



Ruffalo Noel Levitz Adult Student Priorities Survey™ (ASPS)

Higher Learning Commission Requirements, effective September 1, 2020

1.A.4. The institution's academic offerings, student support services and enrollment profile are consistent with its stated mission.

- 1 Adult students are made to feel welcome at this institution.
- 27 This institution has a good reputation within the community.
- 32 My classes provide opportunities to improve my technology skills.
- 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.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

1.C. The institution provides opportunities... in a diverse, multicultural society...

- 1 Adult students are made to feel welcome at this institution.

1.C.2. ...Processes and activities demonstrate inclusive and equitable treatment of diverse populations.

- 1 Adult students are made to feel welcome at this institution.

2.A. The institution establishes and follows policies and processes to ensure fair and ethical behavior.

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 27 This institution has a good reputation within the community.
- 33 Channels are readily available for adult students to express complaints.
- 39 This institution responds quickly to my requests for information.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

2.B. The institution presents itself clearly and completely to its students and to the public...

- 23 Adequate financial aid is available for most adult students.
- 34 I receive complete information on the availability of financial aid.
- 41 Major requirements are clear and reasonable.

- 71 Cost as factor in decision to enroll.
 - 72 Financial aid/scholarship opportunities as factor in decision to enroll.
 - 73 Academic reputation as factor in decision to enroll.
 - 74 Size of institution as factor in decision to enroll.
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2.D. The institution is committed to academic freedom and freedom of expression and the pursuit of truth in teaching and learning.

- 14 Faculty are fair and unbiased in their treatment of individual students.
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2.E.3. The institution provides guidance in the ethics of research and the use of information resources.

- 15 Library resources and services are adequate for adults.
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2.E.4. The institution enforces policies on academic honesty and integrity.

- 14 Faculty are fair and unbiased in their treatment of individual students.
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3.A. The rigor of the institution's academic offerings is appropriate to higher education.

- 4 The content of the courses within my major is valuable.
 - 41 Major requirements are clear and reasonable.
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3.A.1. Courses and programs are current and require levels of student performance appropriate to the credential awarded.

- 4 The content of the courses within my major is valuable.
 - 41 Major requirements are clear and reasonable.
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3.B. Programs engage students in collecting, analyzing, and communicating information; in mastering modes of inquiry or creative work...

- 4 The content of the courses within my major is valuable.
 - 24 There is a commitment to academic excellence at this institution.
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3.B.4. The faculty and students contribute to scholarship, creative work, and the discovery of knowledge to the extent appropriate...

- 24 There is a commitment to academic excellence at this institution.
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3.C. The institution has the faculty and staff needed for effective, high-quality programs, and student services.

- 6 Financial aid counselors are helpful to adult students.
- 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.

- 15 Library resources and services are adequate for adults.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 25 Admissions representatives respond to adult students' unique needs.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 30 Academic support services adequately meet the needs of adult students.
- 38 Career services are adequate and accessible for adult students.
- 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.

3.C.2. The institution has sufficient numbers and continuity of faculty members to carry out both the classroom and non-classroom roles...

- 2 Faculty care about me as an individual.
- 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.

3.C.3. All instructors are appropriately qualified...<more>.

- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 37 Part-time faculty are competent as classroom instructors.

3.C.5. The institution has processes and resources for assuring that instructors are current in their disciplines and adept in their teaching roles...

- 24 There is a commitment to academic excellence at this institution.
- 37 Part-time faculty are competent as classroom instructors.
- 42 Part-time faculty are competent as classroom instructors.

3.C.6. Instructors are accessible for student inquiry.

- 2 Faculty care about me as an individual.
- 8 My academic advisor is available at times that are convenient for me.
- 26 Faculty provide timely feedback about my progress.
- 28 My academic advisor is accessible by telephone and email.
- 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.

3.C.7. Staff members providing student support services...are appropriately qualified, trained, and supported...

- 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
 - 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.
 - 17 Business office hours are convenient for adult students.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 29 I seldom get the "run-around" when seeking information at this institution.
 - 30 Academic support services adequately meet the needs of adult students.
 - 38 Career services are adequate and accessible for adult students.
 - 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.
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3.D. The institution provides support for student learning and effective teaching.

- 44 When students enroll at this institution, they develop a plan to complete their degree.
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3.D.1. The institution provides support services suited to the needs of its student populations.

- 48 I am aware of whom to contact for questions about programs and services.
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3.D.3. The institution provides academic advising suited to its offerings and the needs of its students.

- 8 My academic advisor is available at times that are convenient for me.
 - 11 My academic advisor is concerned about my success as an individual.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 28 My academic advisor is accessible by telephone and email.
 - 44 When students enroll at this institution, they develop a plan to complete their degree.
 - 50 My advisor helps me apply my academic major to specific career goals.
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3.D.4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning...

- 12 Computer labs are adequate and accessible for adult students.
 - 15 Library resources and services are adequate for adults.
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4.A.6. The institution evaluates the success of its graduates [and]... assures that the credentials awarded... accomplish these purposes.	
38	Career services are adequate and accessible for adult students.
75	Future employment opportunities as factor in decision to enroll.
4.B. The institution engages in ongoing assessment of student learning.	
24	There is a commitment to academic excellence at this institution.
4.B.2. The institution uses the information gained from assessment to improve student learning.	
26	Faculty provide timely feedback about my progress.
5.A.1. Shared governance engages internal constituencies... including students.	
33	Channels are readily available for adult students to express complaints.
5.A.3. When appropriate...students are involved in setting academic requirements, policy, and processes.	
33	Channels are readily available for adult students to express complaints.
5.B. The institution's resource base supports its educational programs and its plans for maintaining and strengthening their quality...	
23	Adequate financial aid is available for most adult students.
5.B.1. The institution has qualified and trained operational staff and infrastructure sufficient to support its operations ...	
3	Classes are scheduled at times that are convenient for me.
5	Classroom locations are safe and secure for all students.
8	My academic advisor is available at times that are convenient for me.
12	Computer labs are adequate and accessible for adult students.
13	The amount of student parking is adequate.
16	I am able to register for classes I need with few conflicts.
18	Parking lots are well-lighted and secure.
20	Registration processes are reasonable and convenient for adults
21	Tuition paid is a worthwhile investment.
22	Security staff respond quickly in emergencies.
31	I am able to register for classes by personal computer, fax, or telephone.
36	Vending or snack bar food options are readily available.
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.

- 46 This institution provides timely responses to student complaints.
 - 47 Bookstore hours are convenient for adult students.
 - 49 There are sufficient options within my program of study.
 - 78 Availability of evening/weekend courses as factor in decision to enroll.
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9.7. [You at the institution may decide how the survey item relates to accreditation requirements]

- 51 Campus item 1.
 - 52 Campus item 2.
 - 53 Campus item 3.
 - 54 Campus item 4.
 - 55 Campus item 5.
 - 56 Campus item 6.
 - 57 Campus item 7.
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 - 60 Campus item 10.
 - 61 Campus item 11.
 - 62 Campus item 12.
 - 63 Campus item 13.
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 - 66 Campus item 16.
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 - 68 Campus item 18.
 - 69 Campus item 19.
 - 70 Campus item 20.
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