



Appendix B: Student Satisfaction Inventory
Career and Private School version, Form B
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	The school staff are caring and helpful.	3-1-400	x			x	
2	Classes are scheduled at times that are convenient for me.	3-1-513-b	x				
3	My academic advisor is available when I need help.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
4	Security staff respond quickly to calls for assistance.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
5	Financial aid awards are announced 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				
6	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				
7	Admissions staff provide personalized attention prior to enrollment.	3-1-412, 3-1-412-a, 3-1-441-b	x				

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8	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		
9	I am able to register for the classes I need with few conflicts.	3-1-400, 3-1-513-b, 3-1-517	x				
10	Parking lots are well-lighted and secure.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
11	Counseling services are available if I need them.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
12	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		
13	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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14	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				
15	Financial aid counseling is available if I need it.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				
16	My advisor helps me apply my program of study to career goals.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x			x	x
17	Admissions counselors accurately portray program offerings in their recruiting practices.	3-1-412, 3-1-412-a	x				
18	Computer labs are adequate and accessible.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
19	Registration processes and procedures are convenient.	3-1-400, 3-1-513-b, 3-1-517	x				
20	Students are made to feel welcome here.	3-1-111, 3-1-200, 3-1-400	x				
21	The amount of student parking space is adequate.	3-1-400, 3-1-531-a	x				

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22	My academic advisor is knowledgeable about 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				
23	This institution helps me identify resources to finance my education.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				
24	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				
25	Faculty provide timely feedback about my academic progress.	3-1-400, 3-1-500, 3-1-510, 3-1-512, 3-1-541, 3-1-600	x		x		
26	There are adequate services to help me decide upon a career.	3-1-441-c	x	x		x	x
27	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		
28	This school provides online access to services I need.	3-1-512, 3-1-400	x				
29	There are convenient ways of paying my school bill.	3-1-435, 3-1-441-d	x				

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30	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				
31	Faculty use a variety of technology and media in the classroom.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
32	I am able to take care of school-related business at times that are convenient for me.	3-1-400, 3-1-531-a	x				
33	Administrators are available to hear students' concerns.	3-1-400, 3-1-441, 3-1-441-a, 3-1-510	x				
34	Faculty are usually available to students outside of class (during office hours, by phone, or by e-mail).	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				
35	I receive ongoing feedback about progress toward my academic goals.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
36	Tuition paid is a worthwhile investment.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204	x				

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37	I seldom get the "run-around" when seeking information on this campus.	3-1-111, 3-1-200, 3-1-400	x				
38	Most classes deal with practical experiences and applications.	3-1-500, 3-1-512, 3-1-532-b, 3-3-203	x		x		x
39	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				
40	There are sufficient courses within my program of study available each term .	3-1-512, 3-1-512-b, 3-1-513-a	x				
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						
51	Cost	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204					

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52	Financial assistance	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702					
53	Academic reputation	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					
54	Future career opportunities	n/a					
55	Personal recommendations	n/a					
56	Distance from campus	n/a					
57	Information on the campus Web site	3-1-412-a, 3-1-700, 3-1-703					
58	Campus visits	n/a					