

## Ruffalo Noel Levitz Priorities Survey for Online Learners™ (PSOL)

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

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### **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.**

- 1 This institution has a good reputation.
- 47 Factor to enroll: Future employment opportunities.

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

- 1 This institution has a good reputation.
- 22 I am aware of whom to contact for questions about programs and services.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 39 Source of information: College representatives.
- 40 Source of information: Website.
- 41 Source of information: Advertisements.
- 42 Source of information: Recommendation from instructor or program advisor.
- 43 Source of information: Contact with current students and / or recent graduates of the program.
- 47 Factor to enroll: Future employment opportunities.
- 54 Factor to enroll: Recommendations from employer.

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

- 1 This institution has a good reputation.
- 7 Program requirements are clear and reasonable.
- 20 The quality of online instruction is excellent.

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

- 1 This institution has a good reputation.
- 10 This institution responds quickly when I request information.
- 14 I receive timely information on the availability of financial aid.
- 22 I am aware of whom to contact for questions about programs and services.

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37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
39	Source of information: College representatives.
40	Source of information: Website.
41	Source of information: Advertisements.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.
54	Factor to enroll: Recommendations from employer.

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**2.1 The institution demonstrates a commitment to academic freedom, intellectual freedom, and freedom of expression...**

1	This institution has a good reputation.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.
48	Factor to enroll: Reputation of institution.
54	Factor to enroll: Recommendations from employer.

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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	This institution has a good reputation.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.
54	Factor to enroll: Recommendations from employer.

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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 ...**

15	Channels are available for providing timely responses to student complaints.
42	Source of information: Recommendation from instructor or program advisor.
43	Source of information: Contact with current students and / or recent graduates of the program.
54	Factor to enroll: Recommendations from employer.

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**2.6 The school shows honesty and truthfulness in public announcements, advertisements, recruiting and admissions materials and practices.**

1	This institution has a good reputation.
14	I receive timely information on the availability of financial aid.
37	Source of information: Catalog and brochures (printed).

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- 38 Source of information: Catalog (online).
  - 39 Source of information: College representatives.
  - 40 Source of information: Website.
  - 41 Source of information: Advertisements.
  - 42 Source of information: Recommendation from instructor or program advisor.
  - 43 Source of information: Contact with current students and / or recent graduates of the program.
  - 54 Factor to enroll: Recommendations from employer.
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**2.7 Institutional services and programs enable students to understand funding sources and options [including] decisions about incurring debt.**

- 9 Adequate financial aid is available.
  - 14 I receive timely information on the availability of financial aid.
  - 23 Billing and payment procedures are convenient for me.
  - 45 Factor to enroll: Cost.
  - 46 Factor to enroll: Financial assistance available.
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**2.8a There is full disclosure on institution-wide assessments, graduation, retention, certification and licensure or licensing board pass rates.**

- 1 This institution has a good reputation.
  - 37 Source of information: Catalog and brochures (printed).
  - 38 Source of information: Catalog (online).
  - 39 Source of information: College representatives.
  - 40 Source of information: Website.
  - 41 Source of information: Advertisements.
  - 42 Source of information: Recommendation from instructor or program advisor.
  - 43 Source of information: Contact with current students and / or recent graduates of the program.
  - 54 Factor to enroll: Recommendations from employer.
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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.**

- 3 Instructional materials are appropriate for program content.
  - 7 Program requirements are clear and reasonable.
  - 20 The quality of online instruction is excellent.
  - 48 Factor to enroll: Reputation of institution.
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**3.1 Institutional programs foster a coherent student learning experience and promote synthesis of learning.**

- 3 Instructional materials are appropriate for program content.
- 20 The quality of online instruction is excellent.
- 48 Factor to enroll: Reputation of institution.

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

- 3 Instructional materials are appropriate for program content.
- 4 Faculty provide timely feedback about student progress.
- 13 The frequency of student and instructor interactions is adequate.
- 20 The quality of online instruction is excellent.
- 25 Faculty are responsive to student needs.
- 48 Factor to enroll: Reputation of institution.

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

- 3 Instructional materials are appropriate for program content.
- 7 Program requirements are clear and reasonable.
- 11 Student assignments are clearly defined in the syllabus.
- 12 There are sufficient offerings within my program of study.
- 53 Factor to enroll: Program requirements.

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

- 12 There are sufficient offerings within my program of study.
- 13 The frequency of student and instructor interactions is adequate.
- 20 The quality of online instruction is excellent.
- 24 Tutoring services are readily available for online courses.
- 25 Faculty are responsive to student needs.
- 48 Factor to enroll: Reputation of institution.

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

- 20 The quality of online instruction is excellent.
- 48 Factor to enroll: Reputation of institution.

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

- 20      The quality of online instruction is excellent.
- 48      Factor to enroll: Reputation of institution.

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

- 5      My program advisor helps me work toward career goals.
- 24      Tutoring services are readily available for online courses.

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

- 14      I receive timely information on the availability of financial aid.
- 37      Source of information: Catalog and brochures (printed).
- 38      Source of information: Catalog (online).
- 39      Source of information: College representatives.
- 40      Source of information: Website.
- 41      Source of information: Advertisements.

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

- 5      My program advisor helps me work toward career goals.
- 17      Assessment and evaluation procedures are clear and reasonable.
- 24      Tutoring services are readily available for online courses.

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

- 5      My program advisor helps me work toward career goals.
- 22      I am aware of whom to contact for questions about programs and services.
- 24      Tutoring services are readily available for online courses.

**4.1d**      **[There are] processes to enhance the successful achievement of... transfer to other institutions, and post-completion placement.**

- 5      My program advisor helps me work toward career goals.
- 47      Factor to enroll: Future employment opportunities.

**4.2 [The school assesses] transfer credits, experiential learning, competency-based and other alternative learning approaches.**

- 12 There are sufficient offerings within my program of study.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 44 Factor to enroll: Ability to transfer credits.

**4.4 If offered, athletic, student life, and other extracurricular activities are regulated by ...principles that govern all other programs.**

- 19 Online career services are available.

**5.0 The institution's students have accomplished educational goals consistent with their program of study.**

- 1 This institution has a good reputation.
- 6 Tuition paid is a worthwhile investment.
- 19 Online career services are available.
- 42 Source of information: Recommendation from instructor or program advisor.
- 43 Source of information: Contact with current students and / or recent graduates of the program.
- 47 Factor to enroll: Future employment opportunities.
- 48 Factor to enroll: Reputation of institution.
- 54 Factor to enroll: Recommendations from employer.

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

- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 17 Assessment and evaluation procedures are clear and reasonable.

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

- 19 Online career services are available.

**5.3a The use of assessment results [includes] assisting students in improving their learning.**

- 17 Assessment and evaluation procedures are clear and reasonable.

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

- 1 This institution has a good reputation.
- 19 Online career services are available.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 39 Source of information: College representatives.
- 40 Source of information: Website.
- 41 Source of information: Advertisements.
- 42 Source of information: Recommendation from instructor or program advisor.
- 43 Source of information: Contact with current students and / or recent graduates of the program.
- 54 Factor to enroll: Recommendations from employer.

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

- 16 Appropriate technical assistance is readily available.
- 23 Billing and payment procedures are convenient for me.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 39 Source of information: College representatives.
- 40 Source of information: Website.
- 41 Source of information: Advertisements.
- 51 Factor to enroll: Convenience.

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

- 22 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.**

- 2 My program advisor is accessible by telephone and email.
- 5 My program advisor helps me work toward career goals.
- 18 Registration for online courses is convenient.
- 19 Online career services are available.

- 21 Adequate online library resources are provided.
  - 23 Billing and payment procedures are convenient for me.
  - 24 Tutoring services are readily available for online courses.
  - 26 The bookstore provides timely service to students.
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**7.4c The administration has the members with credentials and professional experience consistent with... their functional roles.**

- 5 My program advisor helps me work toward career goals.
  - 19 Online career services are available.
  - 24 Tutoring services are readily available for online courses.
  - 26 The bookstore provides timely service to students.
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**7.4d The administration has the skills, time, assistance, technology, and information systems expertise required to perform their duties.**

- 2 My program advisor is accessible by telephone and email.
  - 10 This institution responds quickly when I request information.
  - 14 I receive timely information on the availability of financial aid.
  - 16 Appropriate technical assistance is readily available.
  - 17 Assessment and evaluation procedures are clear and reasonable.
  - 18 Registration for online courses is convenient.
  - 19 Online career services are available.
  - 21 Adequate online library resources are provided.
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  - 37 Source of information: Catalog and brochures (printed).
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  - 39 Source of information: College representatives.
  - 40 Source of information: Website.
  - 41 Source of information: Advertisements.
  - 51 Factor to enroll: Convenience.
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**9.Z** [The institution itself may determine how this survey item may apply to accreditation standards.]

- 27 Campus item 1.
  - 28 Campus item 2.
  - 29 Campus item 3.
  - 30 Campus item 4.
  - 31 Campus item 5.
  - 32 Campus item 6.
  - 33 Campus item 7.
  - 34 Campus item 8.
  - 35 Campus item 9.
  - 36 Campus item 10.
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