



Sample Campus-Defined Items

Ruffalo Noel Levitz Satisfaction and Priorities Surveys



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Sample Campus-Defined Importance/Satisfaction Items

The RNL Satisfaction-Priorities Surveys (SPS) provide space for campuses to define up to ten items (twenty items on the ASPS) which are specific to the institution. These items must be phrased positively so students can respond with an indication of the level of importance and the level of satisfaction. Following are sample items for your consideration which your campus may use as stated or may use as a starting language to further customize your campus-defined items. Many of these items have been created and used by client institutions for their own survey administrations. They are organized by topic areas to assist you with your review.

Please also be aware that you are welcome to use standard items from other RNL SPS instruments as your campus-defined items. However, corresponding national comparisons will not be provided.

Note, there is a 125-character limit per question (spaces are counted as characters).

Academic

- Most of my classes get me actively involved in learning.
- The core curriculum provides the basic knowledge and skills needed to succeed in college and in later life.
- Coursework is challenging and demands my best effort.
- The academic program offered by the college is sufficiently challenging.
- Faculty members allow me to express my opinions in the classroom.
- Students are encouraged by faculty to think critically and to analyze information given in class.
- My courses are preparing me to communicate effectively.
- My courses are preparing me to work effectively in teams.
- Academic requirements and policies written in the catalog are easily understood.
- Academic requirements and policies are fair and reasonable.
- High quality remedial courses are provided if I need them.
- The attendance policy has helped me to perform at a higher level.

Learning center/tutoring

- Tutors are knowledgeable and helpful.
- The learning center has adequate services for my needs.
- Tutoring is available for students needing it.
- Students are able to find help to improve study skills.
- The amount of tutoring available to students is sufficient.

Academic advising

- My advisor provides me with accurate information about courses, programs, and requirements.
- My academic advisor adequately assists me with career planning issues.
- Academic advisors are usually available after class and during normal office hours.
- My advisor listens attentively.
- My advisor helps me find the resources and information I need.
- After visiting my advisor, I am better prepared to proceed with my college/career goals.
- Advisors are informative and helpful when students decide to change majors or colleges.
- My academic advisor cares about me as an individual.
- My faculty advisor is readily available.
- My academic advisor is knowledgeable about General Education requirements.
- My academic advisor encourages me to use college resources (i.e. career counseling, tutorial services, the health center, etc.)
- My academic advisor assists me in developing long-range plans.
- My academic advisor helps me learn how to make decisions.
- My academic advisor assists me in clarifying my career goals.
- My academic advisor helps me with personal problems or issues.
- My academic advisor is usually available.
- My academic advisor communicates with me effectively.
- There are adequate services to help me decide on a transfer school.

Financial aid services

- Students have a good idea of how much a college education will cost.
- This institution helps me develop a personal budget and spending plan each term.
- This institution helps me find resources to finance my education.
- My obligations for repayment of student loans are explained to me.
- Financial aid counseling is available if I need it.
- This institution provides helpful information on the appropriate use of credit cards.
- Students receive useful information on how to balance school and work.
- Students are notified promptly when student loan funds are available.
- The business and financial aid offices work closely and cooperatively at this institution.

- The financial aid staff is informed and knowledgeable about policies, procedures, and regulations.
- The institution's financial aid policies and procedures are student-centered.
- The institution's letters and brochures about financial aid and scholarships are accurate and informative.
- The financial aid staff is caring and concerned about students.
- The financial aid staff is available and accessible to students.
- The financial aid office actively notifies students of changes in financial aid policy and procedures.
- Financial aid staff or advisors automatically call or meet with returning students after award letters are mailed.
- The financial aid office provides privacy for the discussion of personal and financial matters.
- The financial aid office is easy to find on the campus.
- Admissions counselors are knowledgeable and informed about financial aid and scholarships at this institution.
- The admissions and financial aid offices work closely and cooperatively at this institution.
- The amount of financial assistance available to students is sufficient to make the college affordable to students.
- The financial aid process at this college is clear to me.
- Adequate financial aid assistance is available beyond grants and loans.

Registration

- Registration procedures are easy to understand and follow.
- Registration times are convenient and adequate to complete and process.
- Transfer credit is evaluated in a timely manner.
- Students are able to schedule classes to avoid conflicts with work.
- Enough time is given for early registration and payment of tuition.
- Classes are offered at a time of day or evening convenient for me.
- Students are able to register for classes needed during the summer session.
- Students are able to complete most enrollment tasks in one location.
- Registration was scheduled at a time that was convenient for me.
- Registrar staff are knowledgeable.
- There are convenient procedures to help students return to campus after taking off a semester.

Diversity, Equity, and Inclusion

- Students of color are made to feel welcome here.
- College personnel and students show respect for different perspectives.
- Many courses include a multi-cultural and gender balanced perspective.
- Students from different backgrounds feel comfortable here.
- This college has a positive racial climate.
- The racial/ethnic diversity of students on this campus is satisfactory.
- The racial/ethnic diversity of faculty on this campus is satisfactory.
- The college provides opportunities to learn about diverse groups in the classroom.
- There are opportunities to interact with culturally diverse groups.
- International students are made to feel welcome here.
- The college has a strong commitment to international and multicultural education.
- Faculty treat students of color fairly.
- There are ample opportunities for students of different races to socialize together.
- The presence of international students on this campus enriches my college experience.
- This college has a positive racial climate.
- The college's calendar of events includes the interests and concerns of diverse groups.
- College personnel show respect for different perspectives.
- Students show respect for different perspectives.
- The college supports diversity, equity, and inclusion on campus.

Career services and preparation

- Adequate career planning services are available at the Career Services Office.
- After visiting my advisor, I am better prepared to proceed with my college/career goals.
- Career planning and placement services adequately meet the needs of students.
- Career resources are adequate for my field of study.
- Students are aware of the services the career development office has to offer.
- Internships or practical experiences are provided in my degree programs.
- Most courses connect course material with students' career objectives.
- My academic advisor adequately assists me with career planning needs.
- My academic advisor assists me in clarifying my career goals.
- My department prepares students well for their professions.

- My education will improve my opportunities for future career advancement.
- My experience at this college is preparing me for a career.
- My major is providing me with the necessary preparation for a successful career.
- The career counseling staff is approachable and helpful in assisting students to determine a career direction.
- The career planning and placement office provides adequate assistance in career planning.
- The career planning and placement office provides adequate opportunities for pursuing job placements.
- There are adequate services to develop job search skills and to learn of career opportunities.
- There are ample services to assist in finding employment (part-time, full-time and / or internships).
- This college offers sufficient employment opportunities to meet my needs as a student.

Counseling , wellness and health services

- The college provides services to support my mental health needs.
- Adequate counseling services are provided by the counseling center.
- The personal counseling staff is approachable and helpful in assisting students with personal needs.
- Students can arrange a convenient appointment with a counselor when needed.
- There are sufficient counselors available to meet the needs of students.
- Counseling services meet the needs of the students.
- Counselors are approachable and helpful with personal matters.
- Counselors are approachable and helpful with school-related matters.
- College services adequately meet my current medical health needs.
- The student health clinic is open during hours that are convenient for most students.
- The college provides opportunities to engage with other students socially.
- A variety of activities and social events are provided on campus.
- Adequate health care services are provided at the clinic.
- Student health services are adequate.
- The student health clinic is open during hours that are convenient for most students.
- On campus nursing and emergency care services are adequate.
- Adequate health insurance benefits are available for students.
- Health services adequately meet my current medical and counseling needs.

Student services

- Student services office hours are convenient to students taking classes in the evening.
- Student services staff members are courteous and helpful.
- It is easy to obtain information when calling the college by phone.
- Information about college services and / or events are easy to access.
- The overall quality of student services at this college is excellent.
- In general, student services meet the needs of students.

Orientation

- Orientation is a helpful introduction to campus life.
- Effective programs are offered to orient new students to campus policies, programs and services.
- Instruction in the use of the library resources and technology has been sufficient for me.
- The school provides an adequate orientation for first year students.

Library / computer labs / bookstore

- The atmosphere in the library is conducive to studying.
- Current hours of the computer center are convenient for me.
- The library is open during hours which are convenient for me.
- The bookstore is adequately stocked to meet the needs of students.
- Textbooks are available in the bookstore when needed.
- The bookstore stocks a sufficient variety of non-textbooks items.

Cafeteria/food service

- The quality of food in the dining hall is adequate.
- The snack bar provides quality food.
- The student cafeteria provides nutritious meals.
- The cafeteria adequately meets the needs of students.
- Food services facilities are open during hours which are convenient.
- Food service is affordable.
- Food service hours fit well into my schedule.

Campus activities

- A variety of campus activities are offered and available for students.
- The college is meeting my recreational and physical education needs.

- There are a wide variety of cultural events (theater, concerts, art shows) available for students.
- A variety of activities and social events are provided on campus.
- I feel welcome in most extracurricular organizations on campus.
- This institution makes sure extracurricular options are well-publicized.
- Student government offers me opportunities for involvement.

Disabilities

- Faculty provide instructional accommodations needed for physical / learning disabilities.
- All university programs and activities are accessible to students with disabilities.
- Buildings and grounds have proper handicapped accessibility.
- Students with disabilities are made to feel welcome here.
- Students with disabilities have access to academic support services.

Gender and sexual orientation

- This college has a positive gender climate.
- Female students are made to feel welcome here.
- Male students are made to feel welcome here.
- Males and females are treated with equal respect on this campus.
- Men and women have equal opportunities in classroom discussions.
- Faculty, staff and students at this school are tolerant of differences in sexual orientation.
- Individuals at this college are accepting of various sexual orientations.

Non-traditional-age and returning students

- Returning adult students are made to feel welcome at this college.
- Students of all ages are treated equally in classes.
- Non-traditional-age students add life experience and perspective to classes.

Hybrid and online offerings

- The quality of virtual instruction is excellent.
- Faculty provide timely feedback about my academic progress while in a virtual environment.
- Faculty are available to meet virtually outside of class.
- My program advisor is accessible by telephone, e-mail and/or virtually.
- This institution responds quickly when I request information.

- Financial aid services are available virtually.
- Adequate virtual library resources are provided.
- Tutoring services are readily available virtually.
- Virtual career services are available.
- Appropriate technical assistance is available to support virtual learning.

Harassment

- The college's policies regarding harassment are clear and well publicized.
- The campus is free from all types of harassment.
- Support services for victims of sexual assault are sufficient.

Student life

- Students are able to find organizations and activities that match their interests.
- Co-curricular activities provide opportunities to gain valuable leadership skills.
- Opportunities are available to participate in civic engagement and leadership development.
- The fraternity and sorority system enhances the quality of campus life.
- Fraternities and sororities on this campus contribute to a strong sense of school spirit.
- Students have an adequate voice in campus governance.
- The university code of conduct is reasonable.
- Students are informed of disciplinary policies and procedures.
- Academic probation and suspension policies are reasonable.
- Student disciplinary procedures are fair.
- Adequate opportunities for a social life without consuming alcohol exist on this campus.
- This college provides an atmosphere which discourages the use of alcohol and drugs.

Community relations

- The college is portrayed accurately by the college's website, publications and staff.
- The town is safe and welcoming to students.
- Students feel welcome to participate in town events.
- Town merchants treat me with respect.
- Town residents accept and welcome me.
- Landlords in town are responsive and helpful.

Website information

- The campus website accurately reflects student opportunities and experiences available on campus.
- Students can find success stories, news, awards or other student and faculty accomplishments on the campus website.
- Students can find information on registration, courses/sections, and deadlines on the campus website.
- Students can find financial aid and account information on the campus website.
- Students can find campus activities, events and student life information on the campus website.

Residence life

- Living in campus residence halls or apartments has contributed to my overall experience at this college.
- Residence halls meet student needs.
- Residence halls offer appropriate settings for individuals to study.
- Residence halls are conducive for study and sleep.
- Programs and activities sponsored by the residence halls meet my needs.
- There is a sense of community in my residence hall.
- My residence hall experiences better involve me in the college community.
- Residence hall staff are approachable.
- Residence hall staff treat students with respect and dignity.
- Student housing is readily available and reasonably priced.
- The residence halls are regularly cleaned and maintained.
- My Resident Advisor (RA) does a good job in his/her role as a student leader.
- RAs encourage me to participate in campus programs and activities.
- Residence Hall staff enforces policies.
- The selection process for housing assignments is fair and satisfactory.
- Living conditions in fraternity and sorority houses are comfortable.
- The availability of fraternity and sorority housing is adequate.

Facilities

- The classroom facilities are conducive to learning.
- Classroom facilities are well-equipped and comfortable.
- The general condition of the buildings and grounds create a welcoming environment.

- There is sufficient seating and study area space in the library for both individual and group study.
- There are places to study or work in groups on campus.
- There are quiet places to study on campus.
- There are places for commuter students to gather and socialize on campus.
- Fine arts and theater spaces are adequate on campus.
- The laundry facilities are adequate.
- The dorm restrooms are kept clean.
- Athletic facilities on campus suit my needs.
- There are adequate recreational/athletic facilities available.
- There are adequate facilities on this campus for recreational and wellness programs.
- On-campus physical fitness facilities are adequate for students.
- There is enough lighting at night on campus.
- Parking policies are fair.

Religion/spirituality

- The Christian emphasis of the college is important to me.
- The religious nature of this college provides an opportunity for spiritual development.
- Opportunities for spiritual growth are available on this campus.
- The college presents a clear image as a Christian college.
- The campus provides an atmosphere for spiritual growth.
- Rules are consistent with Christian image.
- Most faculty are good spiritual role models.
- Faculty at this college apply biblical principles to the subject matter they teach.
- It is common for teachers to integrate spiritual material into classroom subjects.
- Administrators present good spiritual role models.
- The Chaplain is approachable.
- The Chaplain serves the spiritual needs of the campus.
- The Chapel experience is of value.
- Church services are interesting and beneficial.
- Christian music on campus contributes to spiritual life.
- Required religion courses are meaningful.
- Long term (student missionary / task force workers) service opportunities are available.

- The staff at the campus ministry center are approachable.
- Campus ministry helps provide an atmosphere for spiritual growth.
- There are opportunities to get involved in Christian ministry here.
- Campus ministry provides students with volunteer service opportunities.
- The Campus ministries are present and available to the student body.
- Campus ministries provides opportunities for involvement by students in various programs.

Sample Campus-Defined Demographic Items

There are two campus- defined demographic items on the satisfaction surveys which allow for individuals to select one response from up to fifteen possible responses.

Following are some ideas for this item. Keep in mind that you will be able to isolate the responses from this item for reporting purposes.

Note, the demographic questions allow for 109 characters. Response fields accommodate 40 characters (spaces are included in this).

Did either of your parents graduate from a four-year college or university?

1. Yes
2. No

Who was the first in your family to complete a college degree:

1. Father
2. Mother
3. Sister
4. Brother
5. Self
6. None of the above

Please indicate the highest level of education of your parent (either mother or father whichever is higher):

1. High school graduate or less
2. Associate / technical degree
3. Some college
4. College graduate
5. Some graduate school
6. Graduate or professional degree

Are you a student athlete?

1. Yes
2. No

I am receiving financial aid:

1. Yes
2. No

I attend most of my classes:

1. Main campus
2. North campus
3. South campus
4. East campus
5. West campus
6. Online

Which college/dept. is your major/program in?

1. College of Medicine
2. College of Education
3. College of Engineering
4. College of Law
5. College of Liberal Arts and Sciences
6. College of Nursing
7. College of Public Health
8. College of Business

When you entered this institution, did you bring any credits with you from another institution?

1. Yes
2. No

I entered college as a:

1. Freshman with no previous college work
2. Freshman with some previous college work
3. Transfer sophomore
4. Transfer junior
5. Transfer senior
6. Transfer with a Bachelor's degree

Did you attend a school-wide or a program orientation before you enrolled here?

1. No
2. School-wide orientation only
3. Program orientation only
4. I attended both orientations

The size of my graduating class was:

1. 1-49 students
2. 50-99 students
3. 100-199 students
4. 200-299 students
5. 300-499 students
6. more than 500 students

How many hours of the week are you employed at a job during the school year (i.e. work study, part-time, full-time, etc.)?

1. None
2. 1-10 hours
3. 11-20 hours
4. 21-30 hours
5. 31-40 hours
6. More than 40 hours

On average, how many hours a week do you spend studying and completing out-of-class assignments?

1. 0-6
2. 7-12
3. 13-18
4. 19-24
5. 25-30
6. 31 or more

Status as a Greek (Sorority/Fraternity) student:

1. Non-Greek
2. Recognized Greek in Local
3. Recognized Greek in National
4. Unrecognized Greek in Local
5. Unrecognized Greek in National
6. New Pledge

How did you hear about this college?

1. College fair
2. High school or community college visit
3. Television or newspaper
4. Magazine or college guidebook
5. Direct contact from college
6. Other

My decision to attend this college was influenced most by:

1. My high school counselor
2. Newspaper advertisements
3. Radio advertisements
4. Word of mouth (recommended by family and / or friends)
5. Tabloids (schedules) received by mail
6. None of the above

Updated March 2024