



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

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### Higher Learning Commission Requirements, effective September 1, 2020

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

- 1 This institution has a good reputation.
- 19 Online career services are available.
- 42 Source of information: Recommendation from instructor or program advisor.
- 47 Factor to enroll: Future employment opportunities.
- 48 Factor to enroll: Reputation of institution.
- 54 Factor to enroll: Recommendations from employer.

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

- 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.
- 42 Source of information: Recommendation from instructor or program advisor.
- 54 Factor to enroll: Recommendations from employer.

#### 2.B. The institution presents itself clearly and completely to its students and to the public... <more>.

- 7 Program requirements are clear and reasonable.
- 9 Adequate financial aid is 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.
- 44 Factor to enroll: Ability to transfer credits.
- 45 Factor to enroll: Cost.
- 46 Factor to enroll: Financial assistance available.

48	Factor to enroll: Reputation of institution.
53	Factor to enroll: Program requirements.
<b>2.E.3. The institution provides guidance in the ethics of research and the use of information resources.</b>	
21	Adequate online library resources are provided.
<b>3.A. The rigor of the institution's academic offerings is appropriate to higher education.</b>	
7	Program requirements are clear and reasonable.
44	Factor to enroll: Ability to transfer credits.
<b>3.A.1. Courses and programs are current and require levels of student performance appropriate to the credential awarded.</b>	
3	Instructional materials are appropriate for program content.
7	Program requirements are clear and reasonable.
44	Factor to enroll: Ability to transfer credits.
<b>3.B.2. ...the institution articulates the purposes, content, and intended learning outcomes of its undergraduate general education requirements...</b>	
3	Instructional materials are appropriate for program content.
11	Student assignments are clearly defined in the syllabus.
<b>3.C. The institution has the faculty and staff needed for effective, high-quality programs, and student services.</b>	
5	My program advisor helps me work toward career goals.
19	Online career services are available.
21	Adequate online library resources are provided.
24	Tutoring services are readily available for online courses.
26	The bookstore provides timely service to students.
<b>3.C.2. The institution has sufficient numbers and continuity of faculty members to carry out both the classroom and non-classroom roles...</b>	
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.
<b>3.C.3. All instructors are appropriately qualified... &lt;more&gt;.</b>	
20	The quality of online instruction is excellent.

<b>3.C.6. Instructors are accessible for student inquiry.</b>	
2	My program advisor is accessible by telephone and email.
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.
<b>3.C.7. Staff members providing student support services... are appropriately qualified, trained, and supported...</b>	
5	My program advisor helps me work toward career goals.
14	I receive timely information on the availability of financial aid.
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.
<b>3.D. The institution provides support for student learning and effective teaching.</b>	
17	Assessment and evaluation procedures are clear and reasonable.
24	Tutoring services are readily available for online courses.
<b>3.D.1 The institution provides support services suited to the needs of its student populations.</b>	
17	Assessment and evaluation procedures are clear and reasonable.
22	I am aware of whom to contact for questions about programs and services.
24	Tutoring services are readily available for online courses.
<b>3.D.2. The institution provides... preparatory instruction to address academic needs...[and places] entering students [accordingly]...</b>	
17	Assessment and evaluation procedures are clear and reasonable.
24	Tutoring services are readily available for online courses.
<b>3.D.3. The institution provides academic advising suited to its offerings and the needs of its students.</b>	
2	My program advisor is accessible by telephone and email.
5	My program advisor helps me work toward career goals.
<b>3.D.4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning...</b>	
21	Adequate online library resources are provided.

<b>4.A.6.</b>	<b>The institution evaluates the success of its graduates [and]... assures that the credentials awarded... accomplish these purposes.</b>
19	Online career services are available.
47	Factor to enroll: Future employment opportunities.
<b>4.B.2.</b>	<b>The institution uses the information gained from assessment to improve student learning.</b>
4	Faculty provide timely feedback about student progress.
<b>5.B.</b>	<b>The institution's resource base supports its educational programs and its plans for maintaining and strengthening their quality...</b>
9	Adequate financial aid is available.
<b>5.B.1.</b>	<b>The institution has qualified and trained operational staff and infrastructure sufficient to support its operations ...</b>
6	Tuition paid is a worthwhile investment.
10	This institution responds quickly when I request information.
12	There are sufficient offerings within my program of study.
15	Channels are available for providing timely responses to student complaints.
16	Appropriate technical assistance is readily available.
18	Registration for online courses is convenient.
50	Factor to enroll: Flexible pacing for completing a program.
51	Factor to enroll: Convenience.
<b>5.C.3.</b>	<b>The planning process encompasses the institution as a whole and considers perspectives of internal and external constituent groups.</b>
14	I receive timely information on the availability of financial aid.

**9.7. [You at the institution may decide how the survey item relates to accreditation requirements]**

- 8 Student-to-student collaborations are valuable to me.
- 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.