



**Appendix D: Student Satisfaction Inventory**  
**Four-year 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 campus staff are caring and helpful.	3-1-400	x			x	
2	Registration processes and procedures are convenient.	3-1-400, 3-1-513-b, 3-1-517	x				
3	The campus is safe and secure for all students.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
4	The content of the courses within my major is valuable.	1-2-100-c, 3-1-500, 3-1-512-b, 3-1-532-b, 3-3-201, 3-3-203, 3-4-201, 3-4-203, 3-5-201, 3-5-203, 3-6-401, 3-7-401	x		x		x
5	Administrators are available to hear students' concerns.	3-1-400, 3-1-441, 3-1-441-a, 3-1-510	x				
6	Billing policies are reasonable.	3-1-435, 3-1-441-d	x				
7	Admissions staff provide personalized attention prior to enrollment.	3-1-412, 3-1-412-a, 3-1-441-b	x				
8	Financial aid awards are announced in time to be helpful in college planning.	3-1-414, 3-1-431, 3-1-434, 3-1-435, 3-1-441-d, 3-1-701, 3-1-702	x				

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9	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				
10	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				
11	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				
12	The amount of student parking space on campus is adequate.	3-1-400, 3-1-531-a	x				
13	Living conditions in the residence halls are comfortable.	3-1-400, 3-1-531-a	x				
14	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		
15	Computer labs are adequate and accessible.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
16	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				

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17	There are sufficient courses within my program of study available each term.	3-1-512, 3-1-512-b, 3-1-513-a	x				
18	Parking lots are well-lighted and secure.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
19	Residence hall staff are concerned about me as an individual.	3-1-400, 3-1-531-a	x				
20	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		
21	My academic advisor is knowledgeable about requirements in my major.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x				
22	This campus provides online access to services I need.	3-1-512, 3-1-400	x				
23	I am able to register for classes I need with few conflicts.	3-1-400, 3-1-513-b, 3-1-517	x				
24	I receive the help I need to apply my academic major to my career goals.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x			x	x

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25	I am able to take care of college-related business at times that are convenient for me.	3-1-400, 3-1-531-a	x				
26	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				
27	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				
28	Security staff respond quickly to calls for assistance.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
29	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				
30	There is an adequate selection of food available on campus.	3-1-400, 3-1-601	x				
31	Students are made to feel welcome here.	3-1-111, 3-1-200, 3-1-400	x				
32	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		
33	Admissions counselors accurately portray the campus in their recruiting practices.	3-1-412, 3-1-412-a	x				

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34	There are adequate services to help me decide upon a career.	3-1-441-c	x	x		x	x
35	I seldom get the "run-around" when seeking information on this campus.	3-1-111, 3-1-200, 3-1-400	x				
36	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		
37	There is a strong commitment to diversity on this campus.	3-1-200, 3-1-400, 3-1-441-b, 3-1-500, 3-1-512-b, 3-2-105	x				
38	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				
39	Student disciplinary procedures are fair.	3-1-202-d, 3-1-400	x				

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40	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				
41	Tuition paid is a worthwhile investment.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204	x				
42	Students are free to express their ideas on this campus.	3-1-200, 3-1-400, 3-1-531-b	x				
43	Mentors are available to guide my life and career goals.	3-1-413, 3-1-423, 3-1-441, 3-1-441-a, 3-1-701, 3-1-702	x			x	
44	On the whole, the campus is well-maintained.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				
45	Student activity fees are put to good use.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204	x				
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						

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55	Campus item 10						
56	Cost as factor in decision to enroll.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204					
57	Financial assistance 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					
58	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					
59	Future career opportunities as factor in decision to enroll.	n/a					
60	Personal recommendations as factor in decision to enroll.	n/a					
61	Distance from campus as factor in decision to enroll.	n/a					

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62	Information on the campus Web site as factor in decision to enroll.	3-1-412-a, 3-1-700, 3-1-703					
63	Campus visits as factor in decision to enroll.	n/a					