

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University • Form A

Survey Requirements by the Southern Association of Colleges and Schools

02.1 **The institution has a clearly defined, comprehensive, and published mission specific to the institution.**

- 1 Most students feel a sense of belonging here.
 - 37 I feel a sense of pride about my campus.
 - 56 The student handbook provides helpful information about campus life.
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05.2.a **The [president]... exercises appropriate control over... intercollegiate athletics programs.**

- 10 Administrators are approachable to students.
 - 31 Males and females have equal opportunities to participate in intercollegiate athletics.
 - 94 Opportunity to play sports as factor in decision to enroll.
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05.2.a **The [president]... exercises appropriate control over...educational, administrative, and fiscal programs.**

- 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
 - 57 I seldom get the "run-around" when seeking information on this campus.
 - 63 Student disciplinary procedures are fair.
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05.4 **The institution employs...administrative and academic officers with appropriate experience and qualifications...**

- 10 Administrators are approachable to students.
 - 68 Nearly all of the faculty are knowledgeable in their field.
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06.1 **The institution employs an adequate number of full-time faculty to support the mission and goals...**

- 3 Faculty care about me as an individual.
 - 25 Faculty are fair and unbiased in their treatment of individual students.
 - 47 Faculty provide timely feedback about student progress in a course.
 - 61 Adjunct faculty are competent as classroom instructors.
 - 65 Faculty are usually available after class and during office hours.
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06.2.a The institution justifies and documents the qualifications of its faculty members.

- 61 Adjunct faculty are competent as classroom instructors.
- 68 Nearly all of the faculty are knowledgeable in their field.

06.2.b The institution employs a sufficient number of full-time faculty to ensure curriculum and program quality.

- 3 Faculty care about me as an individual.
- 16 The instruction in my major field is excellent.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 47 Faculty provide timely feedback about student progress in a course.
- 61 Adjunct faculty are competent as classroom instructors.
- 65 Faculty are usually available after class and during office hours.

06.4 The institution implements appropriate policies and procedures for preserving and protecting academic freedom.

- 67 Freedom of expression is protected on campus.

08.1 The institution identifies, evaluates, and publishes goals and outcomes for student achievement [for] ... students served and programs offered.

- 35 The assessment and course placement procedures are reasonable.
- 47 Faculty provide timely feedback about student progress in a course.

08.2 The institution identifies expected outcomes, [and] assesses the extent to which it achieves these outcomes.

- 35 The assessment and course placement procedures are reasonable.
- 47 Faculty provide timely feedback about student progress in a course.

08.2.a The institution seeks improvement of results in... student learning outcomes for each program.

- 14 My academic advisor is concerned about my success as an individual.
- 55 Major requirements are clear and reasonable.
- 58 The quality of instruction I receive in most of my classes is excellent.

08.2.b The institution seeks improvement of results in ...collegiate-level general education competencies...

- 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.

08.2.c The institution seeks improvement of results in ...academic and student services that support student success.

- 6 My academic advisor is approachable.
- 19 My academic advisor helps me set goals to work toward.
- 33 My academic advisor is knowledgeable about requirements in my major.

09.3 The institution requires the successful completion of a general education component at the undergraduate level...

- 39 I am able to experience intellectual growth here.

09.3.c [General education] ensures breadth of knowledge [in] humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics.

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

10.1.a The institution [has] academic policies that adhere to principles of good educational practice...

- 35 The assessment and course placement procedures are reasonable.
- 53 Faculty take into consideration student differences as they teach a course.
- 55 Major requirements are clear and reasonable.

10.1.b The institution's academic policies ... accurately represent the programs and services of the institution.

- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 57 I seldom get the "run-around" when seeking information on this campus.
- 63 Student disciplinary procedures are fair.

10.4.c	The institution... places primary responsibility for the content, quality, and effectiveness of curriculum with its faculty.
68	Nearly all of the faculty are knowledgeable in their field.
10.5	...Recruitment materials and presentations accurately represent ...the institution.
4	Admissions staff are knowledgeable.
43	Admissions counselors respond to prospective students' unique needs and requests.
48	Admissions counselors accurately portray the campus in their recruiting practices.
11.1	The institution ensures an adequate number of professional staff... in the library and/or other learning/information resources.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.
11.2	The institution ensures an adequate number of professional staff... in the library and/or other learning/information resources.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.
11.3	The institution provides ... access to regular and timely instruction in the use of the library and other learning/information resources.
13	Library staff are helpful and approachable.
18	Library resources and services are adequate.
12.1	The institution provides appropriate academic and student support programs, services, and activities.
9	A variety of intramural activities are offered.
29	It is an enjoyable experience to be a student on this campus.
31	Males and females have equal opportunities to participate in intercollegiate athletics.
32	Tutoring services are readily available.
37	I feel a sense of pride about my campus.
42	There are a sufficient number of weekend activities for students.
44	Academic support services adequately meet the needs of students.

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- 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.
 - 52 The student center is a comfortable place for students to spend their leisure time.
 - 66 Tuition paid is a worthwhile investment.
 - 67 Freedom of expression is protected on campus.
 - 69 There is a good variety of courses provided on this campus.
 - 73 Student activities fees are put to good use.
 - 90 Cost as factor in decision to enroll.
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12.2 The institution ensures an adequate number of academic and student support services staff with appropriate education or experience.

- 44 Academic support services adequately meet the needs of students.
 - 47 Faculty provide timely feedback about student progress in a course.
 - 65 Faculty are usually available after class and during office hours.
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12.3 The institution publishes clear and appropriate statements of student rights and responsibilities.

- 56 The student handbook provides helpful information about campus life.
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12.4 The institution publishes appropriate and clear procedures for addressing written student complaints ... and follows [them]...

- 63 Student disciplinary procedures are fair.
 - 71 Channels for expressing student complaints are readily available.
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12.5 The institution protects the security, confidentiality, and integrity of its student records.

- 7 The campus is safe and secure for all students.
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12.6 The institution provides information and guidance to help student borrowers understand... their student debt...

- 5 Financial aid counselors are helpful.
 - 17 Adequate financial aid is available for most students.
 - 91 Financial aid as factor in decision to enroll.
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13.3 The institution manages its financial resources in a responsible manner.

- 7 The campus is safe and secure for all students.
- 26 Computer labs are adequate and accessible.
- 34 I am able to register for classes I need with few conflicts.
- 51 This institution has a good reputation within the community.
- 72 On the whole, the campus is well-maintained.
- 90 Cost as factor in decision to enroll.

13.7 The institution ensures adequate physical facilities and resources... that serve the needs of the institution's programs [and] support services...

- 7 The campus is safe and secure for all students.
- 9 A variety of intramural activities are offered.
- 15 The staff in the health services area are competent.
- 17 Adequate financial aid is available for most students.
- 18 Library resources and services are adequate.
- 21 The amount of student parking space on campus is adequate.
- 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.).
- 26 Computer labs are adequate and accessible.
- 28 Parking lots are well-lighted and secure.
- 32 Tutoring services are readily available.
- 37 I feel a sense of pride about my campus.
- 38 There is an adequate selection of food available in the cafeteria.
- 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.
- 52 The student center is a comfortable place for students to spend their leisure time.
- 64 New student orientation services help students adjust to college.
- 66 Tuition paid is a worthwhile investment.
- 69 There is a good variety of courses provided on this campus.
- 72 On the whole, the campus is well-maintained.
- 90 Cost as factor in decision to enroll.
- 92 Academic reputation as factor in decision to enroll.
- 97 Campus appearance as factor in decision to enroll.

13.8 The institution takes reasonable steps to provide a healthy, safe and secure environment for all members of the campus community.

- 7 The campus is safe and secure for all students.
- 15 The staff in the health services area are competent.
- 36 Security staff respond quickly in emergencies.

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

- 2 The campus staff are caring and helpful.
- 8 The content of the courses within my major is valuable.
- 11 Billing policies are reasonable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 20 The business office is open during hours which are convenient for most students.
- 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.
- 40 Residence hall staff are concerned about me as an individual.
- 50 Class change (drop/add) policies are reasonable.
- 54 Bookstore staff are helpful.
- 59 This institution shows concern for students as individuals.
- 60 I generally know what's happening on campus.
- 62 There is a strong commitment to racial harmony on this campus.
- 70 Graduate teaching assistants are competent as classroom instructors.
- 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.
- 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?
93	Size of institution as factor in decision to enroll.
95	Recommendations from family/friends as factor in decision to enroll.
96	Geographic setting as factor in decision to enroll.
98	Personalized attention prior to enrollment as factor in decision to enroll.

Headline 1