



Appendix A: Student Satisfaction Inventory
Career and Private School version, Form A
Accrediting Council for Independent Colleges and Schools (ACICS)
Accreditation Criterion as of August 2012

Item Number	Survey Item	ACICS General Criteria	IEP Retention	IEP Placement	IEP Learning Outcomes	IEP Graduate Satisfaction	IEP Employer Satisfaction
1	Most students feel a sense of belonging here.	3-1-400, 3-1-441-b, 3-1-512-b, 3-1-600	x				
2	Faculty care about me as an individual.	3-1-400, 3-1-441-b, 3-1-512, 3-1-512-b, 3-1-600, 3-2-106, 3-3-305	x		x		
3	The quality of instruction in the academic programs is excellent.	3-1-500, 3-1-512, 3-1-532-a, 3-1-532-c, 3-1-541, 3-1-543, 3-1-600, 3-2-101, 3-2-102, 3-2-105, 3-2-106, 3-3-301, 3-3-302, 3-3-303, 3-3-304, 3-3-305, 3-3-406, 3-4-301, 3-4-302, 3-4-303, 3-4-304, 3-4-406, 3-5-301, 3-5-302, 3-5-303, 3-5-304, 3-5-406	x		x		
4	Security staff are helpful.	3-1-400	x				
5	The personnel involved in registration are helpful.	3-1-400, 3-1-513-b, 3-1-517	x				
6	My academic advisor is approachable.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-500, 3-1-701, 3-1-702, 3-6-100, 3-7-100	x				

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7	Adequate financial aid is available for most students.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				
8	Classes are scheduled at times that are convenient for me.	3-1-513-b	x				
9	Internships or practical experiences are provided in my degree/certificate program.	3-3-203, 3-4-203, 3-5-203	x		x	x	x
10	Child care facilities are available on campus.	3-1-400, 3-1-601	x				
11	Security staff respond quickly in emergencies.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
12	My academic advisor helps me set goals to work toward.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-500, 3-1-701, 3-1-702, 3-6-100, 3-7-100	x				
13	Financial aid awards are announced to students in time to be helpful in planning.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				
14	Library resources and services are adequate.	3-1-400, 3-1-800, 3-3-401, 3-4-401, 3-5-401, 3-6-701, 3-7-701	x				
15	I am able to register for classes I need with few conflicts.	3-1-400, 3-1-513-b, 3-1-517	x				

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16	The school shows concern for students as individuals.	3-1-400, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-441-c, 3-1-512-b	x				
17	Personnel in the Veterans' Services program are helpful.	3-1-400, 3-1-513-b, 3-1-517	x				
18	The quality of instruction I receive in most of my classes is excellent.	3-1-500, 3-1-512, 3-1-532-a, 3-1-532-c, 3-1-541, 3-1-543, 3-1-600, 3-2-101, 3-2-102, 3-2-105, 3-2-106, 3-3-301, 3-3-302, 3-3-303, 3-3-304, 3-3-305, 3-3-406, 3-4-301, 3-4-302, 3-4-303, 3-4-304, 3-4-406, 3-5-301, 3-5-302, 3-5-303, 3-5-304, 3-5-406	x		x		
19	This campus provides effective support services for displaced homemakers.	3-1-400	x				
20	Financial aid counselors are helpful.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				
21	There are a sufficient number of study areas on campus.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
22	People at this school respect and are supportive of each other.	3-1-400	x				

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23	Faculty are understanding of students' unique life circumstances.	3-1-400, 3-1-441-b, 3-1-512, 3-1-512-b, 3-1-600, 3-2-106, 3-3-305	x				
24	Parking lots are well-lighted and secure.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
25	My academic advisor is concerned about my success as an individual.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-500, 3-1-701, 3-1-702, 3-6-100, 3-7-100	x				
26	Library staff are helpful and approachable.	3-1-400, 3-1-800, 3-3-401, 3-4-401, 3-5-401, 3-6-701, 3-7-701	x				
27	The school staff are caring and helpful.	3-1-400	x			x	
28	It is an enjoyable experience to be a student at this school.	3-1-111, 3-1-200, 3-1-400	x				
29	Faculty are fair and unbiased in their treatment of individual students.	3-1-400, 3-1-441-b, 3-1-512-b, 3-1-541	x		x		
30	The career services office provides students with the help they need to get a job.	3-1-441-c	x			x	x
31	The school is safe and secure for all students.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				

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32	My academic advisor is knowledgeable about my program requirements.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
33	Admissions counselors accurately portray the school in their recruiting practices.	3-1-412, 3-1-412-a	x				
34	Computer labs are adequate and accessible.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
35	Policies and procedures regarding registration and course selection are clear and well-publicized.	3-1-400, 3-1-513-b, 3-1-517	x				
36	Students are made to feel welcome at this school.	3-1-111, 3-1-200, 3-1-400	x				
37	Faculty take into consideration student differences as they teach a course.	3-1-400, 3-1-441-b, 3-1-541, 3-1-600, 3-7-501	x				
38	The student center is a comfortable place for students to spend their leisure time.	3-1-400, 3-1-601	x				
39	The amount of student parking space is adequate.	3-1-400, 3-1-531-a	x				

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40	My academic advisor is knowledgeable about the transfer requirements of other schools.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
41	Admissions staff are knowledgeable.	3-1-412, 3-1-412-a, 3-1-413, 3-1-414, 3-1-700, 3-1-701, 3-1-702, 3-1-703, 3-1-704, 3-6-604, 3-6-800, 3-7-604, 3-7-800	x				
42	The equipment in the lab facilities is kept up to date.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
43	Class change (drop/add) policies are reasonable.	3-1-423, 3-1-500, 3-1-517, 3-1-700, 3-1-701, 3-1-702	x				
44	I generally know what's happening at this school.	3-1-400, 3-1-600, 3-1-700	x				
45	This institution has a good reputation within the community.	3-1-400, 3-1-512-c	x				x
46	Faculty provide timely feedback about student progress in a course.	3-1-400, 3-1-500, 3-1-510, 3-1-512, 3-1-541, 3-1-600	x		x		
47	There are adequate services to help me decide upon a career.	3-1-441-c	x	x		x	x
48	Advising staff care about students as individuals.	3-1-441, 3-1-441-a, 3-1-441-b	x				

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49	Admissions counselors respond to prospective students' unique needs and requests.	3-1-412, 3-1-412-a, 3-1-441-b	x				
50	Tutoring services are readily available.	3-1-400, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-531-a, 3-1-600	x		x		
51	There are convenient ways of paying my school bill.	3-1-435, 3-1-441-d	x				
52	This school does whatever it can to help me reach my educational goals.	3-1-400, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-531-a, 3-1-600	x				
53	The assessment and course placement procedures are reasonable.	3-1-423, 3-1-500, 3-1-512, 5-1-514, 3-1-532-a, 3-1-532-b	x				
54	Faculty are interested in my academic problems.	3-1-400, 3-1-441-b, 3-1-512, 3-1-512-b, 3-1-600, 3-2-106, 3-3-305	x				
55	Academic support services adequately meet the needs of students.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
56	The business office is open during hours which are convenient for most students.	3-1-400, 3-1-531-a	x				

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57	Administrators are approachable to students.	3-1-400, 3-1-441, 3-1-441-a, 3-1-510	x				
58	Nearly all of the faculty are knowledgeable in their fields.	3-1-541, 3-1-600, 3-2-102, 3-3-302, 3-4-302, 3-5-302, 3-6-502, 3-7-502	x		x		
59	New student orientation services help students adjust to school.	3-1-400	x				
60	Billing policies are reasonable.	3-1-435, 3-1-441-d	x				
61	Faculty are usually available after class and during office hours.	3-1-400, 3-1-423, 3-1-441, 3-1-441-a, 3-1-441-b, 3-1-531-a, 3-1-600	x				
62	Bookstore staff are helpful.	3-1-400, 3-1-531-a, 3-1-531-c, 3-1-600	x				
63	I seldom get the "run-around" when seeking information at this school.	3-1-111, 3-1-200, 3-1-400	x				
64	Nearly all classes deal with practical experiences and applications.	3-1-500, 3-1-512, 3-1-532-b, 3-3-203	x		x		x
65	Students are notified early in the term if they are doing poorly in a class.	3-1-512, 3-1-532-a, 3-1-600	x				

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66	Program requirements are clear and reasonable.	3-1-513-a, 3-1-532-b, 3-1-700, 3-1-701, 3-1-702, 3-3-201, 3-4-201, 3-5-201, 3-6-401, 3-7-401	x		x		
67	Channels for expressing student complaints are readily available.	3-1-202-d, 3-1-400	x				
68	On the whole, the school is well-maintained.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
69	There is a good variety of courses provided at this school.	3-1-513-b	x				
70	I am able to experience intellectual growth here.	1-2-100-c, 3-1-111, 3-1-400	x		x		
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						
81	Institution's commitment to part-time students?	3-1-512-b, 3-1-600	x				

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82	Institution's commitment to evening students?	3-1-512-b, 3-1-600	x				
83	Institution's commitment to older, returning learners?	3-1-512-b, 3-1-600	x				
84	Institution's commitment to under-represented populations?	3-1-512-b, 3-1-600	x				
85	Institution's commitment to commuters?	3-1-512-b, 3-1-600	x				
86	Institution's commitment to students with disabilities?	3-1-512-b, 3-1-600	x				
87	Cost as factor in decision to enroll.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204					
88	Financial aid as factor in decision to enroll.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702					
89	Academic reputation as factor in decision to enroll.	3-1-500, 3-1-512, 3-1-532-a, 3-1-532-c, 3-1-541, 3-1-543, 3-1-600, 3-2-101, 3-2-102, 3-2-105, 3-2-106, 3-3-301, 3-3-302, 3-3-303, 3-3-304, 3-3-305, 3-3-406, 3-4-301, 3-4-302, 3-4-303, 3-4-304, 3-4-406, 3-5-301, 3-5-302, 3-5-303, 3-5-304, 3-5-406					

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90	Size of institution as factor in decision to enroll.	3-1-601					
91	Future employment opportunities as factor in decision to enroll.	n/a					
92	Recommendations from family/friends as factor in decision to enroll.	n/a					
93	Geographic setting as factor in decision to enroll.	n/a					
94	Appearance of school as factor in decision to enroll.	n/a					
95	Personalized attention prior to enrollment as factor in decision to enroll.	3-1-412, 3-1-412-a					