

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-year College and University – Form B

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...**

54 Future career opportunities as factor in decision to enroll.

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

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

36 Tuition paid is a worthwhile investment.

53 Academic reputation as factor in decision to enroll.

54 Future career opportunities as factor in decision to enroll.

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

36 Tuition paid is a worthwhile investment.

53 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.**

25 Faculty provide timely feedback about my academic progress.

30 The assessment and course placement procedures are reasonable.

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

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

30 The assessment and course placement procedures are reasonable.

36 Tuition paid is a worthwhile investment.

53 Academic reputation as factor in decision to enroll.

55 Personal recommendations as factor in decision to enroll.

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| 1.B.7 | The institution regularly evaluates its policies and practices across all of the institution, including instructional programs and support services... |
| 26 | There are adequate services to help me decide upon a career. |
| 1.B.8 | The institution broadly communicates the results of all of its assessment and evaluation activities... |
| 30 | The assessment and course placement procedures are reasonable. |
| 53 | Academic reputation as factor in decision to enroll. |
| 1.B.9 | The institution engages in continuous, broad based, systematic evaluation and planning... |
| 24 | The equipment in the lab facilities is kept up to date. |
| 36 | Tuition paid is a worthwhile investment. |
| 39 | On the whole, the campus is well-maintained. |
| 53 | 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... |
| 1 | The campus staff are caring and helpful. |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. |
| 53 | Academic reputation as factor in decision to enroll. |
| 55 | Personal recommendations as factor in decision to enroll. |
| 1.C.2 | [It] provides a print or online catalog... with precise, accurate, and current information on all facts, requirements, policies, and procedures... |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. |
| 28 | This campus provides online access to services I need. |
| 30 | The assessment and course placement procedures are reasonable. |
| 57 | Information on the campus Web site as factor in decision to enroll. |

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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. |
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| 30 | The assessment and course placement procedures are reasonable. |
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| 1.C.5 | The institution... assures integrity in all representations of its mission, programs, and services. |
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| 1 | The campus staff are caring and helpful. |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. |
| 36 | Tuition paid is a worthwhile investment. |
| 53 | Academic reputation as factor in decision to enroll. |
| 55 | Personal recommendations as factor in decision to enroll. |
| 57 | Information on the campus Web site as factor in decision to enroll. |

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| 1.C.6 | [It] accurately informs current and prospective students about total costs of education including tuition, fees, and other required expenses... |
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| 5 | Financial aid awards are announced in time to be helpful in college planning. |
| 17 | Admissions counselors accurately portray program offerings in their recruiting practices. |
| 23 | This institution helps me identify resources to finance my education. |
| 51 | Cost as factor in decision to enroll. |
| 52 | Financial assistance as factor in decision to enroll. |

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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... |
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| 36 | Tuition paid is a worthwhile investment. |
| 53 | Academic reputation as factor in decision to enroll. |
| 55 | Personal recommendations as factor in decision to enroll. |
| 57 | Information on the campus Web site as factor in decision to enroll. |

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| 1.C.8 | [It] publishes clear policies and procedures that promote honesty, responsibility and academic integrity... including student behavior... |
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| 1 | The campus staff are caring and helpful. |
| 55 | Personal recommendations as factor in decision to enroll. |

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57 Information on the campus Web site 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.**

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

36 Tuition paid is a worthwhile investment.

53 Academic reputation as factor in decision to enroll.

55 Personal recommendations as factor in decision to enroll.

**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.**

22 My academic advisor is knowledgeable about transfer requirements of other schools.

**2.A.10b Where patterns of student enrollment between institutions are identified, the
institution develops articulation agreements as appropriate ...**

22 My academic advisor is knowledgeable about transfer requirements of other schools.

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

8 The quality of instruction I receive in most of my classes is excellent.

38 Most classes deal with practical experiences and applications.

54 Future career opportunities as factor in decision to enroll.

**2.A.13 [S]tudent learning outcomes and competencies... include mastery of key theories and
practices within the field of study.**

8 The quality of instruction I receive in most of my classes is excellent.

38 Most classes deal with practical experiences and applications.

**2.A.14 [C]areer-technical certificates and degrees demonstrate technical and professional
competencies that meet employment standards...**

8 The quality of instruction I receive in most of my classes is excellent.

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38 Most classes deal with practical experiences and applications.

54 Future career 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...

8 The quality of instruction I receive in most of my classes is excellent.

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

31 Faculty use a variety of technology and media in the classroom.

36 Tuition paid is a worthwhile investment.

53 Academic reputation as factor in decision to enroll.

2.A.3b In every class section students receive a course syllabus that includes learning outcomes from an officially approved course outline.

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

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

8 The quality of instruction I receive in most of my classes is excellent.

2.A.6 [It] schedules courses to allow students to complete programs within a period of time consistent with established expectations...

2 Classes are scheduled at times that are convenient for me.

9 I am able to register for the classes I need with few conflicts.

19 Registration processes and procedures are convenient.

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

2.A.7 [It] schedules courses to allow students to complete programs within a period of time consistent with established expectations ...

2 Classes are scheduled at times that are convenient for me.

8 The quality of instruction I receive in most of my classes is excellent.

34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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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... |
| 6 | Library resources and services are adequate. |
| 2.B.2 | [It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission. |
| 6 | Library resources and services are adequate. |
| 2.C.2 | [It] identifies and assesses learning support outcomes ...and provides appropriate student support services and programs to achieve them... |
| 11 | Counseling services are available if I need them. |
| 15 | Financial aid counseling is available if I need it. |
| 23 | This institution helps me identify resources to finance my education. |
| 25 | Faculty provide timely feedback about my academic progress. |
| 2.C.3 | The institution assures equitable access to all of its students by providing appropriate, comprehensive, and reliable services... |
| 3 | My academic advisor is available when I need help. |
| 4 | Security staff respond quickly to calls for assistance. |
| 5 | Financial aid awards are announced in time to be helpful in college planning. |
| 10 | Parking lots are well-lighted and secure. |
| 11 | Counseling services are available if I need them. |
| 14 | My academic advisor is knowledgeable about my program requirements. |
| 15 | Financial aid counseling is available if I need it. |
| 19 | Registration processes and procedures are convenient. |
| 20 | Students are made to feel welcome here. |
| 21 | The amount of student parking space on campus is adequate. |
| 23 | This institution helps me identify resources to finance my education. |
| 25 | Faculty provide timely feedback about my academic progress. |
| 26 | There are adequate services to help me decide upon a career. |
| 27 | Tutoring services are readily available. |
| 29 | There are convenient ways of paying my school bill. |

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- 32 I am able to take care of college-related business at times that are convenient for me.
36 Tuition paid is a worthwhile investment.
52 Financial assistance 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...

- 20 Students are made to feel welcome here.
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2.C.5 The institution provides counseling and/or academic advising programs to support student development and success...

- 3 My academic advisor is available when I need help.
14 My academic advisor is knowledgeable about my program requirements.
20 Students are made to feel welcome here.
25 Faculty provide timely feedback about my academic progress.
26 There are adequate services to help me decide upon a career.
27 Tutoring services are readily available.
-

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

- 3 My academic advisor is available when I need help.
14 My academic advisor is knowledgeable about my program requirements.
25 Faculty provide timely feedback about my academic progress.
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2.C.8 The institution publishes and follows established policies for release of student records.

- 13 The campus is safe and secure for all students.
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3.A.1 The institution [has]... administrators, faculty and staff who are qualified by appropriate education, training, and experience...

- 1 The campus staff are caring and helpful.
3 My academic advisor is available when I need help.
7 Admissions staff provide personalized attention prior to enrollment.
-

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- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
- 19 Registration processes and procedures are convenient.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 25 Faculty provide timely feedback about my academic progress.
- 35 I receive ongoing feedback about progress toward my academic goals.
- 37 I seldom get the "run-around" when seeking information on this campus.
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3.A.10 The institution maintains a sufficient number of administrators... to support the institution's mission and purposes.

- 7 Admissions staff provide personalized attention prior to enrollment.
- 16 My advisor helps me apply my program of study to career goals.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 33 Administrators are available to hear students' concerns.
- 35 I receive ongoing feedback about progress toward my academic goals.
- 37 I seldom get the "run-around" when seeking information on this campus.
-

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

- 12 Faculty are fair and unbiased in their treatment of individual students.
- 25 Faculty provide timely feedback about my academic progress.
- 35 I receive ongoing feedback about progress toward my academic goals.
- 37 I seldom get the "run-around" when seeking information on this campus.
-

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

- 1 The campus staff are caring and helpful.
- 3 My academic advisor is available when I need help.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
-

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- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
35 I receive ongoing feedback about progress toward my academic goals.
37 I seldom get the "run-around" when seeking information on this campus.
-

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...

- 9 I am able to register for the classes I need with few conflicts.
25 Faculty provide timely feedback about my academic progress.
34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
35 I receive ongoing feedback about progress toward my academic goals.
37 I seldom get the "run-around" when seeking information on this campus.
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3.A.9 [It] has sufficient numbers of staff... to support the effective educational, technological, physical, and administrative operations of the institution

- 1 The campus staff are caring and helpful.
5 Financial aid awards are announced in time to be helpful in college planning.
7 Admissions staff provide personalized attention prior to enrollment.
16 My advisor helps me apply my program of study to career goals.
22 My academic advisor is knowledgeable about transfer requirements of other schools.
32 I am able to take care of college-related business at times that are convenient for me.
35 I receive ongoing feedback about progress toward my academic goals.
37 I seldom get the "run-around" when seeking information on this campus.
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3.B.1 The institution assures safe and sufficient physical resources at all locations where it offers courses, programs, and learning support services...

- 4 Security staff respond quickly to calls for assistance.
10 Parking lots are well-lighted and secure.
13 The campus is safe and secure for all students.
18 Computer labs are adequate and accessible.
21 The amount of student parking space on campus is adequate.
24 The equipment in the lab facilities is kept up to date.
39 On the whole, the campus is well-maintained.
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58 Campus visits as factor in decision to enroll.

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

- 10 Parking lots are well-lighted and secure.
 - 13 The campus is safe and secure for all students.
 - 18 Computer labs are adequate and accessible.
 - 21 The amount of student parking space on campus is adequate.
 - 24 The equipment in the lab facilities is kept up to date.
 - 39 On the whole, the campus is well-maintained.
 - 58 Campus visits as factor in decision to enroll.
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3.C.1 Technology services, professional support, facilities, hardware, and software are appropriate and adequate...

- 13 The campus is safe and secure for all students.
 - 18 Computer labs are adequate and accessible.
 - 28 This campus provides online access to services I need.
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3.C.4 The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology...

- 18 Computer labs are adequate and accessible.
 - 28 This campus provides online access to services I need.
 - 31 Faculty use a variety of technology and media in the classroom.
 - 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
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4.A.2 In decision-making processes... institutional policy makes provisions for student participation and consideration of student views...

- 20 Students are made to feel welcome here.
 - 33 Administrators are available to hear students' concerns.
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| 9Z | [The institution itself may decide how this item relates to accreditation requirements.] |
|-----------|---|
| 41 | Campus item 1. |
| 42 | Campus item 2. |
| 43 | Campus item 3. |
| 44 | Campus item 4. |
| 45 | Campus item 5. |
| 46 | Campus item 6. |
| 47 | Campus item 7. |
| 48 | Campus item 8. |
| 49 | Campus item 9. |
| 50 | Campus item 10. |
| 56 | Distance from campus as factor in decision to enroll. |