

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-year Community College – Form A

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

1A1 **The mission describes the institution's educational purposes, its intended student population, types of degrees and other credentials it offers ...**

- 1 Most students feel a sense of belonging here.
- 10 Child care facilities are available on campus.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?

1A3 **The institution's programs and services are aligned with its mission...**

- 1 Most students feel a sense of belonging here.
- 45 This institution has a good reputation within the community.
- 47 There are adequate services to help me decide upon a career.
- 52 This school does whatever it can to help me reach my educational goals.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 89 Academic reputation as factor in decision to enroll.

1B1 **The institution demonstrates sustains dialog about student outcomes, student equity, academic quality, and continuous improvement ...**

- 28 It is an enjoyable experience to be a student on this campus.
- 45 This institution has a good reputation within the community.
- 66 Program requirements are clear and reasonable.
- 89 Academic reputation as factor in decision to enroll.

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1B2 The institution defines and assesses student learning outcomes for all instructional programs and student and learning support services.

- 46 Faculty provide timely feedback about student progress in a course.
- 53 The assessment and course placement procedures are reasonable.
- 66 Program requirements are clear and reasonable.

1B3 [It] establishes institution-set standards for student achievement, ...assesses how well it is achieving them, and publishes this information ...

- 29 Faculty are fair and unbiased in their treatment of individual students.
- 45 This institution has a good reputation within the community.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 66 Program requirements are clear and reasonable.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

1B7 The institution regularly evaluates its policies and practices across all of the institution, including instructional programs and support services ...

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

1B8 The institution broadly communicates the results of all of its assessment and evaluation activities ...

- 45 This institution has a good reputation within the community.
- 53 The assessment and course placement procedures are reasonable.
- 89 Academic reputation as factor in decision to enroll.

1B9 The institution engages in continuous, broad based, systematic evaluation and planning...

- 42 The equipment in the lab facilities is kept up to date.
- 68 On the whole, the campus is well-maintained.
- 81 Institution's commitment to part-time students?

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- 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
 - 89 Academic reputation as factor in decision to enroll.
 - 94 Campus appearance as factor in decision to enroll.
-

1C1 The institution assures the clarity, accuracy, and integrity of information provided to students and prospective students ...

- 27 The campus staff are caring and helpful.
 - 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 45 This institution has a good reputation within the community.
 - 89 Academic reputation as factor in decision to enroll.
 - 92 Recommendations from family/friends as factor in decision to enroll.
-

1C2 [It] provides a print or online catalog ... with precise, accurate, and current information on all facts, requirements, policies, and procedures ...

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
 - 53 The assessment and course placement procedures are reasonable.
 - 66 Program requirements are clear and reasonable.
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1C4 The institution describes its certificates and degrees in terms of their purpose, content, course requirements, and expected learning outcomes.

- 53 The assessment and course placement procedures are reasonable.
 - 66 Program requirements are clear and reasonable.
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1C5	The institution ... assures integrity in all representations of its mission, programs, and services.
27	The campus staff are caring and helpful.
33	Admissions counselors accurately portray the campus in their recruiting practices.
41	Admissions staff are knowledgeable.
45	This institution has a good reputation within the community.
89	Academic reputation as factor in decision to enroll.
92	Recommendations from family/friends as factor in decision to enroll.
1C6	[It] accurately informs current and prospective students about total costs of education including tuition, fees, and other required expenses ...
13	Financial aid awards are announced to students in time to be helpful in college planning.
33	Admissions counselors accurately portray the campus in their recruiting practices.
45	This institution has a good reputation within the community.
87	Cost as factor in decision to enroll.
88	Financial aid as factor in decision to enroll.
1C7	[It] uses and publishes policies on academic freedom and responsibility... to support intellectual freedom for all including students ...
45	This institution has a good reputation within the community.
89	Academic reputation as factor in decision to enroll.
92	Recommendations from family/friends as factor in decision to enroll.
1C8	[It] publishes clear policies and procedures that promote honesty, responsibility and academic integrity... including student behavior ...
1	Most students feel a sense of belonging here.
22	People on this campus respect and are supportive of each other.
27	The campus staff are caring and helpful.
44	I generally know what's happening on campus.
45	This institution has a good reputation within the community.
92	Recommendations from family/friends as factor in decision to enroll.

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1C9	Faculty distinguish between personal conviction and professionally accepted views... They present data and information fairly and objectively.
22	People on this campus respect and are supportive of each other.
29	Faculty are fair and unbiased in their treatment of individual students.
37	Faculty take into consideration student differences as they teach a course.
45	This institution has a good reputation within the community.
89	Academic reputation as factor in decision to enroll.
92	Recommendations from family/friends as factor in decision to enroll.
2A10a	[It] makes available to its students clearly stated transfer-of-credit policies in order to facilitate the mobility of students without penalty.
40	My academic advisor is knowledgeable about the transfer requirements of other schools.
2A11	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.
18	The quality of instruction I receive in most of my classes is excellent.
37	Faculty take into consideration student differences as they teach a course.
64	Nearly all classes deal with practical experiences and applications.
69	There is a good variety of courses provided on this campus.
70	I am able to experience intellectual growth here.
2A12a	[It] requires general education based on a philosophy ... that is clearly stated in its catalog.
70	I am able to experience intellectual growth here.
2A12b	[L]earning outcomes include ... preparation for civil society, skills for lifelong learning and application of learning ...
2	Faculty care about me as an individual.
3	The quality of instruction in the vocational/technical programs is excellent.
9	Internships or practical experiences are provided in my degree/certificate program.
70	I am able to experience intellectual growth here.

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2A13	[S]tudent learning outcomes and competencies... include mastery of key theories and practices within the field of study.
3	The quality of instruction in the vocational/technical programs is excellent.
9	Internships or practical experiences are provided in my degree/certificate program.
18	The quality of instruction I receive in most of my classes is excellent.
64	Nearly all classes deal with practical experiences and applications.
66	Program requirements are clear and reasonable.
70	I am able to experience intellectual growth here.
2A14	[C]areer-technical certificates and degrees demonstrate technical and professional competencies that meet employment standards ...
3	The quality of instruction in the vocational/technical programs is excellent.
9	Internships or practical experiences are provided in my degree/certificate program.
18	The quality of instruction I receive in most of my classes is excellent.
64	Nearly all classes deal with practical experiences and applications.
66	Program requirements are clear and reasonable.
70	I am able to experience intellectual growth here.
2A2	Faculty ensure that the content and methods of instruction meet generally accepted academic and professional standards and expectations...
3	The quality of instruction in the vocational/technical programs is excellent.
18	The quality of instruction I receive in most of my classes is excellent.
29	Faculty are fair and unbiased in their treatment of individual students.
89	Academic reputation as factor in decision to enroll.
2A3a	The institution identifies and regularly assesses learning outcomes for courses, programs, certificates and degrees ...
66	Program requirements are clear and reasonable.
2A3b	In every class section students receive a course syllabus that includes learning outcomes from an officially approved course outline.
29	Faculty are fair and unbiased in their treatment of individual students.

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66 Program requirements are clear and reasonable.

2A5 [Its] degrees and programs follow common practices common ... including appropriate length, breadth, depth, rigor, course sequencing ...

- 3 The quality of instruction in the vocational/technical programs is excellent.
18 The quality of instruction I receive in most of my classes is excellent.
35 Policies and procedures regarding registration and course selection are clear and well-publicized.
-

2A6 [It] schedules courses to allow students to complete programs within a period of time consistent with established expectations..

- 8 Classes are scheduled at times that are convenient for me.
15 I am able to register for classes I need with few conflicts.
35 Policies and procedures regarding registration and course selection are clear and well-publicized.
69 There is a good variety of courses provided on this campus.
-

2A7 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 The quality of instruction in the vocational/technical programs is excellent.
8 Classes are scheduled at times that are convenient for me.
18 The quality of instruction I receive in most of my classes is excellent.
35 Policies and procedures regarding registration and course selection are clear and well-publicized.
61 Faculty are usually available after class and during office hours.
-

2B1 [It provides] library, and other learning support services ... sufficient in quantity, currency, depth, and variety to support educational programs ...

- 14 Library resources and services are adequate.
26 Library staff are helpful and approachable.
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2B2 [It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.

14 Library resources and services are adequate.

2C2 [It] identifies and assesses learning support outcomes ...and provides appropriate student support services and programs to achieve them...

- 1 Most students feel a sense of belonging here.
 - 9 Internships or practical experiences are provided in my degree/certificate program.
 - 46 Faculty provide timely feedback about student progress in a course.
 - 66 Program requirements are clear and reasonable.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
-

2C3 The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services ...

- 1 Most students feel a sense of belonging here.
 - 5 The personnel involved in registration are helpful.
 - 6 My academic advisor is approachable.
 - 7 Adequate financial aid is available for most students.
 - 10 Child care facilities are available on campus.
 - 11 Security staff respond quickly in emergencies.
 - 12 My academic advisor helps me set goals to work toward.
 - 13 Financial aid awards are announced to students in time to be helpful in college planning.
 - 17 Personnel in the Veterans' Services program are helpful.
 - 19 This campus provides effective support services for displaced homemakers.
 - 20 Financial aid counselors are helpful.
 - 24 Parking lots are well-lighted and secure.
 - 25 My academic advisor is concerned about my success as an individual.
 - 26 Library staff are helpful and approachable.
-

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- 28 It is an enjoyable experience to be a student on this campus.
- 30 The career services office provides students with the help they need to get a job.
- 32 My academic advisor is knowledgeable about my program requirements.
- 36 Students are made to feel welcome on this campus.
- 39 The amount of student parking space on campus is adequate.
- 41 Admissions staff are knowledgeable.
- 43 Class change (drop/add) policies are reasonable.
- 46 Faculty provide timely feedback about student progress in a course.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 51 There are convenient ways of paying my school bill.
- 55 Academic support services adequately meet the needs of students.
- 56 The business office is open during hours which are convenient for most students.
- 59 New student orientation services help students adjust to college.
- 62 Bookstore staff are helpful.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 88 Financial aid as factor in decision to enroll.
- 91 Opportunity to play sports as factor in decision to enroll.

2C4 Co-curricular programs and athletics programs ... contribute to the social and cultural dimensions of the educational experience of its students...

- 1 Most students feel a sense of belonging here.
- 36 Students are made to feel welcome on this campus.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 59 New student orientation services help students adjust to college.
-

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- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 91 Opportunity to play sports as factor in decision to enroll.

2C5 The institution provides counseling and/or academic advising programs to support student development and success ...

- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 20 Financial aid counselors are helpful.
- 32 My academic advisor is knowledgeable about my program requirements.
- 36 Students are made to feel welcome on this campus.
- 41 Admissions staff are knowledgeable.
- 46 Faculty provide timely feedback about student progress in a course.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to college.

2C6 The institution defines and advises students on clear pathways to complete degrees, certificate and transfer goals.

- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 17 Personnel in the Veterans' Services program are helpful.

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- 19 This campus provides effective support services for displaced homemakers.
20 Financial aid counselors are helpful.
25 My academic advisor is concerned about my success as an individual.
32 My academic advisor is knowledgeable about my program requirements.
41 Admissions staff are knowledgeable
46 Faculty provide timely feedback about student progress in a course.
48 Counseling staff care about students as individuals.
49 Admissions counselors respond to prospective students' unique needs and requests.
55 Academic support services adequately meet the needs of students.
-

2C8 The institution publishes and follows established policies for release of student records

- 31 The campus is safe and secure for all students.
-

3A1 The institution [has] ... administrators, faculty and staff who are qualified by appropriate education, training, and experience ...

- 2 Faculty care about me as an individual.
5 The personnel involved in registration are helpful.
6 My academic advisor is approachable.
12 My academic advisor helps me set goals to work toward.
16 The college shows concern for students as individuals.
17 Personnel in the Veterans' Services program are helpful.
19 This campus provides effective support services for displaced homemakers.
20 Financial aid counselors are helpful.
23 Faculty are understanding of students' unique life circumstances.
25 My academic advisor is concerned about my success as an individual.
27 The campus staff are caring and helpful.
32 My academic advisor is knowledgeable about my program requirements.
40 My academic advisor is knowledgeable about the transfer requirements of other schools.
41 Admissions staff are knowledgeable.
46 Faculty provide timely feedback about student progress in a course.
48 Counseling staff care about students as individuals.
49 Admissions counselors respond to prospective students' unique needs and requests.
52 This school does whatever it can to help me reach my educational goals.
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- 55 Academic support services adequately meet the needs of students.
58 Nearly all of the faculty are knowledgeable in their fields.
62 Bookstore staff are helpful.
63 I seldom get the "run-around" when seeking information on this campus.
95 Personalized attention prior to enrollment as factor in decision to enroll.
-

3A10 The institution maintains a sufficient number of administrators ... to support the institution's mission and purposes.

- 4 Security staff are helpful.
16 The college shows concern for students as individuals.
28 It is an enjoyable experience to be a student on this campus.
40 My academic advisor is knowledgeable about the transfer requirements of other schools.
52 This school does whatever it can to help me reach my educational goals.
57 Administrators are approachable to students.
63 I seldom get the "run-around" when seeking information on this campus.
95 Personalized attention prior to enrollment as factor in decision to enroll.
-

3A2 Faculty qualifications include knowledge of the subject matter and requisite skills for the service to be performed...

- 16 The college shows concern for students as individuals.
23 Faculty are understanding of students' unique life circumstances.
29 Faculty are fair and unbiased in their treatment of individual students.
46 Faculty provide timely feedback about student progress in a course.
54 Faculty are interested in my academic problems.
58 Nearly all of the faculty are knowledgeable in their fields.
63 I seldom get the "run-around" when seeking information on this campus.
-

3A3 Administrators and other employees responsible for educational programs and services possess qualifications necessary to perform their duties

- 5 The personnel involved in registration are helpful.
6 My academic advisor is approachable.
12 My academic advisor helps me set goals to work toward.
16 The college shows concern for students as individuals.
-

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- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.
- 27 The campus staff are caring and helpful.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41 Admissions staff are knowledgeable.
- 48 Counseling staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 52 This school does whatever it can to help me reach my educational goals.
- 55 Academic support services adequately meet the needs of students.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

3A7 The institution maintains a sufficient number of qualified faculty, which includes full time faculty and may include part time and adjunct faculty...

- 15 I am able to register for classes I need with few conflicts.
- 16 The college shows concern for students as individuals.
- 23 Faculty are understanding of students' unique life circumstances.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 61 Faculty are usually available after class and during office hours.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 69 There is a good variety of courses provided on this campus.

3A9 [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.

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- 12 My academic advisor helps me set goals to work toward.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 16 The college shows concern for students as individuals.
- 25 My academic advisor is concerned about my success as an individual.
- 26 Library staff are helpful and approachable.
- 27 The campus staff are caring and helpful.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 48 Counseling staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 56 The business office is open during hours which are convenient for most students.
- 60 Billing policies are reasonable.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

3B1 The institution assures safe and sufficient physical resources at all locations where it offers courses, programs, and learning support services...

- 11 Security staff respond quickly in emergencies.
- 21 Security staff respond quickly in emergencies.
- 31 The campus is safe and secure for all students.
- 34 Computer labs are adequate and accessible.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 39 The amount of student parking space on campus is adequate.
- 42 The equipment in the lab facilities is kept up to date.
- 68 On the whole, the campus is well-maintained.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 94 Campus appearance as factor in decision to enroll.
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3B2 [It] plans, acquires or builds, maintains, and upgrades or replaces its physical resources, including facilities, equipment, land, and other assets...

- 21 There are a sufficient number of study areas on campus.
 - 24 Parking lots are well-lighted and secure.
 - 31 The campus is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 39 The amount of student parking space on campus is adequate.
 - 42 The equipment in the lab facilities is kept up to date.
 - 68 On the whole, the campus is well-maintained.
 - 94 Campus appearance as factor in decision to enroll.
-

3C1 Technology services, professional support, facilities, hardware, and software are appropriate and adequate ...

- 31 The campus is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
-

3C4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology ...

- 23 Faculty are understanding of students' unique life circumstances.
 - 34 Computer labs are adequate and accessible.
 - 61 Faculty are usually available after class and during office hours.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
-

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86 Institution's commitment to students with disabilities?

4A2 In decision-making processes ... institutional policy makes provisions for student participation and consideration of student views ...

- 1 Most students feel a sense of belonging here.
 - 22 People on this campus respect and are supportive of each other.
 - 28 It is an enjoyable experience to be a student on this campus.
 - 36 Students are made to feel welcome on this campus.
 - 44 I generally know what's happening on campus.
 - 57 Administrators are approachable to students.
 - 67 Channels for expressing student complaints are readily available.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
-

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

- 71 Campus item 1
 - 72 Campus item 2
 - 73 Campus item 3
 - 74 Campus item 4
 - 75 Campus item 5
 - 76 Campus item 6
 - 77 Campus item 7
 - 78 Campus item 8
 - 79 Campus item 9
 - 80 Campus item 10
 - 90 Size of institution as factor in decision to enroll.
 - 93 Geographic setting as factor in decision to enroll.
-