

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-year Community College – Form A

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

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 Most students feel a sense of belonging here.
- 32 My academic advisor is knowledgeable about my program requirements.
- 41 Admissions staff are knowledgeable.
- 45 This institution has a good reputation within the community.
- 64 Nearly all classes deal with practical experiences and applications.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?

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

- 1 Most students feel a sense of belonging here.
- 32 My academic advisor is knowledgeable about my program requirements.
- 41 Admissions staff are knowledgeable.
- 45 This institution has a good reputation within the community.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 6 My academic advisor is approachable.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 25 My academic advisor is concerned about my success as an individual.
- 27 The campus staff are caring and helpful.
- 30 The career services office provides students with the help they need to get a job.
- 36 Students are made to feel welcome on this campus.
- 45 This institution has a good reputation within the community.
- 48 Counseling staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 64 Nearly all classes deal with practical experiences and applications.
- 66 Program requirements are clear and reasonable.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

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

- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 20 Financial aid counselors are helpful.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 30 The career services office provides students with the help they need to get a job.
- 45 This institution has a good reputation within the community.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 63 I seldom get the "run-around" when seeking information on this campus.

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

- 29 Faculty are fair and unbiased in their treatment of individual students.
- 37 Faculty take into consideration student differences as they teach a course.
- 45 This institution has a good reputation within the community.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

2.2 The institution fosters respect among students, faculty, staff, and administration from a range of diverse backgrounds, ideas, and perspectives.

- 16 The college shows concern for students as individuals.
- 22 People on this campus respect and are supportive of each other.
- 23 Faculty are understanding of students' unique life circumstances.
- 27 The campus staff are caring and helpful.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome on this campus.
- 37 Faculty take into consideration student differences as they teach a course.
- 45 This institution has a good reputation within the community.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

2.3 The institution addresses complaints or grievances raised by students, faculty, or staff ...[using] procedures that are fair and impartial ...

- 16 The college shows concern for students as individuals.
- 27 The campus staff are caring and helpful.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome on this campus.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 67 Channels for expressing student complaints are readily available.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

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

- 1 Most students feel a sense of belonging here.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 16 The college shows concern for students as individuals.
- 20 Financial aid counselors are helpful.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 36 Students are made to feel welcome on this campus.
- 41 Admissions staff are knowledgeable.
- 45 This institution has a good reputation within the community.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 63 I seldom get the "run-around" when seeking information on this campus.

2.7 Institutional services and programs enable students to understand funding sources and options [including] decisions about incurring debt.

- 7 Adequate financial aid is available for most students.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 16 The college shows concern for students as individuals.
- 20 Financial aid counselors are helpful.
- 27 The campus staff are caring and helpful.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 60 Billing policies are reasonable.
- 87 Cost as factor in decision to enroll.
- 88 Financial aid as factor in decision to enroll.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

2.8a There is full disclosure on institution-wide assessments, graduation, retention, certification and licensure or licensing board pass rates.

- 16 The college shows concern for students as individuals.
- 20 Financial aid counselors are helpful.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 45 This institution has a good reputation within the community.
- 49 Admissions counselors respond to prospective students' unique needs and requests.

3.0 The institution provides students with learning experiences that are characterized by rigor and coherence at all program levels & modalities.

- 1 Most students feel a sense of belonging here.
- 3 The quality of instruction in the vocational/technical programs is excellent.
- 9 Internships or practical experiences are provided in my degree/certificate program.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 32 My academic advisor is knowledgeable about my program requirements.
- 64 Nearly all classes deal with practical experiences and applications.
- 66 Program requirements are clear and reasonable.
- 70 I am able to experience intellectual growth here.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

3.1 Institutional programs foster a coherent student learning experience and promote synthesis of learning.

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 32 My academic advisor is knowledgeable about my program requirements.
- 64 Nearly all classes deal with practical experiences and applications.
- 70 I am able to experience intellectual growth here.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 8 Classes are scheduled at times that are convenient for me.
- 15 I am able to register for classes I need with few conflicts.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 23 Faculty are understanding of students' unique life circumstances.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 37 Faculty take into consideration student differences as they teach a course.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 61 Faculty are usually available after class and during office hours.
- 64 Nearly all classes deal with practical experiences and applications.
- 69 There is a good variety of courses provided on this campus.
- 70 I am able to experience intellectual growth here.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

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

- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 66 Program requirements are clear and reasonable.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 8 Classes are scheduled at times that are convenient for me.
- 9 Internships or practical experiences are provided in my degree/certificate program.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 27 The campus staff are caring and helpful.
- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 54 Faculty are interested in my academic problems.
- 61 Faculty are usually available after class and during office hours.
- 64 Nearly all classes deal with practical experiences and applications.
- 69 There is a good variety of courses provided on this campus.
- 70 I am able to experience intellectual growth here.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 70 I am able to experience intellectual growth here.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.

- 64 Nearly all classes deal with practical experiences and applications.
 - 70 I am able to experience intellectual growth here.
 - 89 Academic reputation as factor in decision to enroll.
 - 92 Recommendations from family/friends as factor in decision to enroll.
-

4.0a The institution recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and offerings.

- 1 Most students feel a sense of belonging here.
 - 5 The personnel involved in registration are helpful.
 - 27 The campus staff are caring and helpful.
 - 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 36 Students are made to feel welcome on this campus.
 - 41 Admissions staff are knowledgeable.
 - 48 Counseling staff care about students as individuals.
 - 49 Admissions counselors respond to prospective students' unique needs and requests.
 - 52 This school does whatever it can to help me reach my educational goals.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
 - 95 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 2 Faculty care about me as an individual.
 - 6 My academic advisor is approachable.
 - 12 My academic advisor helps me set goals to work toward.
 - 27 The campus staff are caring and helpful.
 - 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 36 Students are made to feel welcome on this campus.
 - 48 Counseling staff care about students as individuals.
 - 50 Tutoring services are readily available.
 - 54 Faculty are interested in my academic problems.
-

- 55 Academic support services adequately meet the needs of students.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
 - 95 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 1 Most students feel a sense of belonging here.
 - 5 The personnel involved in registration are helpful.
 - 13 Financial aid awards are announced to students in time to be helpful in college planning.
 - 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 36 Students are made to feel welcome on this campus.
 - 49 Admissions counselors respond to prospective students' unique needs and requests.
 - 55 Academic support services adequately meet the needs of students.
-

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

- 2 Faculty care about me as an individual.
 - 6 My academic advisor is approachable.
 - 12 My academic advisor helps me set goals to work toward.
 - 27 The campus staff are caring and helpful.
 - 48 Counseling staff care about students as individuals.
 - 49 Admissions counselors respond to prospective students' unique needs and requests.
 - 50 Tutoring services are readily available.
 - 52 This school does whatever it can to help me reach my educational goals.
 - 53 The assessment and course placement procedures are reasonable.
 - 55 Academic support services adequately meet the needs of students.
 - 65 Students are notified early in the term if they are doing poorly in a class.
 - 95 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 23 Faculty are understanding of students' unique life circumstances.
- 25 My academic advisor is concerned about my success as an individual.
- 27 The campus staff are caring and helpful.
- 36 Students are made to feel welcome on this campus.
- 41 Admissions staff are knowledgeable.
- 48 Counseling staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 54 Faculty are interested in my academic problems.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to college.
- 61 Faculty are usually available after class and during office hours.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

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

- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 25 My academic advisor is concerned about my success as an individual.
- 27 The campus staff are caring and helpful.
- 30 The career services office provides students with the help they need to get a job.
- 36 Students are made to feel welcome on this campus.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 48 Counseling staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?

- 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
 - 95 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 2 Faculty care about me as an individual.
 - 9 Internships or practical experiences are provided in my degree/certificate program.
 - 49 Admissions counselors respond to prospective students' unique needs and requests.
 - 52 This school does whatever it can to help me reach my educational goals.
 - 53 The assessment and course placement procedures are reasonable.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
-

4.3 [The school practices] the safe and secure maintenance and appropriate release of student information and records.

- 5 The personnel involved in registration are helpful.
 - 31 The campus is safe and secure for all students.
-

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

- 1 Most students feel a sense of belonging here.
 - 36 Students are made to feel welcome on this campus.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 47 There are adequate services to help me decide upon a career.
 - 48 Counseling staff care about students as individuals.
 - 91 Opportunity to play sports as factor in decision to enroll.
-

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

- 45 This institution has a good reputation within the community.
-

- 47 There are adequate services to help me decide upon a career.
70 I am able to experience intellectual growth here.
89 Academic reputation as factor in decision to enroll.
92 Recommendations from family/friends as factor in decision to enroll.
-

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

- 2 Faculty care about me as an individual.
12 My academic advisor helps me set goals to work toward.
37 Faculty take into consideration student differences as they teach a course.
46 Faculty provide timely feedback about student progress in a course.
53 The assessment and course placement procedures are reasonable.
54 Faculty are interested in my academic problems.
65 Students are notified early in the term if they are doing poorly in a class.
-

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

- 47 There are adequate services to help me decide upon a career.
65 Students are notified early in the term if they are doing poorly in a class.
70 I am able to experience intellectual growth here.
-

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

- 53 The assessment and course placement procedures are reasonable.
70 I am able to experience intellectual growth here.
-

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

- 45 This institution has a good reputation within the community.
47 There are adequate services to help me decide upon a career.
70 I am able to experience intellectual growth here.
-

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

- 10 Child care facilities are available on campus.
-

- 21 There are a sufficient number of study areas on campus.
 - 24 Parking lots are well-lighted and secure.
 - 31 The campus is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 39 The amount of student parking space on campus is adequate.
 - 42 The equipment in the lab facilities is kept up to date.
 - 51 There are convenient ways of paying my school bill.
 - 56 The business office is open during hours which are convenient for most students.
 - 60 Billing policies are reasonable.
 - 68 On the whole, the campus is well-maintained.
 - 69 There is a good variety of courses provided on this campus.
 - 86 Institution's commitment to students with disabilities?
 - 94 Campus appearance as factor in decision to enroll.
-

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

- 1 Most students feel a sense of belonging here.
 - 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
 - 44 I generally know what's happening on campus.
 - 57 Administrators are approachable to students.
-

7.3d [There are] qualified administrators, sufficient in number, to enable ... the organization's efficiency and effectiveness.

- 4 Security staff are helpful.
 - 5 The personnel involved in registration are helpful.
 - 6 My academic advisor is approachable.
 - 11 Security staff respond quickly in emergencies.
 - 12 My academic advisor helps me set goals to work toward.
 - 14 Library resources and services are adequate.
 - 15 I am able to register for classes I need with few conflicts.
 - 17 Personnel in the Veterans' Services program are helpful.
 - 19 This campus provides effective support services for displaced homemakers.
 - 20 Financial aid counselors are helpful.
 - 25 My academic advisor is concerned about my success as an individual.
-

- 26 Library staff are helpful and approachable.
- 30 The career services office provides students with the help they need to get a job.
- 31 The campus is safe and secure for all students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41 Admissions staff are knowledgeable.
- 43 Class change (drop/add) policies are reasonable.
- 44 I generally know what's happening on campus.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.
- 57 Administrators are approachable to students.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.
-

7.4c The administration has the members with credentials and professional experience consistent with... their functional roles.

- 5 The personnel involved in registration are helpful.
- 11 Security staff respond quickly in emergencies.
- 12 My academic advisor helps me set goals to work toward.
- 20 Financial aid counselors are helpful.
- 30 The career services office provides students with the help they need to get a job.
- 31 The campus is safe and secure for all students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 50 Tutoring services are readily available.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.
-

7.4d The administration has the skills, time, assistance, technology, and information systems expertise required to perform their duties.

- 4 Security staff are helpful.
- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 11 Security staff respond quickly in emergencies.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 14 Library resources and services are adequate.
- 15 I am able to register for classes I need with few conflicts.
- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.
- 26 Library staff are helpful and approachable.
- 31 The campus is safe and secure for all students.
- 32 My academic advisor is knowledgeable about my program requirements.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 43 Class change (drop/add) policies are reasonable.
- 44 I generally know what's happening on campus.
- 47 There are adequate services to help me decide upon a career.
- 51 There are convenient ways of paying my school bill.
- 53 The assessment and course placement procedures are reasonable.
- 56 The business office is open during hours which are convenient for most students.
- 57 Administrators are approachable to students.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.

7.4e The administration demonstrates engagement with faculty and students in advancing the institution's goals and objectives.

- 1 Most students feel a sense of belonging here.
- 6 My academic advisor is approachable.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.
- 31 The campus is safe and secure for all students.
- 32 My academic advisor is knowledgeable about my program requirements.

- 44 I generally know what's happening on campus.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
 - 83 Institution's commitment to older, returning learners?
 - 84 Institution's commitment to under-represented populations?
 - 85 Institution's commitment to commuters?
 - 86 Institution's commitment to students with disabilities?
-

9.2 [The institution itself may determine how this survey item may apply to accreditation standards.]

- 71 Campus item 1.
 - 72 Campus item 2.
 - 73 Campus item 3.
 - 74 Campus item 4.
 - 75 Campus item 5.
 - 76 Campus item 6.
 - 77 Campus item 7.
 - 78 Campus item 8.
 - 79 Campus item 9.
 - 80 Campus item 10.
-