

## Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Four-Year College and University – 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.
- 4 Admissions staff are knowledgeable.
- 9 A variety of intramural activities are offered.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 37 I feel a sense of pride about my campus.
- 51 This institution has a good reputation within the community.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 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.
- 4 Admissions staff are knowledgeable.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 37 I feel a sense of pride about my campus.
- 51 This institution has a good reputation within the community.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 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.**

- 2 The campus staff are caring and helpful.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 16 The instruction in my major field is excellent.
- 22 Counseling staff care about students as individuals.
- 30 Residence hall staff are concerned about me as an individual.
- 45 Students are made to feel welcome on this campus.
- 46 I can easily get involved in campus organizations.
- 51 This institution has a good reputation within the community.
- 55 Major requirements are clear and reasonable.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 98 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.**

- 5 Financial aid counselors are helpful.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
- 37 I feel a sense of pride about my campus.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 51 This institution has a good reputation within the community.
- 57 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...**

- 25 Faculty are fair and unbiased in their treatment of individual students.
- 37 I feel a sense of pride about my campus.
- 41 There is a commitment to academic excellence on this campus.
- 51 This institution has a good reputation within the community.
- 53 Faculty take into consideration student differences as they teach a course.
- 67 Freedom of expression is protected on campus.
- 92 Academic reputation as factor in decision to enroll.

95 Recommendations from family/friends as factor in decision to enroll.

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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.**

2 The campus staff are caring and helpful.  
25 Faculty are fair and unbiased in their treatment of individual students.  
31 Males and females have equal opportunities to participate in intercollegiate athletics.  
37 I feel a sense of pride about my campus.  
45 Students are made to feel welcome on this campus.  
51 This institution has a good reputation within the community.  
53 Faculty take into consideration student differences as they teach a course.  
59 This institution shows concern for students as individuals.  
62 There is a strong commitment to racial harmony on this campus.  
67 Freedom of expression is protected on campus.  
98 Personalized attention prior to enrollment as factor in decision to enroll.

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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 ...**

2 The campus staff are caring and helpful.  
25 Faculty are fair and unbiased in their treatment of individual students.  
40 Residence hall regulations are reasonable.  
45 Students are made to feel welcome on this campus.  
57 I seldom get the "run-around" when seeking information on this campus.  
59 This institution shows concern for students as individuals.  
62 There is a strong commitment to racial harmony on this campus.  
63 Student disciplinary procedures are fair.  
71 Channels for expressing student complaints are readily available.  
98 Personalized attention prior to enrollment as factor in decision to enroll.

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**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.  
4 Admissions staff are knowledgeable.  
5 Financial aid counselors are helpful.  
12 Financial aid awards are announced to students in time to be helpful in college planning.

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- 37 I feel a sense of pride about my campus.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 45 Students are made to feel welcome on this campus.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
  - 51 This institution has a good reputation within the community.
  - 56 The student handbook provides helpful information about campus life.
  - 57 I seldom get the "run-around" when seeking information on this campus.
  - 59 This institution shows concern for students as individuals.
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**2.7 Institutional services and programs enable students to understand funding sources and options [including] decisions about incurring debt.**

- 2 The campus staff are caring and helpful.
  - 5 Financial aid counselors are helpful.
  - 11 Billing policies are reasonable.
  - 12 Financial aid awards are announced to students in time to be helpful in college planning.
  - 17 Adequate financial aid is available for most students.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 59 This institution shows concern for students as individuals.
  - 90 Cost as factor in decision to enroll.
  - 91 Financial aid as factor in decision to enroll.
  - 98 Personalized attention prior to enrollment 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.**

- 4 Admissions staff are knowledgeable.
  - 5 Financial aid counselors are helpful.
  - 37 I feel a sense of pride about my campus.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
  - 51 This institution has a good reputation within the community.
  - 59 This institution shows concern for students as individuals.
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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.**

- 1 Most students feel a sense of belonging here.
- 8 The content of the courses within my major is valuable.
- 16 The instruction in my major field is excellent.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 55 Major requirements are clear and reasonable.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 92 Academic reputation as factor in decision to enroll.
- 95 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.**

- 8 The content of the courses within my major is valuable.
- 16 The instruction in my major field is excellent.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 37 I feel a sense of pride about my campus.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 46 I can easily get involved in campus organizations.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 92 Academic reputation as factor in decision to enroll.
- 95 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.**

- 8 The content of the courses within my major is valuable.
- 16 The instruction in my major field is excellent.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 34 I am able to register for classes I need with few conflicts.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 47 Faculty provide timely feedback about student progress in a course.

- 53 Faculty take into consideration student differences as they teach a course.
  - 58 The quality of instruction I receive in most of my classes is excellent.
  - 61 Adjunct faculty are competent as classroom instructors.
  - 65 Faculty are usually available after class and during office hours.
  - 68 Nearly all of the faculty are knowledgeable in their field.
  - 69 There is a good variety of courses provided on this campus.
  - 70 Graduate teaching assistants are competent as classroom instructors.
  - 92 Academic reputation as factor in decision to enroll.
  - 95 Recommendations from family/friends 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.**

- 4 Admissions staff are knowledgeable.
  - 33 My academic advisor is knowledgeable about requirements in my major.
  - 37 I feel a sense of pride about my campus.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
  - 55 Major requirements are clear and reasonable.
  - 56 The student handbook provides helpful information about campus life.
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**3.4 Sufficient learning opportunities and resources to support both the programs of study and students' academic progress.**

- 2 The campus staff are caring and helpful.
  - 16 The instruction in my major field is excellent.
  - 32 Tutoring services are readily available.
  - 39 I am able to experience intellectual growth here.
  - 41 There is a commitment to academic excellence on this campus.
  - 58 The quality of instruction I receive in most of my classes is excellent.
  - 65 Faculty are usually available after class and during office hours.
  - 69 There is a good variety of courses provided on this campus.
  - 70 Graduate teaching assistants are competent as classroom instructors.
  - 84 Institution's commitment to part-time students?
  - 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
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- 88 Institution's commitment to commuters?
  - 89 Institution's commitment to students with disabilities?
  - 92 Academic reputation as factor in decision to enroll.
  - 95 Recommendations from family/friends as factor in decision to enroll.
  - 98 Personalized attention prior to enrollment 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 ...**

- 16 The instruction in my major field is excellent.
  - 39 I am able to experience intellectual growth here.
  - 41 There is a commitment to academic excellence on this campus.
  - 58 The quality of instruction I receive in most of my classes is excellent.
  - 92 Academic reputation as factor in decision to enroll.
  - 95 Recommendations from family/friends 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...**

- 16 The instruction in my major field is excellent.
  - 39 I am able to experience intellectual growth here.
  - 41 There is a commitment to academic excellence on this campus.
  - 58 The quality of instruction I receive in most of my classes is excellent.
  - 92 Academic reputation as factor in decision to enroll.
  - 95 Recommendations from family/friends 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 Most students feel a sense of belonging here.
  - 2 The campus staff are caring and helpful.
  - 4 Admissions staff are knowledgeable.
  - 22 Counseling staff care about students as individuals.
  - 27 The personnel involved in registration are helpful.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 45 Students are made to feel welcome on this campus.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
  - 84 Institution's commitment to part-time students?
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- 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
  - 88 Institution's commitment to commuters?
  - 89 Institution's commitment to students with disabilities?
  - 98 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 The campus staff are caring and helpful.
  - 3 Faculty care about me as an individual.
  - 6 My academic advisor is approachable.
  - 19 My academic advisor helps me set goals to work toward.
  - 22 Counseling staff care about students as individuals.
  - 32 Tutoring services are readily available.
  - 44 Academic support services adequately meet the needs of students.
  - 45 Students are made to feel welcome on this campus.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
  - 84 Institution's commitment to part-time students?
  - 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
  - 88 Institution's commitment to commuters?
  - 89 Institution's commitment to students with disabilities?
  - 98 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.
  - 12 Financial aid awards are announced to students in time to be helpful in college planning.
  - 27 The personnel involved in registration are helpful.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 44 Academic support services adequately meet the needs of students.
  - 45 Students are made to feel welcome on this campus.
  - 48 Admissions counselors accurately portray the campus in their recruiting practices.
-



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

- 2 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 6 My academic advisor is approachable.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 32 Tutoring services are readily available.
- 35 The assessment and course placement procedures are reasonable.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 98 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.**

- 2 The campus staff are caring and helpful.
- 4 Admissions staff are knowledgeable.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 32 Tutoring services are readily available.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
- 45 Students are made to feel welcome on this campus.
- 64 New student orientation services help students adjust to college.
- 65 Faculty are usually available after class and during office hours.
- 98 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.**

- 2 The campus staff are caring and helpful.
- 6 My academic advisor is approachable.
- 14 My academic advisor is concerned about my success as an individual.

- 19 My academic advisor helps me set goals to work toward.
  - 22 Counseling staff care about students as individuals.
  - 45 Students are made to feel welcome on this campus.
  - 84 Institution's commitment to part-time students?
  - 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
  - 88 Institution's commitment to commuters?
  - 89 Institution's commitment to students with disabilities?
  - 98 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.**

- 3 Faculty care about me as an individual.
  - 35 The assessment and course placement procedures are reasonable.
  - 43 Admissions counselors respond to prospective students' unique needs and requests.
  - 84 Institution's commitment to part-time students?
  - 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
  - 88 Institution's commitment to commuters?
  - 89 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.**

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

**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.
  - 9 A variety of intramural activities are offered.
  - 22 Counseling staff care about students as individuals.
  - 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
  - 31 Males and females have equal opportunities to participate in intercollegiate athletics.
-

- 40 Residence hall regulations are reasonable.
  - 42 There are a sufficient number of weekend activities for students.
  - 45 Students are made to feel welcome on this campus.
  - 46 I can easily get involved in campus organizations.
  - 49 There are adequate services to help me decide upon a career.
  - 52 The student center is a comfortable place for students to spend their leisure time.
  - 56 The student handbook provides helpful information about campus life.
  - 73 Student activities fees are put to good use.
  - 94 Opportunity to play sports as factor in decision to enroll.
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**5.0 The institution's students have accomplished educational goals consistent with their program of study.**

- 8 The content of the courses within my major is valuable.
  - 39 I am able to experience intellectual growth here.
  - 41 There is a commitment to academic excellence on this campus.
  - 49 There are adequate services to help me decide upon a career.
  - 51 This institution has a good reputation within the community.
  - 66 Tuition paid is a worthwhile investment.
  - 92 Academic reputation as factor in decision to enroll.
  - 95 Recommendations from family/friends 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.**

- 3 Faculty care about me as an individual.
  - 8 The content of the courses within my major is valuable.
  - 19 My academic advisor helps me set goals to work toward.
  - 35 The assessment and course placement procedures are reasonable.
  - 47 Faculty provide timely feedback about student progress in a course.
  - 53 Faculty take into consideration student differences as they teach a course.
- 

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

- 8 The content of the courses within my major is valuable.
  - 39 I am able to experience intellectual growth here.
  - 49 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.**

- 35 The assessment and course placement procedures are reasonable.
- 39 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.**

- 8 The content of the courses within my major is valuable.
- 39 I am able to experience intellectual growth here.
- 49 There are adequate services to help me decide upon a career.
- 51 This institution has a good reputation within the community.

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

- 7 The campus is safe and secure for all students.
- 9 A variety of intramural activities are offered.
- 11 Billing policies are reasonable.
- 20 The business office is open during hours which are convenient for most students.
- 21 The amount of student parking space on campus is adequate.
- 23 Counseling staff care about students as individuals.
- 26 Computer labs are adequate and accessible.
- 28 Parking lots are well-lighted and secure.
- 37 I feel a sense of pride about my campus.
- 52 The student center is a comfortable place for students to spend their leisure time.
- 69 There is a good variety of courses provided on this campus.
- 72 On the whole, the campus is well-maintained.
- 89 Institution's commitment to students with disabilities?
- 97 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.
- 10 Administrators are approachable to students.
- 30 Residence hall staff are concerned about me as an individual.
- 46 I can easily get involved in campus organizations.

- 60 I generally know what's happening on campus.  
63 Student disciplinary procedures are fair.
- 

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

- 4 Admissions staff are knowledgeable.  
5 Financial aid counselors are helpful.  
6 My academic advisor is approachable.  
7 The campus is safe and secure for all students.  
10 Administrators are approachable to students.  
11 Billing policies are reasonable.  
13 Library staff are helpful and approachable.  
14 My academic advisor is concerned about my success as an individual.  
15 The staff in the health services area are competent.  
18 Library resources and services are adequate.  
19 My academic advisor helps me set goals to work toward.  
22 Counseling staff care about students as individuals.  
27 The personnel involved in registration are helpful.  
30 Residence hall staff are concerned about me as an individual.  
32 Tutoring services are readily available.  
33 My academic advisor is knowledgeable about requirements in my major.  
34 I am able to register for classes I need with few conflicts.  
36 Security staff respond quickly in emergencies.  
42 There are a sufficient number of weekend activities for students.  
44 Academic support services adequately meet the needs of students.  
49 There are adequate services to help me decide upon a career.  
50 Class change (drop/add) policies are reasonable.  
54 Bookstore staff are helpful.  
57 I seldom get the "run-around" when seeking information on this campus.  
60 I generally know what's happening on campus.
- 

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

- 4 Admissions staff are knowledgeable.  
5 Financial aid counselors are helpful.  
7 The campus is safe and secure for all students.
-

- 15 The staff in the health services area are competent.
  - 19 My academic advisor helps me set goals to work toward.
  - 22 Counseling staff care about students as individuals.
  - 27 The personnel involved in registration are helpful.
  - 30 Residence hall staff are concerned about me as an individual.
  - 32 Tutoring services are readily available.
  - 33 My academic advisor is knowledgeable about requirements in my major.
  - 36 Security staff respond quickly in emergencies.
  - 49 There are adequate services to help me decide upon a career.
  - 54 Bookstore staff are helpful.
  - 57 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.**

- 5 Financial aid counselors are helpful.
  - 6 My academic advisor is approachable.
  - 7 The campus is safe and secure for all students.
  - 10 Administrators are approachable to students.
  - 11 Billing policies are reasonable.
  - 12 Financial aid awards are announced to students in time to be helpful in college planning.
  - 13 Library staff are helpful and approachable.
  - 14 My academic advisor is concerned about my success as an individual.
  - 15 The staff in the health services area are competent.
  - 18 Library resources and services are adequate.
  - 20 The business office is open during hours which are convenient for most students.
  - 27 The personnel involved in registration are helpful.
  - 33 My academic advisor is knowledgeable about requirements in my major.
  - 34 I am able to register for classes I need with few conflicts.
  - 35 The assessment and course placement procedures are reasonable.
  - 36 Security staff respond quickly in emergencies.
  - 42 There are a sufficient number of weekend activities for students.
  - 49 There are adequate services to help me decide upon a career.
  - 50 Class change (drop/add) policies are reasonable.
  - 54 Bookstore staff are helpful.
  - 57 I seldom get the "run-around" when seeking information on this campus.
-

60 I generally know what's happening on campus.

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**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.
  - 5 Financial aid counselors are helpful.
  - 6 My academic advisor is approachable.
  - 7 The campus is safe and secure for all students.
  - 14 My academic advisor is concerned about my success as an individual.
  - 33 My academic advisor is knowledgeable about requirements in my major.
  - 60 I generally know what's happening on campus.
  - 84 Institution's commitment to part-time students?
  - 85 Institution's commitment to evening students?
  - 86 Institution's commitment to older, returning learners?
  - 87 Institution's commitment to under-represented populations?
  - 88 Institution's commitment to commuters?
  - 89 Institution's commitment to students with disabilities?
- 

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

- 74 Campus item 1
  - 75 Campus item 2
  - 76 Campus item 3
  - 77 Campus item 4
  - 78 Campus item 5
  - 79 Campus item 6
  - 80 Campus item 7
  - 81 Campus item 8
  - 82 Campus item 9
  - 83 Campus item 10.
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