

Ruffalo Noel Levitz Adult Student Priorities Survey™ (ASPS)

Survey Requirements by Middle States Commission on Higher Education (MSCHE)
Revised in 2014; Effective in 2017-2018

1.0 The institution's mission defines its purpose within the context of higher education, the students it serves, and what it intends to accomplish.

- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 27 This institution has a good reputation within the community.
- 75 Future employment opportunities as factor in decision to enroll.

1.1f Clearly defined mission and goals are publicized and widely known by the institution's stakeholders.

- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 27 This institution has a good reputation within the community.
- 48 I am aware of whom to contact for questions about programs and services.
- 75 Future employment opportunities as factor in decision to enroll.

1.3 Goals that focus on student learning...are supported by administrative, educational, and student support programs and services.

- 1 Adult students are made to feel welcome at this institution.
- 7 The staff at this institution are caring and helpful.
- 11 My academic advisor is concerned about my success as an individual.
- 27 This institution has a good reputation within the community.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.
- 50 My advisor helps me apply my academic major to specific career goals.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

2.0 In all activities the institution honors its contracts and commitments, adheres to its policies, and represents itself truthfully.

- 6 Financial aid counselors are helpful to adult students.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 25 Admissions representatives respond to adult students' unique needs.

- 27 This institution has a good reputation within the community.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 39 This institution responds quickly to my requests for information.
 - 48 I am aware of whom to contact for questions about programs and services.
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2.1 The institution demonstrates a commitment to academic freedom, intellectual freedom, and freedom of expression...

- 14 Faculty are fair and unbiased in their treatment of individual students.
 - 24 There is a commitment to academic excellence at this institution.
 - 27 This institution has a good reputation within the community.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer as factor in decision to enroll.
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2.2 The institution fosters respect among students, faculty, staff, and administration from a range of diverse backgrounds, ideas, and perspectives.

- 1 Adult students are made to feel welcome at this institution.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 27 This institution has a good reputation within the community.
 - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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2.3 The institution addresses complaints or grievances raised by students, faculty, or staff ...[using] procedures that are fair and impartial ...

- 1 Adult students are made to feel welcome at this institution.
 - 7 The staff at this institution are caring and helpful.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 33 Channels are readily available for adult students to express complaints.
 - 46 This institution provides timely responses to student complaints.
 - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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2.6 The school shows honesty and truthfulness in public announcements, advertisements, recruiting and admissions materials and practices.

- 1 Adult students are made to feel welcome at this institution.
 - 6 Financial aid counselors are helpful to adult students.
 - 10 Admissions representatives are knowledgeable.no
 - 25 Admissions representatives respond to adult students' unique needs.
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- 27 This institution has a good reputation within the community.
 - 29 I seldom get the "run-around" when seeking information at this institution.
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2.7 Institutional services and programs enable students to understand funding sources and options [including] decisions about incurring debt.

- 6 Financial aid counselors are helpful to adult students.
 - 7 The staff at this institution are caring and helpful.
 - 9 Billing policies are reasonable for adult students.
 - 23 Adequate financial aid is available for most adult students.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 34 I receive complete information on the availability of financial aid.
 - 71 Cost as factor in decision to enroll.
 - 72 Financial aid/scholarship opportunities as factor in decision to enroll.
 - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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2.8a There is full disclosure on institution-wide assessments, graduation, retention, certification and licensure or licensing board pass rates.

- 6 Financial aid counselors are helpful to adult students.
 - 10 Admissions representatives are knowledgeable.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 27 This institution has a good reputation within the community.
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3.0 The institution provides students with learning experiences that are characterized by rigor and coherence at all program levels & modalities.

- 4 The content of the courses within my major is valuable.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 24 There is a commitment to academic excellence at this institution.
 - 35 The quality of instruction I receive in my program is excellent.
 - 41 Major requirements are clear and reasonable.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer as factor in decision to enroll.
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3.1 Institutional programs foster a coherent student learning experience and promote synthesis of learning.

- 4 The content of the courses within my major is valuable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 50 My advisor helps me apply my academic major to specific career goals.
- 73 Academic reputation as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

3.2 Faculty are... rigorous and effective in teaching... qualified for the positions they hold... and sufficient in number.

- 3 Classes are scheduled at times that are convenient for me.
- 4 The content of the courses within my major is valuable.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 I am able to register for classes I need with few conflicts.
- 24 There is a commitment to academic excellence at this institution.
- 26 Faculty provide timely feedback about my progress.
- 35 The quality of instruction I receive in my program is excellent.
- 37 Part-time faculty are competent as classroom instructors.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email, or in-person.
- 42 Nearly all faculty are knowledgeable in their field.
- 73 Academic reputation as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.
- 78 Availability of evening/weekend courses as factor in decision to enroll.

3.3 Programs of study are clearly and accurately described [including] program requirements and expected time to completion.

- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 25 Admissions representatives respond to adult students' unique needs.
- 41 Major requirements are clear and reasonable.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 49 There are sufficient options within my program of study.

3.4 Sufficient learning opportunities and resources to support both the programs of study and students' academic progress.

- 3 Classes are scheduled at times that are convenient for me.
- 7 The staff at this institution are caring and helpful.
- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 49 There are sufficient options within my program of study.
- 73 Academic reputation as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

3.5a The general education program draws students into new areas of intellectual experience, expanding their cultural and global awareness ...

- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 73 Academic reputation as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

3.5b General education imparts essential skills including ...communication ...critical analysis and reasoning, and technological competency...

- 24 There is a commitment to academic excellence at this institution.
- 32 My classes provide opportunities to improve my technology skills.
- 35 The quality of instruction I receive in my program is excellent.
- 73 Academic reputation as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

4.0a The institution recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and offerings.

- 1 Adult students are made to feel welcome at this institution.
- 7 The staff at this institution are caring and helpful.
- 10 Admissions representatives are knowledgeable.
- 25 Admissions representatives respond to adult students' unique needs.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

4.0b The institution has an effective support system sustained by qualified professionals, ...which fosters student success.

- 1 Adult students are made to feel welcome at this institution.
- 2 Faculty care about me as an individual.
- 7 The staff at this institution are caring and helpful.
- 30 Academic support services adequately meet the needs of adult students.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

4.1 The institution has clearly stated, ethical policies and processes to admit, retain, and facilitate the success of students.

- 1 Adult students are made to feel welcome at this institution.
- 25 Admissions representatives respond to adult students' unique needs.
- 30 Academic support services adequately meet the needs of adult students.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

4.1b Students who are not adequately prepared for study ...are identified, placed, and supported in attaining appropriate educational goals.

- 2 Faculty care about me as an individual.
- 7 The staff at this institution are caring and helpful.
- 25 Admissions representatives respond to adult students' unique needs.
- 30 Academic support services adequately meet the needs of adult students.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

4.1c [There are] orientation, advisement, and counseling programs to guide students throughout their educational experience.

- 1 Adult students are made to feel welcome at this institution.
- 7 The staff at this institution are caring and helpful.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 25 Admissions representatives respond to adult students' unique needs.
- 30 Academic support services adequately meet the needs of adult students.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

- 48 I am aware of whom to contact for questions about programs and services.
79 Personalized attention prior to enrollment as factor in decision to enroll.
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4.1d [There are] processes to enhance the successful achievement of... transfer to other institutions, and post-completion placement.

- 1 Adult students are made to feel welcome at this institution.
7 The staff at this institution are caring and helpful.
11 My academic advisor is concerned about my success as an individual.
50 My advisor helps me apply my academic major to specific career goals.
75 Future employment opportunities as factor in decision to enroll.
79 Personalized attention prior to enrollment as factor in decision to enroll.
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4.2 [The school assesses] transfer credits, experiential learning, competency-based and other alternative learning approaches.

- 2 Faculty care about me as an individual.
25 Admissions representatives respond to adult students' unique needs.
49 There are sufficient options within my program of study.
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4.3 [The school practices] the safe and secure maintenance and appropriate release of student information and records.

- 5 Classroom locations are safe and secure for all students.
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4.4 If offered, athletic, student life, and other extracurricular activities are regulated by ...principles that govern all other programs.

- 1 Adult students are made to feel welcome at this institution.
38 Career services are adequate and accessible for adult students.
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5.0 The institution's students have accomplished educational goals consistent with their program of study.

- 4 The content of the courses within my major is valuable.
21 Tuition paid is a worthwhile investment.
24 There is a commitment to academic excellence at this institution.
27 This institution has a good reputation within the community.
38 Career services are adequate and accessible for adult students.
73 Academic reputation as factor in decision to enroll.
75 Future employment opportunities as factor in decision to enroll.
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76 Recommendations from family/friends/employer as factor in decision to enroll.

5.2 Faculty conduct assessments evaluating the extent of student achievement of institutional and degree/program goals.

2 Faculty care about me as an individual.
4 The content of the courses within my major is valuable.
26 Faculty provide timely feedback about my progress.

5.2c [The school] sustains the assessment of student achievement and communicates the results of this assessment to stakeholders

4 The content of the courses within my major is valuable.
38 Career services are adequate and accessible for adult students.

5.3f The use of assessment results [includes] informing appropriate constituents about the institution and its programs.

4 The content of the courses within my major is valuable.
27 This institution has a good reputation within the community.
38 Career services are adequate and accessible for adult students.

6.4 The physical and technical infrastructure is adequate to support institutional operations wherever and however programs are delivered.

5 Classroom locations are safe and secure for all students.
9 Billing policies are reasonable for adult students.
12 Computer labs are adequate and accessible for adult students.
13 The amount of student parking is adequate.
17 Business office hours are convenient for adult students.
18 Parking lots are well-lighted and secure.
31 I am able to register for classes by personal computer, fax, or telephone.
36 Vending or snack bar food options are readily available.
43 This institution offers a variety of payment plans for adult students.
45 I am able to complete most of my enrollment tasks in one location.

7.1 The governance structure outlines ...accountability for decision making by each constituency, including... students.

48 I am aware of whom to contact for questions about programs and services.

7.3d [There are] qualified administrators, sufficient in number, to enable ... the organization's efficiency and effectiveness.

- 5 Classroom locations are safe and secure for all students.
- 6 Financial aid counselors are helpful to adult students.
- 8 My academic advisor is available at times that are convenient for me.
- 9 Billing policies are reasonable for adult students.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 15 Library resources and services are adequate for adults.
- 16 I am able to register for classes I need with few conflicts.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 20 Registration processes are reasonable and convenient for adults.
- 22 Security staff respond quickly in emergencies.
- 28 My academic advisor is accessible by telephone and email.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 30 Academic support services adequately meet the needs of adult students.
- 31 I am able to register for classes by personal computer, fax, or telephone.
- 38 Career services are adequate and accessible for adult students.
- 47 Bookstore hours are convenient for adult students.
- 50 My advisor helps me apply my academic major to specific career goals.

7.4c The administration has the members with credentials and professional experience consistent with... their functional roles.

- 5 Classroom locations are safe and secure for all students.
- 6 Financial aid counselors are helpful to adult students.
- 10 Admissions representatives are knowledgeable.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 22 Security staff respond quickly in emergencies.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 38 Career services are adequate and accessible for adult students.
- 50 My advisor helps me apply my academic major to specific career goals.

7.4d The administration has the skills, time, assistance, technology, and information systems expertise required to perform their duties.

- 5 Classroom locations are safe and secure for all students.
- 6 Financial aid counselors are helpful to adult students.
- 8 My academic advisor is available at times that are convenient for me.

- 9 Billing policies are reasonable for adult students.
 - 11 My academic advisor is concerned about my success as an individual.
 - 15 Library resources and services are adequate for adults.
 - 16 I am able to register for classes I need with few conflicts.
 - 17 Business office hours are convenient for adult students.
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 - 38 Career services are adequate and accessible for adult students.
 - 39 This institution responds quickly to my requests for information.
 - 43 This institution offers a variety of payment plans for adult students.
 - 45 I am able to complete most of my enrollment tasks in one location.
 - 47 Bookstore hours are convenient for adult students.
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7.4e The administration demonstrates engagement with faculty and students in advancing the institution's goals and objectives.

- 5 Classroom locations are safe and secure for all students.
 - 6 Financial aid counselors are helpful to adult students.
 - 11 My academic advisor is concerned about my success as an individual.
 - 19 My academic advisor is knowledgeable about requirements in my major.
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9.Z [The institution itself may determine how this survey item may apply to accreditation standards.]

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