Ruffalo Noel Levitz Student Satisfaction Inventory (SSI)™
Four-year • Form A

Higher Learning Commission Requirements, effective January 1, 2013

1.A.2.	The institution's academic programs, student support services, and enrollment profile are consistent with its stated mission.
1	Most students feel a sense of belonging here.
29	It is an enjoyable experience to be a student on this campus.
37	I feel a sense of pride about my campus.
45	Students are made to feel welcome on this campus.
49	There are adequate services to help me decide upon a career.
51	This institution has a good reputation within the community.
59	This institution shows concern for students as individuals.
92	Academic reputation as factor in decision to enroll.
94	Opportunity to play sports as factor in decision to enroll.
95	Recommendations from family/friends as factor in decision to enroll.

1.B.3.	The mission document or documents identify the nature, scope, and intended constituents of the...programs and services provided.
1	Most students feel a sense of belonging here.
84	Institution's commitment to part-time students.
85	Institution's commitment to evening students.
86	Institution's commitment to older, returning learners.
87	Institution's commitment to under-represented populations.
88	Institution's commitment to commuters.
89	Institution's commitment to students with disabilities.

1.C.	The institution understands the relationship between its mission and the diversity of society.
45	Students are made to feel welcome on this campus.
53	Faculty take into consideration student differences as they teach a course.
62	There is a strong commitment to racial harmony on this campus.

1.C.1.	The institution addresses its role in a multicultural society.
53	Faculty take into consideration student differences as they teach a course.

1.C.2.	...Processes and activities reflect attention to human diversity as appropriate within its mission and for the constituencies it serves.
1	Most students feel a sense of belonging here.
31	Males and females have equal opportunities to participate in intercollegiate athletics.
45	Students are made to feel welcome on this campus.
53	Faculty take into consideration student differences as they teach a course.
59	This institution shows concern for students as individuals.
62	There is a strong commitment to racial harmony on this campus.

1.D.3.	The institution engages with its identified external constituencies and communities of interest, and responds to their needs ...<more>
1	Most students feel a sense of belonging here.
29	It is an enjoyable experience to be a student on this campus.

2.E.2.	Students are offered guidance in the ethical use of information resources.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.

2.E.3.	The institution has and enforces policies on academic honesty and integrity.
25	Faculty are fair and unbiased in their treatment of individual students.

2.A.	The institution operates with integrity...; it establishes and follows fair and ethical policies and processes...
12	Financial aid awards are announced to students in time to be helpful in college planning.
25	Faculty are fair and unbiased in their treatment of individual students.
31	Males and females have equal opportunities to participate in intercollegiate athletics.
37	I feel a sense of pride about my campus.
40	Residence hall regulations are reasonable.
50	Class change (drop/add) policies are reasonable.
51	This institution has a good reputation within the community.
59	This institution shows concern for students as individuals.

63	Student disciplinary procedures are fair.
71	Channels for expressing student complaints are readily available.
95	Recommendations from family/friends as factor in decision to enroll.

2.B.	**The institution presents itself clearly and completely to its students and to the public with regard to its programs, requirements…**
17	Adequate financial aid is available for most students.
40	Residence hall regulations are reasonable.
48	Admissions counselors accurately portray the campus in their recruiting practices.
55	Major requirements are clear and reasonable.
56	The student handbook provides helpful information about campus life.
90	Cost as factor in decision to enroll.
91	Financial aid as factor in decision to enroll.
92	Academic reputation as factor in decision to enroll.
93	Size of institution as factor in decision to enroll.
94	Opportunity to play sports as factor in decision to enroll.

2.D.	**The institution is committed to freedom of expression and the pursuit of truth in teaching and learning.**
25	Faculty are fair and unbiased in their treatment of individual students.
53	Faculty take into consideration student differences as they teach a course.
67	Freedom of expression is protected on campus.

3.A.	**The institution's degree programs are appropriate to higher education.**
8	The content of the courses within my major is valuable.
55	Major requirements are clear and reasonable.

3.A.1.	**Courses and programs are current and require levels of performance by students appropriate to the degree or certificate awarded.**
8	The content of the courses within my major is valuable.
39	I am able to experience intellectual growth here.
55	Major requirements are clear and reasonable.

3.B.	The...exercise of intellectual inquiry and the acquisition, application, and integration of broad learning and skills are integral...
8	The content of the courses within my major is valuable.
39	I am able to experience intellectual growth here.
41	There is a commitment to academic excellence on this campus.

3.B.2.	The institution articulates the purposes, content and intended learning outcomes of its undergraduate general education requirements...
39	I am able to experience intellectual growth here.

3.B.3.	Every program...engages students in collecting, analyzing, and communicating information; in mastering modes of inquiry or creative work...
8	The content of the courses within my major is valuable.
39	I am able to experience intellectual growth here.
41	There is a commitment to academic excellence on this campus.

3.B.4.	The education offered by the institution recognizes the human and cultural diversity of the world in which students live and work.
1	Most students feel a sense of belonging here.
62	There is a strong commitment to racial harmony on this campus.

3.B.5.	The faculty and students contribute to scholarship, creative work, and the discovery of knowledge to the extent appropriate...
41	There is a commitment to academic excellence on this campus.

3.C.	The institution has the faculty and staff needed for effective, high-quality programs and student services.
2	The campus staff are caring and helpful.
4	Admissions staff are knowledgeable.
5	Financial aid counselors are helpful.
6	My academic advisor is approachable.
13	Library staff are helpful and approachable.
14	My academic advisor is concerned about my success as an individual.
15	The staff in the health services area are competent.

16	The instruction in my major field is excellent.
18	Library resources and services are adequate.
19	My academic advisor helps me set goals to work toward.
22	Counseling staff care about students as individuals.
27	The personnel involved in registration are helpful.
30	Residence hall staff are concerned about me as an individual.
32	Tutoring services are readily available.
33	My academic advisor is knowledgeable about requirements in my major.
43	Admissions counselors respond to prospective students' unique needs and requests.
44	Academic support services adequately meet the needs of students.
48	Admissions counselors accurately portray the campus in their recruiting practices.
49	There are adequate services to help me decide upon a career.
54	Bookstore staff are helpful.
57	I seldom get the "run-around" when seeking information on this campus.
64	New student orientation services help students adjust to college.
98	Personalized attention prior to enrollment as factor in decision to enroll.

3.C.1.	The institution has sufficient numbers and continuity of faculty members to carry out both the classroom and non-classroom roles...
3	Faculty care about me as an individual.
16	The instruction in my major field is excellent.
47	Faculty provide timely feedback about student progress in a course.
58	The quality of instruction I receive in most of my classes is excellent.
61	Adjunct faculty are competent as classroom instructors.

3.C.2.	All instructors are appropriately credentialed.
16	The instruction in my major field is excellent.
41	There is a commitment to academic excellence on this campus.
58	The quality of instruction I receive in most of my classes is excellent.
61	Adjunct faculty are competent as classroom instructors.
70	Graduate teaching assistants are competent as classroom instructors.

3.C.4.	The institution has processes and resources for assuring that instructors are current in their disciplines and adept in their teaching roles...
41	There is a commitment to academic excellence on this campus.
61	Adjunct faculty are competent as classroom instructors.
68	Nearly all of the faculty are knowledgeable in their field.

3.C.5.	Instructors are accessible for student inquiry.
3	Faculty care about me as an individual.
16	The instruction in my major field is excellent.
47	Faculty provide timely feedback about student progress in a course.
58	The quality of instruction I receive in most of my classes is excellent.
65	Faculty are usually available after class and during office hours.

3.C.6.	Staff members providing student support services... are appropriately qualified, trained, and supported...
2	The campus staff are caring and helpful.
4	Admissions staff are knowledgeable.
5	Financial aid counselors are helpful.
6	My academic advisor is approachable.
11	Billing policies are reasonable.
12	Financial aid awards are announced to students in time to be helpful in college planning.
13	Library staff are helpful and approachable.
14	My academic advisor is concerned about my success as an individual.
15	The staff in the health services area are competent.
18	Library resources and services are adequate.
19	My academic advisor helps me set goals to work toward.
20	The business office is open during hours which are convenient for most students.
22	Counseling staff care about students as individuals.
27	The personnel involved in registration are helpful.
30	Residence hall staff are concerned about me as an individual.
32	Tutoring services are readily available.
33	My academic advisor is knowledgeable about requirements in my major.
43	Admissions counselors respond to prospective students' unique needs and requests.
44	Academic support services adequately meet the needs of students.
48	Admissions counselors accurately portray the campus in their recruiting practices.
49	There are adequate services to help me decide upon a career.

54	Bookstore staff are helpful.
57	I seldom get the "run-around" when seeking information on this campus.
64	New student orientation services help students adjust to college.
98	Personalized attention prior to enrollment as factor in decision to enroll.

3.D.	**The institution provides support for student learning and effective teaching.**
32	Tutoring services are readily available.
35	The assessment and course placement procedures are reasonable.

3.D.1.	**The institution provides support services suited to the needs of its student populations.**
32	Tutoring services are readily available.
35	The assessment and course placement procedures are reasonable.

3.D.2.	**The institution provides...preparatory instruction to address academic needs...[and places] entering students [accordingly]...**
32	Tutoring services are readily available.
35	The assessment and course placement procedures are reasonable.

3.D.3.	**The institution provides academic advising suited to its programs and the needs of its students.**
6	My academic advisor is approachable.
14	My academic advisor is concerned about my success as an individual.
19	My academic advisor helps me set goals to work toward.
22	Counseling staff care about students as individuals.
33	My academic advisor is knowledgeable about requirements in my major.

3.D.4.	**The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning...**
18	Library resources and services are adequate.
26	Computer labs are adequate and accessible.

3.D.5.	The institution provides to students guidance in the effective use of research and information resources.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.

3.E.	The institution fulfills the claim it makes for an enriched educational environment.
9	A variety of intramural activities are offered.
46	I can easily get involved in campus organizations.

3.E.1.	Co-curricular programs...contribute to the educational experience of students.
9	A variety of intramural activities are offered.
24	The intercollegiate athletic programs contribute to a strong sense of school spirit.
42	There are a sufficient number of weekend activities for students.
46	I can easily get involved in campus organizations.
73	Student activities fees are put to good use.

4.A.6.	The institution evaluates the success of its graduates [and]...assures that its degree or certificate programs... accomplish these purposes.
49	There are adequate services to help me decide upon a career.

4.B.	The institution demonstrates a commitment to...ongoing assessment of student learning.
41	There is a commitment to academic excellence on this campus.

4.B.3.	The institution uses the information gained from assessment to improve student learning.
47	Faculty provide timely feedback about student progress in a course.

5.A.	The institution's resource base supports its current educational programs and its plans for maintaining and strengthening their quality...
17	Adequate financial aid is available for most students.

5.A.1.	The institution has fiscal and human resources and physical and technological infrastructure sufficient to support its operations…
7	The campus is safe and secure for all students.
21	The amount of student parking space on campus is adequate.
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
26	Computer labs are adequate and accessible.
28	Parking lots are well-lighted and secure.
34	I am able to register for classes I need with few conflicts.
36	Security staff respond quickly in emergencies.
38	There is an adequate selection of food available in the cafeteria.
50	Class change (drop/add) policies are reasonable.
52	The student center is a comfortable place for students to spend their leisure time.
66	Tuition paid is a worthwhile investment.
69	There is a good variety of courses provided on this campus.
72	On the whole, the campus is well-maintained.
97	Campus appearance as factor in decision to enroll.

5.A.4.	The institution's staff in all areas are appropriately qualified and trained.
2	The campus staff are caring and helpful.
4	Admissions staff are knowledgeable.
5	Financial aid counselors are helpful.
6	My academic advisor is approachable.
13	Library staff are helpful and approachable.
14	My academic advisor is concerned about my success as an individual.
15	The staff in the health services area are competent.
18	Library resources and services are adequate.
19	My academic advisor helps me set goals to work toward.
22	Counseling staff care about students as individuals.
27	The personnel involved in registration are helpful.
30	Residence hall staff are concerned about me as an individual.
33	My academic advisor is knowledgeable about requirements in my major.
36	Security staff respond quickly in emergencies.
43	Admissions counselors respond to prospective students' unique needs and requests.
48	Admissions counselors accurately portray the campus in their recruiting practices.
54	Bookstore staff are helpful.
57	I seldom get the "run-around" when seeking information on this campus.

64	New student orientation services help students adjust to college.
98	Personalized attention prior to enrollment as factor in decision to enroll.

5.B.	The institution's governance and administrative structures promote effective leadership and support collaborative processes…
60	I generally know what's happening on campus.

5.B.2.	The institution has and employs policies and procedures to engage its… students in the institution's governance.
1	Most students feel a sense of belonging here.
10	Administrators are approachable to students.
60	I generally know what's happening on campus.
63	Student disciplinary procedures are fair.
71	Channels for expressing student complaints are readily available.

5.B.3.	Administration, faculty, staff, and students are involved in…effective structures for contribution and collaborative effort.
10	Administrators are approachable to students.
71	Channels for expressing student complaints are readily available.

5.C.3.	The planning process encompasses the institution as a whole and considers perspectives of internal and external constituent groups.
1	Most students feel a sense of belonging here.
10	Administrators are approachable to students.
12	Financial aid awards are announced to students in time to be helpful in college planning.

9.Z.	[You at the institution may decide how the survey item relates to accreditation requirements]
74	Campus item 1.
75	Campus item 2.
76	Campus item 3.
77	Campus item 4.
78	Campus item 5.
79	Campus item 6.
80	Campus item 7.
81	Campus item 8.
82	Campus item 9.
83	Campus item 10.
96	Geographic setting as factor in decision to enroll.