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 39 Student disciplinary procedures are fair.

**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 campus in their recruiting practices.
- 56 Cost as factor in decision to enroll.
- 57 Financial assistance as factor in decision to enroll.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.
- 62 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...**

- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 62 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.**

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Tuition paid is a worthwhile investment.
- 59 Future career opportunities as factor in decision to enroll.
- 62 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 ...**

- 4 The content of the courses within my major is valuable.
- 24 I receive the help I need to apply my academic major to my career goals.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 59 Future career opportunities as factor in decision to enroll.
- 62 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 ...**

- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 11 Financial aid counseling is available if I need it.
- 27 This institution helps me identify resources to finance my education.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 56 Cost as factor in decision to enroll.
- 57 Financial assistance as factor in decision to enroll.
- 62 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.]

- 43 Mentors are available to guide my life and career goals.
  - 46 Campus item 1.
  - 47 Campus item 2.
  - 48 Campus item 3.
  - 49 Campus item 4.
  - 50 Campus item 5.
  - 51 Campus item 6.
  - 52 Campus item 7.
  - 53 Campus item 8.
  - 54 Campus item 9.
  - 55 Campus item 10.
  - 61 Distance from campus as factor in decision to enroll.
-