



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

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Northwest Commission on Colleges and Universities, effective 2020 (adopted August 2019)

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**1.A.1.** This institution's mission statement defines its broad educational purposes and its commitment to student learning and achievement.

**THEME 01 Expanding Talents and Knowledge**

- 1 This institution has a good reputation.
- 20 The quality of online instruction is excellent.
- 47 Factor to enroll: Future employment opportunities.

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**1.B.3** [It] provides evidence that its planning process is inclusive and offers opportunities for comment by appropriate constituencies...

**THEME 03 Decision-Making and Planning**

- 1 This institution has a good reputation.

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**1.C.1** [It] offers programs with content and rigor that...culminate in student learning outcomes [as] degrees ... in recognized fields of study.

**THEME 14 Overall Value and School Reputation**

- 1 This institution has a good reputation.
- 5 My program advisor helps me work toward career goals.
- 6 Tuition paid is a worthwhile investment.
- 20 The quality of online instruction is excellent.
- 47 Factor to enroll: Future employment opportunities.
- 48 Factor to enroll: Reputation of institution.
- 54 Factor to enroll: Recommendations from employer.

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**1.C.3** [It] identifies and publishes expected program and degree learning outcomes for all degrees, certificates and credentials.

**THEME 02 Academic Quality and Instruction**

- 3 Instructional materials are appropriate for program content.
- 7 Program requirements are clear and reasonable.
- 11 Student assignments are clearly defined in the syllabus.

- 13 The frequency of student and instructor interactions is adequate.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 20 The quality of online instruction is excellent.
- 42 Source of information: Recommendations from instructor or program advisor.
- 48 Factor to enroll: Reputation of institution.
- 53 Factor to enroll: Program requirements.

**1.C.4** [Its] admissions and completion or graduation requirements are clearly defined, widely published, and easily accessible to [all].

**THEME 13 Publishing Information**

- 7 Program requirements are clear and reasonable.
- 11 Student assignments are clearly defined in the syllabus.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 40 Source of information: Website.

**1.C.5** The institution engages in an effective system of assessment to evaluate the quality of learning in its programs.

**THEME 07 Ethnical and Effective Practices**

- 1 This institution has a good reputation.
- 4 Faculty provide timely feedback about student progress.
- 8 Student-to-student collaborations are valuable to me.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 24 Tutoring services are readily available for online courses.
- 25 Faculty are responsive to student needs.

**1.C.6** ...[L]earning outcomes include ... effective communication skills, global awareness, cultural sensitivity, ... [and more]...

**THEME 09 Engagement, Diversity and Inclusion**

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

**1.C.8** Transfer credit and credit for prior learning is accepted according to clearly defined, widely published, and easily accessible policies...

**THEME 02 Academic Quality and Instruction**

- 7 Program requirements are clear and reasonable.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 44 Factor to enroll: Ability to transfer credits.
- 53 Factor to enroll: Program requirements.

<b>1.D.1.</b>	<b>[It] admits students with the potential to benefit from its educational programs...</b>
<b>THEME 07</b>	<b>Ethnical and Effective Practices</b>
1	This institution has a good reputation.
5	My program advisor helps me work toward career goals.
17	Assessment and evaluation procedures are clear and reasonable.
22	I am aware of whom to contact for questions about programs and services.
25	Faculty are responsive to student needs.
50	Factor to enroll: Flexible pacing for completing a program.
51	Factor to enroll: Convenience.
<b>1.D.2</b>	<b>[It] establishes and shares indicators for student achievement [:] ... persistence, completion, retention, and post-graduation success.</b>
<b>THEME 13</b>	<b>Publishing Information</b>
7	Program requirements are clear and reasonable.
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.
41	Source of information: Advertisements.
<b>2.A.1</b>	<b>The institution demonstrates an effective governance structure...</b>
<b>THEME 09</b>	<b>Engagement, Diversity and Inclusion</b>
8	Student-to-student collaborations are valuable to me.
<b>THEME 14</b>	<b>Overall Value and School Reputation</b>
1	This institution has a good reputation.
6	Tuition paid is a worthwhile investment.
43	Source of information: Contact with current students and/or recent graduates of the program.
48	Factor to enroll: Reputation of the institution.
54	Factor to enroll: Recommendations from employer.
<b>2.A.2</b>	<b>The institution has an effective system of leadership [having] appropriate levels of authority, responsibility, and accountability...</b>
<b>THEME 04</b>	<b>Policies and Procedures</b>
22	I am aware of whom to contact for questions about programs and services.

<b>2.A.4</b>	<b>[Its] decision-making processes...include the consideration of views of faculty, staff, administrators, and students...</b>
<b>THEME 08</b>	<b>Fairness and Free Speech</b>
10	This institution responds quickly when I request information.
15	Channels are available for providing timely responses to student complaints.
<b>2.B.1</b>	<b>[It honors] academic freedom and independence that protect its constituencies from inappropriate internal and external influences...</b>
<b>THEME 06</b>	<b>Opportunity and Choice</b>
8	Student-to-student collaborations are valuable to me.
10	This institution responds quickly when I request information.
25	Faculty are responsive to student needs.
44	Factor to enroll: Ability to transfer credits.
46	Factor to enroll: Financial assistance available.
47	Factor to enroll: Future employment opportunities.
48	Factor to enroll: Reputation of institution.
50	Factor to enroll: Flexible pacing for completing a program.
51	Factor to enroll: Convenience.
53	Factor to enroll: Program requirements.
54	Factor to enroll: Recommendations from employer.
<b>2.B.2</b>	<b>...Its constituencies are intellectually free to test and examine all knowledge and theories, thought, reason, and perspectives of truth.</b>
<b>THEME 08</b>	<b>Fairness and Free Speech</b>
15	Channels are available for providing timely responses to student complaints.
<b>2.C.2</b>	<b>[Its] policies and procedures...include [;] academic honesty, conduct, appeals, grievances, and disability accommodations.</b>
<b>THEME 04</b>	<b>Policies and Procedures</b>
7	Program requirements are clear and reasonable.
17	Assessment and evaluation procedures are clear and reasonable.
22	I am aware of whom to contact for questions about programs and services.
<b>2.D.1.a</b>	<b>The institution represents itself clearly, accurately, and consistently through its announcements, statements and publications...</b>
<b>THEME 13</b>	<b>Publishing Information</b>
7	Program requirements are clear and reasonable.
11	Student assignments are clearly defined in the syllabus.
37	Source of information: Catalog and brochures (printed).

- 38 Source of information: Catalog (online).
- 40 Source of information: Website.
- 41 Source of information: Advertisements.

**2.D.2** [It] exemplifies high ethical standards in its operations, including fair and equitable treatment of students [and other].

**THEME 07 Ethical and Effective Practices**

- 1 This institution has a good reputation.
- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 10 This institution responds quickly when I request information.
- 14 I receive timely information on the availability of financial aid.
- 15 Channels are available for providing timely responses to student complaints.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 22 I am aware of whom to contact for questions about programs and services.
- 25 Faculty are responsive to student needs.
- 26 The bookstore provides timely service to students.
- 50 Factor to enroll: Flexible pacing for completing a program.
- 51 Factor to enroll: Convenience.

**2.F.3** [It] employs faculty, staff, and administrators sufficient in role, number, and qualifications [for] its organizational responsibilities.

**THEME 10 Resource Sufficiency and Accessibility**

- 13 The frequency of student and instructor interactions is adequate.
- 16 Appropriate technical assistance is readily available.
- 19 Online career services are available.
- 21 Adequate online library resources are provided.

**2.G.1** [It] maintains effective learning environments with appropriate programs and services to support student learning and success.

**THEME 07 Ethical and Effective Practices**

- 1 This institution has a good reputation.
- 3 Instructional materials are appropriate for program content.
- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 8 Student-to-student collaborations are valuable to me.
- 10 This institution responds quickly when I request information.
- 15 Channels are available for providing timely responses to student complaints.

- 17 Assessment and evaluation procedures are clear and reasonable.
- 18 Registration for online courses is convenient.
- 22 I am aware of whom to contact for questions about programs and services.
- 24 Tutoring services are readily available for online courses.
- 25 Faculty are responsive to student needs.
- 26 The bookstore provides timely service to students.
- 50 Factor to enroll: Flexible pacing for completing a program.
- 51 Factor to enroll: Convenience.

**THEME 11 Facilities and Equipment**

- 3 Instructional materials are appropriate for program content.

**2.G.2 [If] publishes in a catalog [or similar]...current and accurate information that includes [comprehensive information as detailed]...**

**THEME 12 Technology**

- 16 Appropriate technical assistance is readily available.
- 19 Online career services are available.
- 21 Adequate online library resources are provided.
- 37 Source of information: Catalog and brochures (printed).
- 38 Source of information: Catalog (online).
- 40 Source of information: Website.

**2.G.4 [It has] an effective and accountable program of financial aid consistent with its mission, student needs, and institutional resources.**

**THEME 14 Overall Value and School Reputation**

- 6 Tuition paid is a worthwhile investment.
- 45 Factor to enroll: Cost.
- 46 Factor to enroll: Financial assistance available.

**2.G.6 [It maintains an] effective program of academic advisement to support student development and success.**

**THEME 06 Opportunity and Choice**

- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 10 This institution responds quickly when I request information.
- 24 Tutoring services are readily available for online courses.
- 25 Faculty are responsive to student needs.
- 44 Factor to enroll: Ability to transfer credits.
- 53 Factor to enroll: Program requirements.

54 Factor to enroll: Recommendations from my employer.

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**2.H.1** ...The institution employs quality personnel and provides access to library and information resources.

**THEME 10 Resource Sufficiency and Accessibility**

16 Appropriate technical assistance is readily available.

19 Online career services are available.

21 Adequate online library resources are provided.

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**2.I.1** ...The institution maintains physical facilities that are accessible, safe, secure, and sufficient in quantity and quality...

**THEME 11 Facilities and Equipment**

3 Instructional materials are appropriate for program content.

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## Themes

Accreditation Theme:	Which Relates to the Following Content:
Theme 01: Expanding Talents and Knowledge	The primacy of the <b><u>Educational Mission: Student Learning; Professional Development</u></b> of faculty and staff; <b><u>Scholarly and Creative Work</u></b>
Theme 02: Academic Quality and Instruction	Elements of: <b><u>Courses, Program Rigor; Faculty Qualification; Teaching Effectiveness; Career Relevance; Credit Recognition; Academic Advising; Degree Integrity; Equity across Educational Venues</u></b>
Theme 03: Decision-Making and Planning	Means by which the school achieves: <b><u>Realistic Goal-Setting, Coherent and Collaborative Institutional Actions; Task Responsibility; Accountability; Shared Governance; Leadership</u></b>
Theme 04: Policies and Procedures	Elements of <b><u>Goal Fulfillment; Effective Teamwork; Consistent Behavior</u></b>
Theme 05: Continuous Quality Improvement	<b><u>Processes and Outcomes</u></b> for future improvement; <b><u>Feedback; Program Review and Evaluation</u></b>
Theme 06: Opportunity and Choice	To provide for <b><u>Individuals': Needs, Goals, Plans; Preferences and Convenience; Academic Freedom</u></b>
Theme 07: Ethical and Effective Practices	That deliver: <b><u>Student Support; Student Success; Mentorship; Personalized Feedback</u></b> (including Assessment); <b><u>Transparency</u></b> (avoiding <b><u>Conflicts of Interest</u></b> ); <b><u>Fulfilled Promises; Privacy Protections</u></b>
Theme 08: Fairness and Free Speech	That deliver: <b><u>Enforcement of Policies; Respect; Dignity; Bias-Free Treatment; Timeliness</u></b> of action/problem resolution; <b><u>Means to Disagree or to Register Complaint</u></b>
Theme 09: Engagement, Diversity, and Inclusion	That enable: <b><u>Student and Employee Morale; Civic Engagement; Community Service; Recognition of Human and Cultural Diversity</u></b>
Theme 10: Resource Sufficiency and Accessibility	Elements include: <b><u>Facilities and Technology Maintenance; Stable Financing; Budget Discipline; Employee Sufficiency; Staff Training and Deployment</u></b>
Theme 11: Facilities and Equipment	Places and materials that offer: <b><u>Safety and Security</u></b> for people, data and things; <b><u>Effective Learning Environments</u></b>
Theme 12: Technology	Devices and tools that deliver: <b><u>Learning; Services; Communication; Data</u></b>
Theme 13: Publishing Information	That includes: <b><u>Printed and Web-based</u></b> statements; <b><u>Completeness and Accuracy of Representations</u></b>
Theme 14: Overall Value and School Reputation	Factors: <b><u>Value Students Receive; Community Impacts; Student Retention; External Endorsements</u></b>

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### Themes

#### Theme 01 Expanding Talents and Knowledge

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- 47 Factor to enroll: Future employment opportunities.

#### Theme 02 Academic Quality and Instruction

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- 48 Factor to enroll: Reputation of institution.
- 53 Factor to enroll: Program requirements.

#### Theme 03 Decision-Making and Planning

- 1 This institution has a good reputation.
- 3 Instructional materials are appropriate for program content.

#### Theme 04 Policies and Procedures

- 7 Program requirements are clear and reasonable.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 22 I am aware of whom to contact for questions about programs and services.

#### Theme 05 Continuous Quality Improvement

No relevant items

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**Theme 06 Opportunity and Choice**

- 4 Faculty provide timely feedback about student progress.
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**Theme 08 Fairness and Free Speech**

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**Theme 09 Engagement, Diversity, and Inclusion**

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**Theme 11 Facilities and equipment**

- 3 Instructional materials are appropriate for program content.
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**Theme 12 Technology**

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**Theme 13 Publishing Information**

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**Theme 14 Overall Value and School Reputation**

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