

## Ruffalo Noel Levitz Priorities Survey for Online Learners™

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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 ...**

47 Factor to enroll: Future employment opportunities.

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

1 This institution has a good reputation.

6 Tuition paid is a worthwhile investment.

19 Online career services are available.

42 Source of information: Recommendation from instructor or program advisor.

43 Source of information: Contact with current students and / or recent graduates of the program.

47 Factor to enroll: Future employment opportunities.

48 Factor to enroll: Reputation of institution.

54 Factor to enroll: Recommendations from employer.

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

1 This institution has a good reputation.

6 Tuition paid is a worthwhile investment.

7 Program requirements are clear and reasonable.

42 Source of information: Recommendation from instructor or program advisor

43 Source of information: Contact with current students and / or recent graduates of the program

48 Factor to enroll: Reputation of institution

54 Factor to enroll: Recommendations from employer

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

4 Faculty provide timely feedback about student progress.

7 Program requirements are clear and reasonable.

17 Assessment and evaluation procedures are clear and reasonable.

53 Factor to enroll: Program requirements

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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 ...**

- 1 This institution has a good reputation.
- 3 Instructional materials are appropriate for program content.
- 6 Tuition paid is a worthwhile investment.
- 7 Program requirements are clear and reasonable.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 22 I am aware of whom to contact for questions about programs and services.
- 42 Source of information: Recommendation from instructor or program advisor
- 43 Source of information: Contact with current students and / or recent graduates of the program
- 48 Factor to enroll: Reputation of institution
- 53 Factor to enroll: Program requirements
- 54 Factor to enroll: Recommendations from employer

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

- 3 Instructional materials are appropriate for program content.
- 19 Online career services are available.

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

- 1 This institution has a good reputation.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 42 Source of information: Recommendation from instructor or program advisor
- 43 Source of information: Contact with current students and / or recent graduates of the program
- 48 Factor to enroll: Reputation of institution
- 54 Factor to enroll: Recommendations from employer

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

- 3 Instructional materials are appropriate for program content.
- 6 Tuition paid is a worthwhile investment.

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42	Source of information: Recommendation from instructor or program advisor
43	Source of information: Contact with current students and / or recent graduates of the program
48	Factor to enroll: Reputation of institution
54	Factor to enroll: Recommendations from employer

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

1	This institution has a good reputation.
41	Source of information: Advertisements
42	Source of information: Recommendation from instructor or program advisor
43	Source of information: Contact with current students and / or recent graduates of the program
48	Factor to enroll: Reputation of institution
54	Factor to enroll: Recommendations from employer

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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 ...**

7	Program requirements are clear and reasonable.
17	Assessment and evaluation procedures are clear and reasonable.
22	I am aware of whom to contact for questions about programs and services.
37	Source of information: Catalog and brochures (printed)
38	Source of information: Catalog (online)
53	Factor to enroll: Program requirements

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

7	Program requirements are clear and reasonable.
17	Assessment and evaluation procedures are clear and reasonable.
53	Factor to enroll: Program requirements

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

1	This institution has a good reputation.
6	Tuition paid is a worthwhile investment.

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## Ruffalo Noel Levitz Priorities Survey for Online Learners™

- 41 Source of information: Advertisements
  - 42 Source of information: Recommendation from instructor or program advisor
  - 43 Source of information: Contact with current students and / or recent graduates of the program
  - 48 Factor to enroll: Reputation of institution
  - 54 Factor to enroll: Recommendations from employer
- 

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

- 1 This institution has a good reputation.
  - 14 I receive timely information on the availability of financial aid.
  - 45 Factor to enroll: Cost
  - 46 Factor to enroll: Financial assistance available
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### **1.C.7 [It] uses and publishes policies on academic freedom and responsibility... to support intellectual freedom for all including students ...**

- 1 This institution has a good reputation.
  - 6 Tuition paid is a worthwhile investment.
  - 42 Source of information: Recommendation from instructor or program advisor
  - 43 Source of information: Contact with current students and / or recent graduates of the program
  - 48 Factor to enroll: Reputation of institution
  - 54 Factor to enroll: Recommendations from employer
- 

### **1.C.8 [It] publishes clear policies and procedures that promote honesty, responsibility and academic integrity... including student behavior ...**

- 1 This institution has a good reputation.
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### **1.C.9 Faculty distinguish between personal conviction and professionally accepted views... They present data and information fairly and objectively.**

- 1 This institution has a good reputation.
  - 6 Tuition paid is a worthwhile investment.
  - 42 Source of information: Recommendation from instructor or program advisor
  - 43 Source of information: Contact with current students and / or recent graduates of the program
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- 48 Factor to enroll: Reputation of institution  
54 Factor to enroll: Recommendations from employer
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**2.A.10a** [It] makes available to its students clearly stated transfer-of-credit policies in order to facilitate the mobility of students without penalty.

- 44 Factor to enroll: Ability to transfer credits
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**2.A.10b** Where patterns of student enrollment between institutions are identified, the institution develops articulation agreements as appropriate ...

- 44 Factor to enroll: Ability to transfer credits
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**2.A.11** In all of its programs, [it teaches discrete competencies], analytic inquiry skills, ethical reasoning, the ability to engage diverse perspectives,...

- 20 The quality of online instruction is excellent.  
47 Factor to enroll: Future employment opportunities
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**2.A.13** [S]tudent learning outcomes and competencies... include mastery of key theories and practices within the field of study.

- 7 Program requirements are clear and reasonable.  
20 The quality of online instruction is excellent.
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**2.A.14** [C]areer-technical certificates and degrees demonstrate technical and professional competencies that meet employment standards ...

- 7 Program requirements are clear and reasonable.  
20 The quality of online instruction is excellent.  
47 Factor to enroll: Future employment opportunities
- 

**2.A.2** Faculty ensure that the content and methods of instruction meet generally accepted academic and professional standards and expectations...

- 3 Instructional materials are appropriate for program content.  
6 Tuition paid is a worthwhile investment.  
20 The quality of online instruction is excellent.
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42	Source of information: Recommendation from instructor or program advisor
43	Source of information: Contact with current students and / or recent graduates of the program
48	Factor to enroll: Reputation of institution
54	Factor to enroll: Recommendations from employer

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### **2.A.3a** The institution identifies and regularly assesses learning outcomes for courses, programs, certificates and degrees ...

7	Program requirements are clear and reasonable.
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### **2.A.3b** Program requirements are clear and reasonable.

7	Program requirements are clear and reasonable.
11	Student assignments are clearly defined in the syllabus.

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### **2.A.5** [Its] degrees and programs follow common practices common ... including appropriate length, breadth, depth, rigor, course sequencing ...

20	The quality of online instruction is excellent.
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### **2.A.6** [It] schedules courses to allow students to complete programs within a period of time consistent with established expectations ...

12	There are sufficient offerings within my program of study.
18	Registration for online courses is convenient.
51	Factor to enroll: Convenience

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### **2.A.7** The institution effectively uses delivery modes, teaching methods and learning support services that reflect the diverse needs of its students ...

20	The quality of online instruction is excellent.
51	Factor to enroll: Convenience

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### **2.B.1** [It provides] library, and other learning support services ... sufficient in quantity, currency, depth, and variety to support educational programs ...

21	Adequate online library resources are provided.
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<b>2.B.2</b>	<b>[It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.</b>
21	Adequate online library resources are provided.
<b>2.C.2</b>	<b>[It] identifies and assesses learning support outcomes ...and provides appropriate student support services and programs to achieve them...</b>
4	Faculty provide timely feedback about student progress.
7	Program requirements are clear and reasonable.
22	I am aware of whom to contact for questions about programs and services.
<b>2.C.3</b>	<b>The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services ...</b>
4	Faculty provide timely feedback about student progress.
5	My program advisor helps me work toward career goals.
6	Tuition paid is a worthwhile investment.
9	Adequate financial aid is available.
14	I receive timely information on the availability of financial aid.
18	Registration for online courses is convenient.
19	Online career services are available.
22	I am aware of whom to contact for questions about programs and services.
24	Tutoring services are readily available for online courses.
26	The bookstore provides timely service to students.
46	Factor to enroll: Financial assistance available
<b>2.C.5</b>	<b>The institution provides counseling and/or academic advising programs to support student development and success ...</b>
4	Faculty provide timely feedback about student progress.
5	My program advisor helps me work toward career goals.
19	Online career services are available.
24	Tutoring services are readily available for online courses.
<b>2.C.6</b>	<b>The institution defines and advises students on clear pathways to complete degrees, certificate and transfer goals.</b>
4	Faculty provide timely feedback about student progress.
5	My program advisor helps me work toward career goals.

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<b>3.A.1</b>	<b>The institution [has] ... administrators, faculty and staff who are qualified by appropriate education, training, and experience ...</b>
4	Faculty provide timely feedback about student progress.
5	My program advisor helps me work toward career goals.
10	This institution responds quickly when I request information.
15	Channels are available for providing timely responses to student complaints.
18	Registration for online courses is convenient.
25	Faculty are responsive to student needs.
26	The bookstore provides timely service to students.
39	Source of information: College representatives
<b>3.A.10</b>	<b>The institution maintains a sufficient number of administrators ... to support the institution's mission and purposes.</b>
10	This institution responds quickly when I request information.
15	Channels are available for providing timely responses to student complaints.
<b>3.A.2</b>	<b>Faculty qualifications include knowledge of the subject matter and requisite skills for the service to be performed...</b>
4	Faculty provide timely feedback about student progress.
<b>3.A.3</b>	<b>Administrators and other employees responsible for educational programs and services possess qualifications necessary to perform their duties ...</b>
5	My program advisor helps me work toward career goals.
10	This institution responds quickly when I request information.
15	Channels are available for providing timely responses to student complaints.
26	The bookstore provides timely service to students.
39	Source of information: College representatives
<b>3.A.7</b>	<b>The institution maintains a sufficient number of qualified faculty, which includes full time faculty and may include part time and adjunct faculty...</b>
4	Faculty provide timely feedback about student progress.
13	The frequency of student and instructor interactions is adequate.
25	Faculty are responsive to student needs.



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<b>3.A.9</b>	<b>[It] has sufficient numbers of staff ... to support the effective educational, technological, physical, and administrative operations of the institution.</b>
5	My program advisor helps me work toward career goals.
10	This institution responds quickly when I request information.
14	I receive timely information on the availability of financial aid.
15	Channels are available for providing timely responses to student complaints.
23	Billing and payment procedures are convenient for me.
39	Source of information: College representatives
<b>3.C.1</b>	<b>Technology services, professional support, facilities, hardware, and software are appropriate and adequate ...</b>
2	My program advisor is accessible by telephone and e-mail.
16	Appropriate technical assistance is readily available.
40	Source of information: Web site
<b>3.C.4</b>	<b>The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology ...</b>
2	My program advisor is accessible by telephone and e-mail.
16	Appropriate technical assistance is readily available.
40	Source of information: Web site
<b>9Z</b>	<b>[The institution itself may decide how this item relates to accreditation requirements.]</b>
8	Student-to-student collaborations are valuable to me.
27	Campus item 1
28	Campus item 2
29	Campus item 3
30	Campus item 4
31	Campus item 5
32	Campus item 6
33	Campus item 7
34	Campus item 8
35	Campus item 9
36	Campus item 10
49	Factor to enroll: Work schedule

## Ruffalo Noel Levitz Priorities Survey for Online Learners™

- 50 Factor to enroll: Flexible pacing for completing a program
  - 52 Factor to enroll: Distance from campus
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