



Appendix F: Student Satisfaction Inventory
Community College 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	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 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				
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 campus is safe and secure for all students.	3-1-200, 3-1-600, 3-1-601, 3-1-602, 3-1-700	x				
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				

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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 on campus is adequate.	3-1-400, 3-1-531-a	x				
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				

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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 campus 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				
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				

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32	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				
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				
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 campus is well-maintained.	3-1-531-a, 3-1-531-c, 3-1-600, 3-1-601, 3-2-200	x				

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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 as factor in decision to enroll.	3-1-510, 3-1-512, 3-1-600, 3-1-601, 3-2-204					
52	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					

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53	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					
54	Future career opportunities as factor in decision to enroll.	n/a					
55	Personal recommendations as factor in decision to enroll.	n/a					
56	Distance from campus as factor in decision to enroll.	n/a					
57	Information on the campus Web site as factor in decision to enroll.	3-1-412-a, 3-1-700, 3-1-703					
58	Campus visits as factor in decision to enroll.	n/a					