

## Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-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 ...**

- 59      Future career opportunities as factor in decision to enroll.

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

- 34      There are adequate services to help me decide upon a career.  
41      Tuition paid is a worthwhile investment.  
58      Academic reputation as factor in decision to enroll.  
59      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 ...**

- 41      Tuition paid is a worthwhile investment.  
58      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.**

- 32      Faculty provide timely feedback about my academic progress.

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

- 14      Faculty are fair and unbiased in their treatment of individual students.  
41      Tuition paid is a worthwhile investment.  
58      Academic reputation as factor in decision to enroll.  
60      Personal recommendations as factor in decision to enroll.

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

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

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

58            Academic reputation as factor in decision to enroll.

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

41            Tuition paid is a worthwhile investment.

44            On the whole, the campus is well-maintained.

58            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.

33            Admissions counselors accurately portray the campus in their recruiting practices.

58            Academic reputation as factor in decision to enroll.

60            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 ...**

22            This campus provides online access to services I need.

33            Admissions counselors accurately portray the campus in their recruiting practices.

62            Information on the campus Web site as factor in decision to enroll.

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

1            The campus staff are caring and helpful.

33            Admissions counselors accurately portray the campus in their recruiting practices.

41            Tuition paid is a worthwhile investment.

58            Academic reputation as factor in decision to enroll.

60            Personal recommendations as factor in decision to enroll.

62            Information on the campus Web site as factor in decision to enroll.

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|--------------|---|
| <b>1.C.6</b> | <b>[It] accurately informs current and prospective students about total costs of education including tuition, fees, and other required expenses ...</b> |
| 8            | Financial aid awards are announced in time to be helpful in college planning.   |
| 27           | This institution helps me identify resources to finance my education.   |
| 33           | Admissions counselors accurately portray the campus in their recruiting practices.  |
| 56           | Cost as factor in decision to enroll.   |
| 57           | Financial assistance as factor in decision to enroll.   |
| <b>1.C.7</b> | <b>[It] uses and publishes policies on academic freedom and responsibility... to support intellectual freedom for all including students ...</b>        |
| 41           | Tuition paid is a worthwhile investment.  |
| 58           | Academic reputation as factor in decision to enroll.  |
| 60           | Personal recommendations as factor in decision to enroll.   |
| 62           | Information on the campus Web site as factor in decision to enroll.   |
| <b>1.C.8</b> | <b>[It] publishes clear policies and procedures that promote honesty, responsibility and academic integrity... including student behavior ...</b>       |
| 1            | The campus staff are caring and helpful.  |
| 37           | There is a strong commitment to diversity on this campus.   |
| 39           | Student disciplinary procedures are fair.   |
| 60           | Personal recommendations as factor in decision to enroll.   |
| 62           | Information on the campus Web site as factor in decision to enroll.   |
| <b>1.C.9</b> | <b>Faculty distinguish between personal conviction and professionally accepted views... They present data and information fairly and objectively.</b>   |
| 14           | Faculty are fair and unbiased in their treatment of individual students.  |
| 41           | Tuition paid is a worthwhile investment.  |
| 42           | Students are free to express their ideas on this campus.  |
| 58           | Academic reputation as factor in decision to enroll.  |
| 60           | Personal recommendations as factor in decision to enroll.   |



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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,...**

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|----|--|
| 4  | The content of the courses within my major is valuable.                  |
| 36 | The quality of instruction I receive in most of my classes is excellent. |
| 37 | There is a strong commitment to diversity on this campus.                |
| 42 | Students are free to express their ideas on this campus.                 |
| 59 | Future career opportunities as factor in decision to enroll.             |

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

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

**2.A.12b** **[L]earning outcomes include ... preparation for civil society, skills for lifelong learning and application of learning ...**

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

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

- |    |  |
|----|--|
| 4  | The content of the courses within my major is valuable.                  |
| 36 | The quality of instruction I receive in most of my classes is excellent. |

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

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|----|--|
| 4  | The content of the courses within my major is valuable.                  |
| 36 | The quality of instruction I receive in most of my classes is excellent. |
| 59 | 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...**

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|----|--|
| 4  | The content of the courses within my major is valuable.                  |
| 14 | Faculty are fair and unbiased in their treatment of individual students. |

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- 29 Faculty use a variety of technology and media in the classroom.  
36 The quality of instruction I receive in most of my classes is excellent.  
41 Tuition paid is a worthwhile investment.  
42 Students are free to express their ideas on this campus.  
58 Academic reputation as factor in decision to enroll.
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**2.A.3b In every class section students receive a course syllabus that includes learning outcomes from an officially approved course outline.**

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

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

- 4 The content of the courses within my major is valuable.  
36 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 Registration processes and procedures are convenient.  
4 The content of the courses within my major is valuable.  
17 There are sufficient courses within my program of study available each term.  
23 I am able to register for classes I need with few conflicts.
- 

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

- 4 The content of the courses within my major is valuable.  
36 The quality of instruction I receive in most of my classes is excellent.  
40 Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
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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 ...**

- 9 Library resources and services are adequate.
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**2.B.2** **[It] selects and maintains educational equipment and materials to support student learning and enhance the achievement of the mission.**

- 9 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 Financial aid counseling is available if I need it.  
26 Counseling services are available if I need them.  
27 This institution helps me identify resources to finance my education.  
32 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 ...**

- 2 Registration processes and procedures are convenient.  
8 Financial aid awards are announced in time to be helpful in college planning.  
10 My academic advisor helps me set goals to work toward.  
11 Financial aid counseling is available if I need it.  
12 The amount of student parking space on campus is adequate.  
16 My academic advisor is available when I need help.  
18 Parking lots are well-lighted and secure.  
19 Residence hall staff are concerned about me as an individual.  
20 Tutoring services are readily available.  
21 My academic advisor is knowledgeable about requirements in my major.  
25 I am able to take care of college-related business at times that are convenient for me.  
26 Counseling services are available if I need them.  
27 This institution helps me identify resources to finance my education.  
28 Security staff respond quickly to calls for assistance.  
30 There is an adequate selection of food available on campus.  
31 Students are made to feel welcome here.  
32 Faculty provide timely feedback about my academic progress.  
34 There are adequate services to help me decide upon a career.  
41 Tuition paid is a worthwhile investment.

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- 45            Student activity fees are put to good use.  
57            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...**

- 31            Students are made to feel welcome here.  
45            Student activity fees are put to good use.
- 

**2.C.5        The institution provides counseling and/or academic advising programs to support student development and success ...**

- 10            My academic advisor helps me set goals to work toward.  
16            My academic advisor is available when I need help.  
19            Residence hall staff are concerned about me as an individual.  
20            Tutoring services are readily available.  
21            My academic advisor is knowledgeable about requirements in my major.  
31            Students are made to feel welcome here.  
32            Faculty provide timely feedback about my academic progress.  
34            There are adequate services to help me decide upon a career.
- 

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

- 10            My academic advisor helps me set goals to work toward.  
16            My academic advisor is available when I need help.  
21            My academic advisor is knowledgeable about requirements in my major.  
32            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.**

- 3              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.
- 2      Registration processes and procedures are convenient.
- 7      Admissions staff provide personalized attention prior to enrollment.
- 10     My academic advisor helps me set goals to work toward.
- 16     My academic advisor is available when I need help.
- 19     Residence hall staff are concerned about me as an individual.
- 21     My academic advisor is knowledgeable about requirements in my major.
- 24     I receive the help I need to apply my academic major to my career goals.
- 32     Faculty provide timely feedback about my academic progress.
- 35     I seldom get the "run-around" when seeking information on this campus.
- 38     I receive ongoing feedback about progress toward my academic goals.
- 43     Mentors are available to guide my life and career goals.

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

- 5      Administrators are available to hear students' concerns.
- 7      Admissions staff provide personalized attention prior to enrollment.
- 24     I receive the help I need to apply my academic major to my career goals.
- 34     I seldom get the "run-around" when seeking information on this campus.
- 38     I receive ongoing feedback about progress toward my academic goals.
- 43     Mentors are available to guide my life and career goals.

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

- 14     Faculty are fair and unbiased in their treatment of individual students.
- 32     Faculty provide timely feedback about my academic progress.
- 35     I seldom get the "run-around" when seeking information on this campus.
- 38     I receive ongoing feedback about progress toward my academic goals.
- 43     Mentors are available to guide my life and career goals.

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|--------------|--|
| <b>3.A.3</b> | <b>Administrators and other employees responsible for educational programs and services possess qualifications necessary to perform their duties ...</b>         |
| 1            | The campus staff are caring and helpful.   |
| 7            | Admissions staff provide personalized attention prior to enrollment.   |
| 10           | My academic advisor helps me set goals to work toward.   |
| 14           | Faculty are fair and unbiased in their treatment of individual students.   |
| 16           | My academic advisor is available when I need help.   |
| 19           | Residence hall staff are concerned about me as an individual.  |
| 21           | My academic advisor is knowledgeable about requirements in my major.   |
| 24           | I receive the help I need to apply my academic major to my career goals.   |
| 35           | I seldom get the "run-around" when seeking information on this campus.   |
| 38           | I receive ongoing feedback about progress toward my academic goals.  |
| 43           | Mentors are available to guide my life and career goals.   |
| <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>     |
| 23           | I am able to register for classes I need with few conflicts.   |
| 32           | Faculty provide timely feedback about my academic progress.  |
| 35           | I seldom get the "run-around" when seeking information on this campus.   |
| 38           | I receive ongoing feedback about progress toward my academic goals.  |
| 40           | Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).   |
| 43           | Mentors are available to guide my life and career goals.   |
| <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> |
| 1            | The campus staff are caring and helpful.   |
| 6            | Billing policies are reasonable.   |
| 7            | Admissions staff provide personalized attention prior to enrollment.   |
| 8            | Financial aid awards are announced in time to be helpful in college planning.  |
| 10           | My academic advisor helps me set goals to work toward.   |
| 24           | I receive the help I need to apply my academic major to my career goals.   |

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- |    |   |
|----|---|
| 25 | I am able to take care of college-related business at times that are convenient for me. |
| 35 | I seldom get the "run-around" when seeking information on this campus.                  |
| 38 | I receive ongoing feedback about progress toward my academic goals.                     |
| 43 | Mentors are available to guide my life and career goals.                                |
- 

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

- |    |  |
|----|--|
| 3  | The campus is safe and secure for all students.            |
| 12 | The amount of student parking space on campus is adequate. |
| 13 | Living conditions in the residence halls are comfortable.  |
| 15 | Computer labs are adequate and accessible.                 |
| 18 | Parking lots are well-lighted and secure.                  |
| 28 | Security staff respond quickly to calls for assistance.    |
| 44 | On the whole, the campus is well-maintained.               |
| 63 | 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...**

- |    |  |
|----|--|
| 3  | The campus is safe and secure for all students.            |
| 12 | The amount of student parking space on campus is adequate. |
| 13 | Living conditions in the residence halls are comfortable.  |
| 15 | Computer labs are adequate and accessible.                 |
| 18 | Parking lots are well-lighted and secure.                  |
| 44 | On the whole, the campus is well-maintained.               |
| 63 | Campus visits as factor in decision to enroll.             |
- 

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

- |    |  |
|----|--|
| 3  | The campus is safe and secure for all students.        |
| 15 | Computer labs are adequate and accessible.             |
| 22 | This campus provides online access to services I need. |
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|              |  |
|--------------|--|
| <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> |
| 15           | Computer labs are adequate and accessible.   |
| 22           | This campus provides online access to services I need.   |
| 29           | Faculty use a variety of technology and media in the classroom.  |
| 40           | Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).   |
| <b>4.A.2</b> | <b>In decision-making processes ... institutional policy makes provisions for student participation and consideration of student views ...</b>               |
| 5            | Administrators are available to hear students' concerns.   |
| 31           | Students are made to feel welcome here.  |
| 37           | There is a strong commitment to diversity on this campus.  |
| <b>9.Z</b>   | <b>[The institution itself may decide how this item relates to accreditation requirements.]</b>  |
| 46           | Campus item 1  |
| 47           | Campus item 2  |
| 48           | Campus item 3  |
| 49           | Campus item 4  |
| 50           | Campus item 5  |
| 51           | Campus item 6  |
| 52           | Campus item 7  |
| 53           | Campus item 8  |
| 54           | Campus item 9  |
| 55           | Campus item 10   |
| 61           | Distance from campus as factor in decision to enroll.  |