

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

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.**

- 14 My academic advisor is knowledgeable about my program requirements.
- 38 Most classes deal with practical experiences and applications.
- 54 Future career opportunities as factor in decision to enroll.

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

- 14 My academic advisor is knowledgeable about my program requirements.
- 54 Future career opportunities as factor in decision to enroll.

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

- 1 The campus staff are caring and helpful.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 The quality of instruction I receive in most of my classes is excellent.
- 16 My advisor helps me apply my program of study to career goals.
- 20 Students are made to feel welcome here.
- 38 Most classes deal with practical experiences and applications.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
  - 7 Admissions staff provide personalized attention prior to enrollment.
  - 12 Faculty are fair and unbiased in their treatment of individual students.
  - 37 I seldom get the "run-around" when seeking information on this campus.
  - 57 Information on the campus Web site as factor in decision to enroll.
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**2.1 The institution demonstrates a commitment to academic freedom, intellectual freedom, and freedom of expression...**

- 12 Faculty are fair and unbiased in their treatment of individual students.
- 53 Academic reputation as factor in decision to enroll.
- 55 Personal recommendations 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.**

- 1 The campus staff are caring and helpful.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.

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

- 1 The campus staff are caring and helpful.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.
- 37 I seldom get the "run-around" when seeking information on this campus.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 20 Students are made to feel welcome here.
- 37 I seldom get the "run-around" when seeking information on this campus.
- 57 Information on the campus Web site as factor in decision to enroll.

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

- 1 The campus staff are caring and helpful.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 15 Financial aid counseling is available if I need it.
- 23 This institution helps me identify resources to finance my education.
- 51 Cost as factor in decision to enroll.

52 Financial assistance as factor in decision to enroll.

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

7 Admissions staff provide personalized attention prior to enrollment.

17 Admissions counselors accurately portray program offerings in their recruiting practices.

57 Information on the campus Web site as factor in decision to enroll.

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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.**

8 The quality of instruction I receive in most of my classes is excellent.

14 My academic advisor is knowledgeable about my program requirements.

38 Most classes deal with practical experiences and applications.

53 Academic reputation as factor in decision to enroll.

55 Personal recommendations as factor in decision to enroll.

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

8 The quality of instruction I receive in most of my classes is excellent.

14 My academic advisor is knowledgeable about my program requirements.

16 My advisor helps me apply my program of study to career goals.

38 Most classes deal with practical experiences and applications.

53 Academic reputation as factor in decision to enroll.

55 Personal recommendations 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.**

2 Classes are scheduled at times that are convenient for me.

8 The quality of instruction I receive in most of my classes is excellent.

9 I am able to register for the classes I need with few conflicts.

12 Faculty are fair and unbiased in their treatment of individual students.

25 Faculty provide timely feedback about my academic progress.

31 Faculty use a variety of technology and media in the classroom.

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- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
  - 38 Most classes deal with practical experiences and applications.
  - 53 Academic reputation as factor in decision to enroll.
  - 55 Personal recommendations as factor in decision to enroll.
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**3.3 Programs of study are clearly and accurately described [including] program requirements and expected time to completion.**

- 14 My academic advisor is knowledgeable about my program requirements.
  - 17 Admissions counselors accurately portray program offerings in their recruiting practices.
  - 40 There are sufficient courses within my program of study available each term.
  - 57 Information on the campus Web site as factor in decision to enroll.
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**3.4 Sufficient learning opportunities and resources to support both the programs of study and students' academic progress.**

- 1 The campus staff are caring and helpful.
  - 2 Classes are scheduled at times that are convenient for me.
  - 7 Admissions staff provide personalized attention prior to enrollment.
  - 8 The quality of instruction I receive in most of my classes is excellent.
  - 27 Tutoring services are readily available.
  - 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
  - 38 Most classes deal with practical experiences and applications.
  - 40 There are sufficient courses within my program of study available each term.
  - 53 Academic reputation as factor in decision to enroll.
  - 55 Personal recommendations as factor in decision to enroll.
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**3.5a The general education program draws students into new areas of intellectual experience, expanding their cultural and global awareness ...**

- 8 The quality of instruction I receive in most of my classes is excellent.
  - 53 Academic reputation as factor in decision to enroll.
  - 55 Personal recommendations as factor in decision to enroll.
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**3.5b General education imparts essential skills including ...communication ...critical analysis and reasoning, and technological competency...**

- 8 The quality of instruction I receive in most of my classes is excellent.
  - 38 Most classes deal with practical experiences and applications.
-

- 53 Academic reputation as factor in decision to enroll.  
55 Personal recommendations as factor in decision to enroll.
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**4.0a The institution recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and offerings.**

- 1 The campus staff are caring and helpful.  
17 Admissions counselors accurately portray program offerings in their recruiting practices.  
20 Students are made to feel welcome here.
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**4.0b The institution has an effective support system sustained by qualified professionals ...which fosters student success.**

- 1 The campus staff are caring and helpful.  
17 Admissions counselors accurately portray program offerings in their recruiting practices.  
20 Students are made to feel welcome here.  
27 Tutoring services are readily available.
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**4.1 The institution has clearly stated, ethical policies and processes to admit, retain, and facilitate the success of students.**

- 5 Financial aid awards are announced in time to be helpful in college planning.  
17 Admissions counselors accurately portray program offerings in their recruiting practices.  
20 Students are made to feel welcome here.  
57 Information on the campus Web site as factor in decision to enroll.
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**4.1b Students who are not adequately prepared for study ...are identified, placed, and supported in attaining appropriate educational goals.**

- 1 The campus staff are caring and helpful.  
27 Tutoring services are readily available.  
30 The assessment and course placement procedures are reasonable.
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**4.1c [There are] orientation, advisement, and counseling programs to guide students throughout their educational experience.**

- 1 The campus staff are caring and helpful.  
11 Counseling services are available if I need them.  
20 Students are made to feel welcome here.
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- 27 Tutoring services are readily available.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
- 35 I receive ongoing feedback about progress toward my academic goals.
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**4.1d [There are] processes to enhance the successful achievement of... transfer to other institutions, and post-completion placement.**

- 1 The campus staff are caring and helpful.
- 16 My advisor helps me apply my program of study to career goals.
- 20 Students are made to feel welcome here.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 35 I receive ongoing feedback about progress toward my academic goals.
- 54 Future career opportunities as factor in decision to enroll.
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**4.2 [The school assesses] transfer credits, experiential learning, competency-based and other alternative learning approaches.**

- 30 The assessment and course placement procedures are reasonable.
- 40 There are sufficient courses within my program of study available each term.
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**4.3 [The school practices] the safe and secure maintenance and appropriate release of student information and records.**

- 13 The campus is safe and secure for all students.
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**4.4 If offered, athletic, student life, and other extracurricular activities are regulated by ...principles that govern all other programs.**

- 20 Students are made to feel welcome here.
- 26 There are adequate services to help me decide upon a career.
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**5.0 The institution's students have accomplished educational goals consistent with their program of study.**

- 26 There are adequate services to help me decide upon a career.
- 36 Tuition paid is a worthwhile investment.
- 53 Academic reputation as factor in decision to enroll.
- 54 Future career opportunities as factor in decision to enroll.
- 55 Personal recommendations as factor in decision to enroll.
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**5.2 Faculty conduct assessments evaluating the extent of student achievement of institutional and degree/program goals.**

- 25 Faculty provide timely feedback about my academic progress.
- 30 The assessment and course placement procedures are reasonable.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

- 26 There are adequate services to help me decide upon a career.

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

- 30 The assessment and course placement procedures are reasonable.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

- 26 There are adequate services to help me decide upon a career.

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

- 10 Parking lots are well-lighted and secure.
- 13 The campus is safe and secure for all students.
- 18 Computer labs are adequate and accessible.
- 21 The amount of student parking space on campus is adequate.
- 24 The equipment in the lab facilities is kept up to date.
- 28 This campus provides online access to services I need.
- 29 There are convenient ways of paying my school bill.
- 31 Faculty use a variety of technology and media in the classroom.
- 32 I am able to take care of college-related business at times that are convenient for me.
- 39 On the whole, the campus is well-maintained.
- 57 Information on the campus Web site as factor in decision to enroll.
- 58 Campus visits as factor in decision to enroll.

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

33 Administrators are available to hear students' concerns.

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

3 My academic advisor is available when I need help.

4 Security staff respond quickly to calls for assistance.

6 Library resources and services are adequate.

9 I am able to register for the classes I need with few conflicts.

13 The campus is safe and secure for all students.

14 My academic advisor is knowledgeable about my program requirements.

16 My advisor helps me apply my program of study to career goals.

19 Registration processes and procedures are convenient.

22 My academic advisor is knowledgeable about transfer requirements of other schools.

26 There are adequate services to help me decide upon a career.

27 Tutoring services are readily available.

33 Administrators are available to hear students' concerns.

37 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.**

4 Security staff respond quickly to calls for assistance.

11 Counseling services are available if I need them.

13 The campus is safe and secure for all students.

14 My academic advisor is knowledgeable about my program requirements.

16 My advisor helps me apply my program of study to career goals.

22 My academic advisor is knowledgeable about transfer requirements of other schools.

26 There are adequate services to help me decide upon a career.

27 Tutoring services are readily available.

37 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.**

- 3 My academic advisor is available when I need help.
- 4 Security staff respond quickly to calls for assistance.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 6 Library resources and services are adequate.
- 9 I am able to register for the classes I need with few conflicts.
- 13 The campus is safe and secure for all students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 19 Registration processes and procedures are convenient.
- 26 There are adequate services to help me decide upon a career.
- 28 This campus provides online access to services I need.
- 29 There are convenient ways of paying my school bill.
- 30 The assessment and course placement procedures are reasonable.
- 31 Faculty use a variety of technology and media in the classroom.
- 32 I am able to take care of college-related business at times that are convenient for me.
- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information on this campus.
- 57 Information on the campus Web site as factor in decision to enroll.

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

- 13 The campus is safe and secure for all students.
- 14 My academic advisor is knowledgeable about my program requirements.

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

- 41 Campus item 1.
- 42 Campus item 2.
- 43 Campus item 3.
- 44 Campus item 4.
- 45 Campus item 5.
- 46 Campus item 6.
- 47 Campus item 7.
- 48 Campus item 8.
- 49 Campus item 9.
- 50 Campus item 10.