

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-Year Community College • Form B

Survey Requirements by the Southern Association of Colleges and Schools

05.2.a **The [president]... exercises appropriate control over... intercollegiate athletics programs.**

33 Administrators are available to hear students' concerns.

05.2.a **The [president]... exercises appropriate control over...educational, administrative, and fiscal programs...**

37 I seldom get the "run-around" when seeking information on this campus.

05.4 **The institution employs...administrative and academic officers with appropriate experience and qualifications...**

33 Administrators are available to hear students' concerns.

06.1 **The institution employs an adequate number of full-time faculty to support the mission and goals...**

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

25 Faculty provide timely feedback about my academic progress.

34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

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

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

25 Faculty provide timely feedback about my academic progress.

34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

40 There are sufficient courses within my program of study available each term.

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

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.

40	There are sufficient courses within my program of study available each term.
08.2	The institution identifies expected outcomes, [and] assesses the extent to which it achieves these outcomes.
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.
08.2.a	The institution seeks improvement of results in... student learning outcomes for each program.
8	The quality of instruction I receive in most of my classes is excellent.
31	Faculty use a variety of technology and media in the classroom.
35	I receive ongoing feedback about progress toward my academic goals.
08.2.b	The institution seeks improvement of results in ...collegiate-level general education competencies...
8	The quality of instruction I receive in most of my classes is excellent.
35	I receive ongoing feedback about progress toward my academic goals.
53	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.
3	My academic advisor is available when I need help.
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.
35	I receive ongoing feedback about progress toward my academic goals.
09.3.c	[General education] ensures breadth of knowledge [in] humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics.
30	The assessment and course placement procedures are reasonable.

10.1.a	The institution [has] academic policies that adhere to principles of good educational practice...
30	The assessment and course placement procedures are reasonable.
31	Faculty use a variety of technology and media in the classroom.
10.1.b	The institution's academic policies ... accurately represent the programs and services of the institution.
17	Admissions counselors accurately portray program offerings in their recruiting practices.
37	I seldom get the "run-around" when seeking information on this campus.
10.5	...Recruitment materials and presentations accurately represent ...the institution.
17	Admissions counselors accurately portray program offerings in their recruiting practices.
10.8	The institution publishes policies for evaluating, awarding, and accepting credit not originating from the institution...
22	My academic advisor is knowledgeable about transfer requirements of other schools.
11.1	The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission.
6	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.
6	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.
6	Library resources and services are adequate.
12.1	The institution provides appropriate academic and student support programs, services, and activities.
3	My academic advisor is available when I need help.
20	Students are made to feel welcome here.
27	Tutoring services are readily available.

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- 36 Tuition paid is a worthwhile investment.
51 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.

- 25 Faculty provide timely feedback about my academic progress.
34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).
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12.5 The institution protects the security, confidentiality, and integrity of its student records.

- 13 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...

- 15 Financial aid counseling is available if I need it.
23 This institution helps me identify resources to finance my education.
52 Financial assistance as factor in decision to enroll.
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13.3 The institution manages its financial resources in a responsible manner.

- 9 I am able to register for the classes I need with few conflicts.
13 The campus is safe and secure for all students.
18 Computer labs are adequate and accessible.
24 The equipment in the lab facilities is kept up to date.
39 On the whole, the campus is well-maintained.
51 Cost as factor in decision to enroll.
57 Information on the campus website as factor in decision to enroll.
58 Campus visits as factor in decision to enroll.
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13.7 The institution ensures adequate physical facilities and resources... that serve the needs of the institution's programs [and] support services...

- 3 My academic advisor is available when I need help.
6 Library resources and services are adequate.
7 Admissions staff provide personalized attention prior to enrollment.
10 Parking lots are well-lighted and secure.

- 11 Counseling services are available if I need them.
- 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.
- 23 This institution helps me identify resources to finance my education.
- 24 The equipment in the lab facilities is kept up to date.
- 26 There are adequate services to help me decide upon a career.
- 27 Tutoring services are readily available.
- 28 This campus provides online access to services I need.
- 31 Faculty use a variety of technology and media in the classroom.
- 36 Tuition paid is a worthwhile investment.
- 39 On the whole, the campus is well-maintained.
- 51 Cost as factor in decision to enroll.
- 53 Academic reputation 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.

- 4 Security staff respond quickly to calls for assistance.
- 13 The campus is safe and secure for all students.

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

- 1 The campus staff are caring and helpful.
- 2 Classes are scheduled at times that are convenient for me.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 19 Registration processes and procedures are convenient.
- 29 There are convenient ways of paying my school bill.
- 32 I am able to take care of college-related business at times that are convenient for me.
- 38 Most classes deal with practical experiences and applications.
- 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.
54	Future career opportunities as factor in decision to enroll.
55	Personal recommendations as factor in decision to enroll.
56	Distance from campus as factor in decision to enroll.
