

Ruffalo Noel Levitz Adult Student Priorities Survey™

Survey Requirements by the ACCJC of the Western Association of Schools and Colleges

1.A.1 The mission describes the institution's educational purposes, its intended student population, types of degrees and other credentials it offers...

75 Future employment opportunities as factor in decision to enroll.

1.A.3 The institution's programs and services are aligned with its mission...

21 Tuition paid is a worthwhile investment.

27 This institution has a good reputation within the community.

38 Career services are adequate and accessible for adult students.

73 Academic reputation as factor in decision to enroll.

75 Future employment opportunities as factor in decision to enroll.

1.A.4 The institution articulates its mission in a widely published statement...

24 There is a commitment to academic excellence at this institution.

1.B.1 The institution demonstrates sustains dialog about student outcomes, student equity, academic quality, and continuous improvement...

21 Tuition paid is a worthwhile investment.

24 There is a commitment to academic excellence at this institution

27 This institution has a good reputation within the community.

41 Major requirements are clear and reasonable.

73 Academic reputation as factor in decision to enroll.

1.B.2 The institution defines and assesses student learning outcomes for all instructional programs and student and learning support services.

26 Faculty provide timely feedback about my progress.

41 Major requirements are clear and reasonable.

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1.B.3 **It establishes institution-set standards for student achievement ...assesses how well it is achieving them, and publishes this information...**

- 14 Faculty are fair and unbiased in their treatment of individual students.
 - 21 Tuition paid is a worthwhile investment.
 - 27 This institution has a good reputation within the community.
 - 41 Major requirements are clear and reasonable.
 - 48 I am aware of whom to contact for questions about programs and services.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer as factor in decision to enroll.
-

1.B.7 **The institution regularly evaluates its policies and practices across all of the institution, including instructional programs and support services ...**

- 38 Career services are adequate and accessible for adult students.
-

1.B.8 **The institution broadly communicates the results of all of its assessment and evaluation activities...**

- 27 This institution has a good reputation within the community.
 - 73 Academic reputation as factor in decision to enroll.
-

1.B.9 **The institution engages in continuous, broad based, systematic evaluation and planning...**

- 21 Tuition paid is a worthwhile investment.
 - 24 There is a commitment to academic excellence at this institution.
 - 73 Academic reputation as factor in decision to enroll.
-

1.C.1 **The institution assures the clarity, accuracy, and integrity of information provided to students and prospective students...**

- 7 The staff at this institution are caring and helpful.
 - 27 This institution has a good reputation within the community.
 - 34 I receive complete information on the availability of financial aid.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer as factor in decision to enroll.
-

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1.C.2 It provides a print or online catalog... with precise, accurate, and current information on all facts, requirements, policies, and procedures...

- 34 I receive complete information on the availability of financial aid.
 - 41 Major requirements are clear and reasonable.
 - 48 I am aware of whom to contact for questions about programs and services.
-

1.C.4 The institution describes its certificates and degrees in terms of their purpose, content, course requirements, and expected learning outcomes.

- 41 Major requirements are clear and reasonable.
-

1.C.5 The institution... assures integrity in all representations of its mission, programs, and services.

- 7 The staff at this institution are caring and helpful.
 - 10 Admissions representatives are knowledgeable.
 - 21 Tuition paid is a worthwhile investment.
 - 27 This institution has a good reputation within the community.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer as factor in decision to enroll.
-

1.C.6 It accurately informs current and prospective students about total costs of education including tuition, fees, and other required expenses...

- 27 This institution has a good reputation within the community.
 - 34 I receive complete information on the availability of financial aid.
 - 71 Cost as factor in decision to enroll.
 - 72 Financial aid/scholarship opportunities as factor in decision to enroll.
-

1.C.7 It uses and publishes policies on academic freedom and responsibility... to support intellectual freedom for all including students...

- 21 Tuition paid is a worthwhile investment.
 - 24 There is a commitment to academic excellence at this institution.
 - 27 This institution has a good reputation within the community.
 - 73 Academic reputation as factor in decision to enroll.
-

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76 Recommendations from family/friends/employer as factor in decision to enroll.

1.C.8 It provides a print or online catalog... with precise, accurate, and current information on all facts, requirements, policies, and procedures...

7 The staff at this institution are caring and helpful.

27 This institution has a good reputation within the community.

76 Recommendations from family/friends/employer as factor in decision to enroll.

1.C.9 Faculty distinguish between personal conviction and professionally accepted views... They present data and information fairly and objectively.

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

21 Tuition paid is a worthwhile investment.

27 This institution has a good reputation within the community.

37 Part-time faculty are competent as classroom instructors.

73 Academic reputation as factor in decision to enroll.

76 Recommendations from family/friends/employer as factor in decision to enroll.

2.A.11 In all of its programs, [it teaches discrete competencies], analytic inquiry skills, ethical reasoning, the ability to engage diverse perspectives...

2 Faculty care about me as an individual.

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

35 The quality of instruction I receive in my program is excellent.

75 Future employment opportunities as factor in decision to enroll.

2.A.12a It requires general education based on a philosophy... that is clearly stated in its catalog.

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

2.A.12b Learning outcomes include... preparation for civil society, skills for lifelong learning and application of learning...

2 Faculty care about me as an individual.

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

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2.A.13	Student learning outcomes and competencies... include mastery of key theories and practices within the field of study.
4	The content of the courses within my major is valuable.
35	The quality of instruction I receive in my program is excellent.
41	Major requirements are clear and reasonable.
2.A.14	Career-technical certificates and degrees demonstrate technical and professional competencies that meet employment standards...
4	The content of the courses within my major is valuable.
35	The quality of instruction I receive in my program is excellent.
41	Major requirements are clear and reasonable.
75	Future employment opportunities as factor in decision to enroll.
2.A.2	Faculty ensure that the content and methods of instruction meet generally accepted academic and professional standards and expectations...
4	The content of the courses within my major is valuable.
14	Faculty are fair and unbiased in their treatment of individual students.
21	Tuition paid is a worthwhile investment.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
73	Academic reputation as factor in decision to enroll.
2.A.3a	The institution identifies and regularly assesses learning outcomes for courses, programs, certificates and degrees...
41	Major requirements are clear and reasonable.
2.A.3b	In every class section students receive a course syllabus that includes learning outcomes from an officially approved course outline.
14	Faculty are fair and unbiased in their treatment of individual students.
41	Major requirements are clear and reasonable.

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2.A.5	Its degrees and programs follow common practices common... including appropriate length, breadth, depth, rigor, course sequencing...
4	The content of the courses within my major is valuable.
35	The quality of instruction I receive in my program is excellent.
2.A.6	It schedules courses to allow students to complete programs within a period of time consistent with established expectations...
3	Classes are scheduled at times that are convenient for me.
4	The content of the courses within my major is valuable.
16	I am able to register for classes I need with few conflicts.
20	Registration processes are reasonable and convenient for adults.
49	There are sufficient options within my program of study.
78	Availability of evening/weekend courses as factor in decision to enroll.
2.A.7	The institution effectively uses delivery modes, teaching methods and learning support services that reflect the diverse needs of its students...
2	Faculty care about me as an individual.
3	Classes are scheduled at times that are convenient for me.
4	The content of the courses within my major is valuable.
35	The quality of instruction I receive in my program is excellent.
37	Part-time faculty are competent as classroom instructors.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
78	Availability of evening/weekend courses as factor in decision to enroll.
2.B.1	[It provides] library, and other learning support services ... sufficient in quantity, currency, depth, and variety to support educational programs ...
15	Library resources and services are adequate for adults.
2.B.2	[It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.
15	Library resources and services are adequate for adults.

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2.C.2 It identifies and assesses learning support outcomes... and provides appropriate student support services and programs to achieve them...

- 26 Faculty provide timely feedback about my progress.
- 41 Major requirements are clear and reasonable.
- 44 When students enroll at this institution, they develop a plan to complete their degree
- 45 I am able to complete most of my enrollment tasks in one location.
- 47 Bookstore hours are convenient for adult students.
- 48 I am aware of whom to contact for questions about programs and services.

2.C.3 The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services...

- 1 Adult students are made to feel welcome at this institution.
- 6 Financial aid counselors are helpful to adult students.
- 8 My academic advisor is available at times that are convenient for me.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 13 The amount of student parking is adequate.
- 17 Business office hours are convenient for adult students.
- 18 Parking lots are well-lighted and secure.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 20 Registration processes are reasonable and convenient for adults.
- 21 Tuition paid is a worthwhile investment.
- 22 Security staff respond quickly in emergencies.
- 23 Adequate financial aid is available for most adult students.
- 24 There is a commitment to academic excellence at this institution.
- 25 Admissions representatives respond to adult students' unique needs.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 36 Vending or snack bar food options are readily available.
- 38 Career services are adequate and accessible for adult students.
- 43 This institution offers a variety of payment plans for adult students.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

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- 45 I am able to complete most of my enrollment tasks in one location.
 - 47 Bookstore hours are convenient for adult students.
 - 48 I am aware of whom to contact for questions about programs and services.
 - 72 Financial aid/scholarship opportunities as factor in decision to enroll.
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2.C.4 Co-curricular programs and athletics programs ... contribute to the social and cultural dimensions of the educational experience of its students...

- 1 Adult students are made to feel welcome at this institution.
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2.C.5 The institution provides counseling and/or academic advising programs to support student development and success...

- 1 Adult students are made to feel welcome at this institution.
 - 6 Financial aid counselors are helpful to adult students.
 - 8 My academic advisor is available at times that are convenient for me.
 - 10 Admissions representatives are knowledgeable.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 26 Faculty provide timely feedback about my progress.
 - 30 Academic support services adequately meet the needs of adult students.
 - 38 Career services are adequate and accessible for adult students.
-

2.C.6 The institution defines and advises students on clear pathways to complete degrees, certificate and transfer goals.

- 6 Financial aid counselors are helpful to adult students.
 - 8 My academic advisor is available at times that are convenient for me.
 - 10 Admissions representatives are knowledgeable.
 - 11 My academic advisor is concerned about my success as an individual.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 26 Faculty provide timely feedback about my progress.
 - 30 Academic support services adequately meet the needs of adult students.
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2.C.8 The institution publishes and follows established policies for release of student records.

5 Classroom locations are safe and secure for all students.

3.A.1 The institution [has] ...administrators, faculty and staff who are qualified by appropriate education, training, and experience...

2 Faculty care about me as an individual.
6 Financial aid counselors are helpful to adult students.
7 The staff at this institution are caring and helpful.
8 My academic advisor is available at times that are convenient for me.
10 Admissions representatives are knowledgeable.
11 My academic advisor is concerned about my success as an individual.
19 My academic advisor is knowledgeable about requirements in my major.
20 Registration processes are reasonable and convenient for adults.
25 Admissions representatives respond to adult students' unique needs.
26 Faculty provide timely feedback about my progress.
29 I seldom get the "run-around" when seeking information at this institution.
30 Academic support services adequately meet the needs of adult students.
39 This institution responds quickly to my requests for information.
42 Nearly all faculty are knowledgeable in their field.
46 This institution provides timely responses to student complaints.
50 My advisor helps me apply my academic major to specific career goals.
79 Personalized attention prior to enrollment as factor in decision to enroll.

3.A.10 The institution maintains a sufficient number of administrators... to support the institution's mission and purposes.

29 I seldom get the "run-around" when seeking information at this institution.
39 This institution responds quickly to my requests for information.
46 This institution provides timely responses to student complaints.
50 My advisor helps me apply my academic major to specific career goals.
79 Personalized attention prior to enrollment as factor in decision to enroll.

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3.A.2 Faculty qualifications include knowledge of the subject matter and requisite skills for the service to be performed...

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 26 Faculty provide timely feedback about my progress.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 42 Nearly all faculty are knowledgeable in their field.

3.A.3 Administrators and other employees responsible for educational programs and services possess qualifications necessary to perform their duties...

- 6 Financial aid counselors are helpful to adult students.
- 7 The staff at this institution are caring and helpful.
- 8 My academic advisor is available at times that are convenient for me.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 25 Admissions representatives respond to adult students' unique needs.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 30 Academic support services adequately meet the needs of adult students.
- 39 This institution responds quickly to my requests for information.
- 42 Nearly all faculty are knowledgeable in their field.
- 46 This institution provides timely responses to student complaints.
- 50 My advisor helps me apply my academic major to specific career goals.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

3.A.7 The institution maintains a sufficient number of qualified faculty, which includes full time faculty and may include part time and adjunct faculty...

- 16 I am able to register for classes I need with few conflicts.
- 26 Faculty provide timely feedback about my progress.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 37 Part-time faculty are competent as classroom instructors.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

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42 Nearly all faculty are knowledgeable in their field.

3.A.9 It has sufficient numbers of staff... to support the effective educational, technological, physical, and administrative operations of the institution

- 2 Faculty care about me as an individual.
 - 7 The staff at this institution are caring and helpful.
 - 9 Billing policies are reasonable for adult students.
 - 11 My academic advisor is concerned about my success as an individual.
 - 17 Business office hours are convenient for adult students.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 39 This institution responds quickly to my requests for information.
 - 46 This institution provides timely responses to student complaints.
 - 50 My advisor helps me apply my academic major to specific career goals.
 - 79 Personalized attention prior to enrollment as factor in decision to enroll.
-

3.B.1 The institution assures safe and sufficient physical resources at all locations where it offers courses, programs, and learning support services...

- 5 Classroom locations are safe and secure for all students.
 - 12 Computer labs are adequate and accessible for adult students.
 - 13 The amount of student parking is adequate.
 - 18 Parking lots are well-lighted and secure.
 - 22 Security staff respond quickly in emergencies.
-

3.B.2 [It] plans, acquires or builds, maintains, and upgrades or replaces its physical resources, including facilities, equipment, land, and other assets...

- 5 Classroom locations are safe and secure for all students.
 - 12 Computer labs are adequate and accessible for adult students.
 - 13 The amount of student parking is adequate.
 - 18 Parking lots are well-lighted and secure.
-

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3.C.1 Technology services, professional support, facilities, hardware, and software are appropriate and adequate...

- 5 Classroom locations are safe and secure for all students.
- 12 Computer labs are adequate and accessible for adult students.
- 28 My academic advisor is accessible by telephone and email.
- 31 I am able to register for classes by personal computer, fax, or telephone.
- 32 My classes provide opportunities to improve my technology skills.

3.C.4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology...

- 12 Computer labs are adequate and accessible for adult students.
- 28 My academic advisor is accessible by telephone and email.
- 31 I am able to register for classes by personal computer, fax, or telephone.
- 32 My classes provide opportunities to improve my technology skills.
- 37 Part-time faculty are competent as classroom instructors.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

4.A.2 In decision-making processes... institutional policy makes provisions for student participation and consideration of student views...

- 1 Adult students are made to feel welcome at this institution.
- 24 There is a commitment to academic excellence at this institution.
- 33 Channels are readily available for adult students to express complaints.

9Z The institution itself may decide how this item relates to accreditation requirements.

- 51 Campus item 1.
- 52 Campus item 2.
- 53 Campus item 3.
- 54 Campus item 4.
- 55 Campus item 5.
- 56 Campus item 6.
- 57 Campus item 7.
- 58 Campus item 8.

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59	Campus item 9.
60	Campus item 10.
61	Campus item 11.
62	Campus item 12.
63	Campus item 13.
64	Campus item 14.
65	Campus item 15.
66	Campus item 16.
67	Campus item 17.
68	Campus item 18.
69	Campus item 19.
70	Campus item 20.
74	Size of institution as factor in decision to enroll.
77	Campus location (close to home/work) as factor in decision to enroll.
