

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – 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.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 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.
- 49 There are adequate services to help me decide upon a career.
- 51 This institution has a good reputation within the community.
- 66 Tuition paid is a worthwhile investment.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 Institution's commitment to students with disabilities?
- 92 Academic reputation as factor in decision to enroll.

1A4 **The institution articulates its mission in a widely published statement ...**

- 37 I feel a sense of pride about my campus.
- 41 There is a commitment to academic excellence on this campus.

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

- 29 It is an enjoyable experience to be a student on this campus.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 41 There is a commitment to academic excellence on this campus.
51 This institution has a good reputation within the community.
55 Major requirements are clear and reasonable.
66 Tuition paid is a worthwhile investment.
92 Academic reputation as factor in decision to enroll.
-

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

- 35 The assessment and course placement procedures are reasonable.
47 Faculty provide timely feedback about student progress in a course.
55 Major 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 ...

- 25 Faculty are fair and unbiased in their treatment of individual students.
35 The assessment and course placement procedures are reasonable.
51 This institution has a good reputation within the community.
55 Major requirements are clear and reasonable.
66 Tuition paid is a worthwhile investment.
92 Academic reputation as factor in decision to enroll.
95 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 ...

- 16 The instruction in my major field is excellent.
49 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 ...

- 16 The instruction in my major field is excellent.
-

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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

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

- 37 I feel a sense of pride about my campus.
41 There is a commitment to academic excellence on this campus.
66 Tuition paid is a worthwhile investment.
72 On the whole, the campus is well-maintained.
84 Institution's commitment to part-time students?
85 Institution's commitment to evening students?
86 Institution's commitment to older, returning learners?
87 Institution's commitment to under-represented populations?
88 Institution's commitment to commuters?
89 Institution's commitment to students with disabilities?
92 Academic reputation as factor in decision to enroll.
97 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 ...

- 2 The campus staff are caring and helpful.
48 Admissions counselors accurately portray the campus in their recruiting practices.
51 This institution has a good reputation within the community.
92 Academic reputation as factor in decision to enroll.
95 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

- 35 The assessment and course placement procedures are reasonable.
48 Admissions counselors accurately portray the campus in their recruiting practices.
55 Major requirements are clear and reasonable.
-

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

1C4	The institution describes its certificates and degrees in terms of their purpose, content, course requirements, and expected learning outcomes.
35	The assessment and course placement procedures are reasonable.
55	Major requirements are clear and reasonable.
1C5	The institution ... assures integrity in all representations of its mission, programs, and services.
2	The campus staff are caring and helpful.
4	Admissions staff are knowledgeable.
48	Admissions counselors accurately portray the campus in their recruiting practices.
51	This institution has a good reputation within the community.
66	Tuition paid is a worthwhile investment.
92	Academic reputation as factor in decision to enroll.
95	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 ...
12	Financial aid awards are announced to students in time to be helpful in college planning.
48	Admissions counselors accurately portray the campus in their recruiting practices.
51	This institution has a good reputation within the community.
90	Cost as factor in decision to enroll.
91	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 ...
37	I feel a sense of pride about my campus.
41	There is a commitment to academic excellence on this campus.
51	This institution has a good reputation within the community.
66	Tuition paid is a worthwhile investment.
92	Academic reputation as factor in decision to enroll.
95	Recommendations from family/friends as factor in decision to enroll.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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.
- 2 The campus staff are caring and helpful.
- 51 This institution has a good reputation within the community.
- 60 I generally know what's happening on campus.
- 62 There is a strong commitment to racial harmony on this campus.
- 63 Student disciplinary procedures are fair.
- 95 Recommendations from family/friends as factor in decision to enroll.

1C9 Faculty distinguish between personal conviction and professionally accepted views... They present data and information fairly and objectively.

- 16 The instruction in my major field is excellent.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 61 Adjunct faculty are competent as classroom instructors.
- 66 Tuition paid is a worthwhile investment.
- 67 Freedom of expression is protected on campus.
- 92 Academic reputation as factor in decision to enroll.
- 95 Recommendations from family/friends as factor in decision to enroll.

2A11 In all of its programs, [it teaches discrete competencies], analytic inquiry skills, ethical reasoning, the ability to engage diverse perspectives,...

- 3 Faculty care about me as an individual.
- 8 The content of the courses within my major is valuable.
- 39 I am able to experience intellectual growth here.
- 53 Faculty take into consideration student differences as they teach a course.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 62 There is a strong commitment to racial harmony on this campus.
- 67 Freedom of expression is protected on campus.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

69 There is a good variety of courses provided on this campus.

2A12a [It] requires general education based on a philosophy ... that is clearly stated in its catalog.

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

39 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 ...

3 Faculty care about me as an individual.

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

39 I am able to experience intellectual growth here.

2A13 [S]tudent learning outcomes and competencies... include mastery of key theories and practices within the field of study.

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

39 I am able to experience intellectual growth here.

55 Major requirements are clear and reasonable.

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

2A14 [C]areer-technical certificates and degrees demonstrate technical and professional competencies that meet employment standards ...

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

39 I am able to experience intellectual growth here.

55 Major requirements are clear and reasonable.

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

2A2 Faculty ensure that the content and methods of instruction meet generally accepted academic and professional standards and expectations...

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

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

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 58 The quality of instruction I receive in most of my classes is excellent.
61 Adjunct faculty are competent as classroom instructors.
66 Tuition paid is a worthwhile investment.
67 Freedom of expression is protected on campus.
92 Academic reputation as factor in decision to enroll.
-

2A3a The institution identifies and regularly assesses learning outcomes for courses, programs, certificates and degrees ...

- 55 Major requirements are clear and reasonable.
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2A3b In every class section students receive a course syllabus that includes learning outcomes from an officially approved course outline.

- 25 Faculty are fair and unbiased in their treatment of individual students.
55 Major requirements are clear and reasonable.
-

2A5

- 8 The content of the courses within my major is valuable.
58 The quality of instruction I receive in most of my classes is excellent.
-

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

- 8 The content of the courses within my major is valuable.
34 I am able to register for classes I need with few conflicts.
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 ...

- 3 Faculty care about me as an individual.
8 The content of the courses within my major is valuable.
58 The quality of instruction I receive in most of my classes is excellent.
61 Adjunct faculty are competent as classroom instructors.
-

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

65 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

13 Library staff are helpful and approachable.

18 Library resources and services are adequate.

2B2 [It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.

18 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.

47 Faculty provide timely feedback about student progress in a course.

55 Major requirements are clear and reasonable.

84 Institution's commitment to part-time students?

85 Institution's commitment to evening students?

86 Institution's commitment to older, returning learners?

87 Institution's commitment to under-represented populations?

88 Institution's commitment to commuters?

89 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.

4 Admissions staff are knowledgeable.

5 Financial aid counselors are helpful.

6 My academic advisor is approachable.

12 Financial aid awards are announced to students in time to be helpful in college planning.

13 Library staff are helpful and approachable.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 14 My academic advisor is concerned about my success as an individual.
 - 15 The staff in the health services area are competent.
 - 17 Adequate financial aid is available for most students.
 - 19 My academic advisor helps me set goals to work toward.
 - 20 The business office is open during hours which are convenient for most students.
 - 21 The amount of student parking space on campus is adequate.
 - 22 Counseling staff care about students as individuals.
 - 27 The personnel involved in registration are helpful.
 - 28 Parking lots are well-lighted and secure.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 30 Residence hall staff are concerned about me as an individual.
 - 31 Males and females have equal opportunities to participate in intercollegiate athletics.
 - 32 Tutoring services are readily available.
 - 33 My academic advisor is knowledgeable about requirements in my major.
 - 36 Security staff respond quickly in emergencies.
 - 37 I feel a sense of pride about my campus.
 - 38 There is an adequate selection of food available in the cafeteria.
 - 40 Residence hall regulations are reasonable.
 - 41 There is a commitment to academic excellence on this campus.
 - 42 There are a sufficient number of weekend activities for students.
 - 43 Admissions counselors respond to prospective students' unique needs and requests.
 - 44 Academic support services adequately meet the needs of students.
 - 45 Students are made to feel welcome on this campus.
 - 46 I can easily get involved in campus organizations.
 - 47 Faculty provide timely feedback about student progress in a course.
 - 49 There are adequate services to help me decide upon a career.
 - 50 Class change (drop/add) policies are reasonable.
 - 54 Bookstore staff are helpful.
 - 56 The student handbook provides helpful information about campus life.
 - 64 New student orientation services help students adjust to college.
 - 66 Tuition paid is a worthwhile investment.
 - 73 Student activities fees are put to good use.
-

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 91 Financial aid as factor in decision to enroll.
 - 94 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.
 - 9 A variety of intramural activities are offered.
 - 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
 - 31 Males and females have equal opportunities to participate in intercollegiate athletics.
 - 45 Students are made to feel welcome on this campus.
 - 46 I can easily get involved in campus organizations.
 - 52 The student center is a comfortable place for students to spend their leisure time.
 - 56 The student handbook provides helpful information about campus life.
 - 64 New student orientation services help students adjust to college.
 - 73 Student activities fees are put to good use.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 94 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 ...

- 4 Admissions staff are knowledgeable.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 30 Residence hall staff are concerned about me as an individual.
- 32 Tutoring services are readily available.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 45 Students are made to feel welcome on this campus.
- 47 Faculty provide timely feedback about student progress in a course.
- 49 There are adequate services to help me decide upon a career.
- 64 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.

- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 47 Faculty provide timely feedback about student progress in a course.
-

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

- 7 The campus is safe and secure for all students.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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

- 2 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 16 The instruction in my major field is excellent.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 30 Residence hall staff are concerned about me as an individual.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 47 Faculty provide timely feedback about student progress in a course.
- 54 Bookstore staff are helpful.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 98 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.**

- 10 Administrators are approachable to students.
- 29 It is an enjoyable experience to be a student on this campus.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 98 Personalized attention prior to enrollment as factor in decision to enroll.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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

- 16 The instruction in my major field is excellent.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 47 Faculty provide timely feedback about student progress in a course.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 70 Graduate teaching assistants are competent as classroom instructors.

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

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 16 The instruction in my major field is excellent.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 27 The personnel involved in registration are helpful.
- 30 Residence hall staff are concerned about me as an individual.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 54 Bookstore staff are helpful.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 98 Personalized attention prior to enrollment as factor in decision to enroll.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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

- 16 The instruction in my major field is excellent.
- 34 I am able to register for classes I need with few conflicts.
- 47 Faculty provide timely feedback about student progress in a course.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 61 Adjunct faculty are competent as classroom instructors.
- 65 Faculty are usually available after class and during office hours.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 69 There is a good variety of courses provided on this campus.
- 70 Graduate teaching assistants are competent as classroom instructors.

3A9 **[It] has sufficient numbers of staff ... to support the effective educational, technological, physical, and administrative operations of the institution**

- 2 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 11 Billing policies are reasonable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 13 Library staff are helpful and approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 19 My academic advisor helps me set goals to work toward.
- 20 The business office is open during hours which are convenient for most students.
- 22 Counseling staff care about students as individuals.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 98 Personalized attention prior to enrollment as factor in decision to enroll.

3B1

- 7 The campus is safe and secure for all students.
- 21 The amount of student parking space on campus is adequate.

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
 - 26 Computer labs are adequate and accessible.
 - 28 Parking lots are well-lighted and secure.
 - 36 Security staff respond quickly in emergencies.
 - 37 I feel a sense of pride about my campus.
 - 52 The student center is a comfortable place for students to spend their leisure time.
 - 72 On the whole, the campus is well-maintained.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 97 Campus appearance as factor in decision to enroll.
-

3B2 [It] plans, acquires or builds, maintains, and upgrades or replaces its physical resources, including facilities, equipment, land, and other assets...

- 7 The campus is safe and secure for all students.
 - 21 The amount of student parking space on campus is adequate.
 - 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
 - 26 Computer labs are adequate and accessible.
 - 28 Parking lots are well-lighted and secure.
 - 37 I feel a sense of pride about my campus.
 - 52 The student center is a comfortable place for students to spend their leisure time.
 - 72 On the whole, the campus is well-maintained.
 - 97 Campus appearance as factor in decision to enroll.
-

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

- 7 The campus is safe and secure for all students.
 - 26 Computer labs are adequate and accessible.
 - 84 Institution's commitment to part-time students?
-

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

- 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 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 ...

- 26 Computer labs are adequate and accessible.
 - 61 Adjunct faculty are competent as classroom instructors.
 - 65 Faculty are usually available after class and during office hours.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 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.
 - 10 Administrators are approachable to students.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 37 I feel a sense of pride about my campus.
 - 40 Residence hall regulations are reasonable.
 - 41 There is a commitment to academic excellence on this campus.
 - 45 Students are made to feel welcome on this campus.
 - 60 I generally know what's happening on campus.
 - 62 There is a strong commitment to racial harmony on this campus.
 - 71 Channels for expressing student complaints are readily available.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form A

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| 86 | Institution's commitment to older, returning learners? |
| 87 | Institution's commitment to under-represented populations? |
| 88 | Institution's commitment to commuters? |
| 89 | Institution's commitment to students with disabilities? |
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9Z	[The institution itself may decide how this item relates to accreditation requirements.]
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| 74 | Campus item 1 |
| 75 | Campus item 2 |
| 76 | Campus item 3 |
| 77 | Campus item 4 |
| 78 | Campus item 5 |
| 79 | Campus item 6 |
| 80 | Campus item 7 |
| 81 | Campus item 8 |
| 82 | Campus item 9 |
| 83 | Campus item 10 |
| 93 | Size of institution as factor in decision to enroll. |
| 96 | Geographic setting as factor in decision to enroll. |
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