



Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) • Four-Year • Form B

Northwest Commission on Colleges and Universities, effective 2020 (adopted August 2019)

1.A.1. This institution's mission statement defines its broad educational purposes and its commitment to student learning and achievement.

THEME 01 Expanding Talents and Knowledge

- 31 Students are made to feel welcome here.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 59 Future career opportunities as factor in decision to enroll.

1.B.3 [It] provides evidence that its planning process is inclusive and offers opportunities for comment by appropriate constituencies...

THEME 03 Decision-Making and Planning

- 5 Administrators are available to hear students' concerns.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 37 There is a strong commitment to diversity on this campus.

1.C.1 [It] offers programs with content and rigor that...culminate in student learning outcomes [as] degrees ... in recognized fields of study.

THEME 14 Overall Value and School Reputation

- 4 The content of the courses within my major is valuable.
- 10 My academic advisor helps me set goals to work toward.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 41 Tuition paid is a worthwhile investment.
- 58 Academic reputation as factor in decision to enroll.
- 59 Future career opportunities as factor in decision to enroll.

1.C.3 [It] identifies and publishes expected program and degree learning outcomes for all degrees, certificates and credentials.

THEME 02 Academic Quality and Instruction

- 4 The content of the courses within my major is valuable.
- 32 Faculty provide timely feedback about my academic progress.

- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.

1.C.4 [Its] admissions and completion or graduation requirements are clearly defined, widely published, and easily accessible to [all].

THEME 13 Publishing Information

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the “run-around” when seeking information on this campus.
- 62 Information on the campus website as factor in decision to enroll.

1.C.5 The institution engages in an effective system of assessment to evaluate the quality of learning in its programs.

THEME 07 Ethnical and Effective Practices

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 32 Faculty provide timely feedback about my academic progress.

1.C.6 ...[L]earning outcomes include ... effective communication skills, global awareness, cultural sensitivity, ... [and more]...

THEME 09 Engagement, Diversity and Inclusion

- 1 The campus staff are caring and helpful.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 37 There is a strong commitment to diversity on this campus.
- 45 Student activity fees are put to good use.

1.C.8 Transfer credit and credit for prior learning is accepted according to clearly defined, widely published, and easily accessible policies...

THEME 02 Academic Quality and Instruction

- 24 I receive the help I need to apply my academic major to my career goals.
- 58 Academic reputation as factor in decision to enroll.

1.D.1. [It] admits students with the potential to benefit from its educational programs...

THEME 07 Ethnical and Effective Practices

- 1 The campus staff are caring and helpful.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.

- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 43 Mentors are available to guide my life and career goals.

1.D.2 [It] establishes and shares indicators for student achievement [:] ... persistence, completion, retention, and post-graduation success.

THEME 13 Publishing Information

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the “run-around” when seeking information on this campus.
- 62 Information on the campus website as factor in decision to enroll.

2.A.1 The institution demonstrates an effective governance structure...

THEME 09 Engagement, Diversity and Inclusion

- 1 The campus staff are caring and helpful.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 37 There is a strong commitment to diversity on this campus.

THEME 14 Overall Value and School Reputation

- 1 The campus staff are caring and helpful.
- 4 The content of the courses within my major is valuable.
- 5 Administrators are available to hear students’ concerns.
- 10 My academic advisor helps me set goals to work toward.
- 31 Students are made to feel welcome here.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 41 Tuition paid is a worthwhile investment.
- 45 Student activity fees are put to good use.
- 56 Cost as factor in decision to enroll.
- 57 Financial assistance as factor in decision to enroll.
- 58 Academic reputation as factor in decision to enroll.
- 59 Future career opportunities as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

2.A.2	The institution has an effective system of leadership [having] appropriate levels of authority, responsibility, and accountability...
THEME 04	Policies and Procedures
2	Registration processes and procedures are convenient.
6	Billing policies are reasonable.
26	Counseling services are available if I need them.
35	I seldom get the “run-around” when seeking information on this campus.
2.A.4	[Its] decision-making processes ...include the consideration of views of faculty, staff, administrators, and students...
THEME 08	Fairness and Free Speech
1	The campus staff are caring and helpful.
14	Faculty are fair and unbiased in their treatment of individual students.
31	Students are made to feel welcome here.
39	Student disciplinary procedures are fair.
42	Students are free to express their ideas on this campus.
2.B.1	[It honors] academic freedom and independence that protect its constituencies from inappropriate internal and external influences...
THEME 06	Opportunity and Choice
5	Administrators are available to hear students’ concerns.
14	Faculty are fair and unbiased in their treatment of individual students.
31	Students are made to feel welcome here.
58	Academic reputation as factor in decision to enroll.
2.B.2	...Its constituencies are intellectually free to test and examine all knowledge and theories, thought, reason, and perspectives of truth.
THEME 08	Fairness and Free Speech
1	The campus staff are caring and helpful.
14	Faculty are fair and unbiased in their treatment of individual students.
31	Students are made to feel welcome here.
42	Students are free to express their ideas on this campus.
2.C.2	[Its] policies and procedures...include [:] academic honesty, conduct, appeals, grievances, and disability accommodations.
THEME 04	Policies and Procedures
2	Registration processes and procedures are convenient.
6	Billing policies are reasonable.

35 I seldom get the “run-around” when seeking information on this campus.

2.D.1.a The institution represents itself clearly, accurately, and consistently through its announcements, statements and publications...

THEME 13 Publishing Information

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the “run-around” when seeking information on this campus.
- 62 Information on the campus website as factor in decision to enroll.

2.D.2 [It] exemplifies high ethical standards in its operations, including fair and equitable treatment of students [and other].

THEME 07 Ethical and Effective Practices

- 1 The campus staff are caring and helpful.
- 2 Registration processes and procedures are convenient.
- 6 Billing policies are reasonable.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 32 Faculty provide timely feedback about my academic progress.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 39 Student disciplinary procedures are fair.
- 43 Mentors are available to guide my life and career goals.

2.E.2 Financial planning includes meaningful opportunities for participation by stakeholders...

THEME 03 Decision-Making and Planning

- 5 Administrators are available to hear students’ concerns.
- 35 I seldom get the “run-around” when seeking information on this campus.
- 37 There is a strong commitment to diversity on this campus.

2.F.3 [It] employs faculty, staff, and administrators sufficient in role, number, and qualifications [for] its organizational responsibilities.

THEME 10 Resource Sufficiency and Accessibility

- 5 Administrators are available to hear students' concerns.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 9 Library resources and services are adequate.
- 11 Financial aid counseling is available if I need it.
- 23 I am able to register for classes I need with few conflicts.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 27 This institution helps me identify resources to finance my education.
- 28 Security staff respond quickly to calls for assistance.
- 34 There are adequate services to help me decide upon a career.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).

2.G.1 [It] maintains effective learning environments with appropriate programs and services to support student learning and success.

THEME 07 Ethical and Effective Practices

- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 32 Faculty provide timely feedback about my academic progress.
- 34 There are adequate services to help me decide upon a career.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 43 Mentors are available to guide my life and career goals.

THEME 11 Facilities and Equipment

- 3 The campus is safe and secure for all students.
- 4 The content of the courses within my major is valuable.
- 13 Living conditions in the residence halls are comfortable.
- 15 Computer labs are adequate and accessible.
- 18 Parking lots are well-lighted and secure.
- 44 On the whole, the campus is well-maintained.

2.G.2	[It] publishes in a catalog [or similar]...current and accurate information that includes [comprehensive information as detailed]...
THEME 12	Technology
22	This campus provides online access to services I need.
62	Information on the campus website as factor in decision to enroll.
2.G.4	[It has] an effective and accountable program of financial aid consistent with its mission, student needs, and institutional resources.
THEME 14	Overall Value and School Reputation
41	Tuition paid is a worthwhile investment.
56	Cost as factor in decision to enroll.
57	Financial assistance as factor in decision to enroll.
2.G.6	[It maintains an] effective program of academic advisement to support student development and success.
THEME 06	Opportunity and Choice
2	Registration processes and procedures are convenient.
7	Admissions staff provide personalized attention prior to enrollment.
10	My academic advisor helps me set goals to work toward.
16	My academic advisor is available when I need help.
24	I receive the help I need to apply my academic major to my career goals.
32	Faculty provide timely feedback about my academic progress.
34	There are adequate services to help me decide upon a career.
58	Academic reputation as factor in decision to enroll.
2.H.1	...The institution employs quality personnel and provides access to library and information resources.
THEME 10	Resource Sufficiency and Accessibility
9	Library resources and services are adequate.
2.I.1	...The institution maintains physical facilities that are accessible, safe, secure, and sufficient in quantity and quality...
THEME 11	Facilities and Equipment
3	The campus is safe and secure for all students.
12	The amount of student parking space on campus is adequate.
13	Living conditions in the residence halls are comfortable.
15	Computer labs are adequate and accessible.
18	Parking lots are well-lighted and secure.
44	On the whole, the campus is well-maintained.

Themes

Accreditation Theme:	Which Relates to the Following Content:
Theme 01: Expanding Talents and Knowledge	The primacy of the <u>Educational Mission: Student Learning; Professional Development</u> of faculty and staff; <u>Scholarly and Creative Work</u>
Theme 02: Academic Quality and Instruction	Elements of: <u>Courses, Program Rigor; Faculty Qualification; Teaching Effectiveness; Career Relevance; Credit Recognition; Academic Advising; Degree Integrity; Equity across Educational Venues</u>
Theme 03: Decision-Making and Planning	Means by which the school achieves: <u>Realistic Goal-Setting, Coherent and Collaborative Institutional Actions; Task Responsibility; Accountability; Shared Governance; Leadership</u>
Theme 04: Policies and Procedures	Elements of <u>Goal Fulfillment; Effective Teamwork; Consistent Behavior</u>
Theme 05: Continuous Quality Improvement	<u>Processes and Outcomes</u> for future improvement; <u>Feedback; Program Review and Evaluation</u>
Theme 06: Opportunity and Choice	To provide for <u>Individuals': Needs, Goals, Plans; Preferences and Convenience; Academic Freedom</u>
Theme 07: Ethical and Effective Practices	That deliver: <u>Student Support; Student Success; Mentorship; Personalized Feedback</u> (including Assessment); <u>Transparency</u> (avoiding <u>Conflicts of Interest</u>); <u>Fulfilled Promises; Privacy Protections</u>
Theme 08: Fairness and Free Speech	That deliver: <u>Enforcement of Policies; Respect; Dignity; Bias-Free Treatment; Timeliness</u> of action/problem resolution; <u>Means to Disagree or to Register Complaint</u>
Theme 09: Engagement, Diversity, and Inclusion	That enable: <u>Student and Employee Morale; Civic Engagement; Community Service; Recognition of Human and Cultural Diversity</u>
Theme 10: Resource Sufficiency and Accessibility	Elements include: <u>Facilities and Technology Maintenance; Stable Financing; Budget Discipline; Employee Sufficiency; Staff Training and Deployment</u>
Theme 11: Facilities and Equipment	Places and materials that offer: <u>Safety and Security</u> for people, data and things; <u>Effective Learning Environments</u>
Theme 12: Technology	Devices and tools that deliver: <u>Learning; Services; Communication; Data</u>
Theme 13: Publishing Information	That includes: <u>Printed and Web-based</u> statements; <u>Completeness and Accuracy of Representations</u>
Theme 14: Overall Value and School Reputation	Factors: <u>Value Students Receive; Community Impacts; Student Retention; External Endorsements</u>

Copyright 2019 - Thomas Flint - All Rights Reserved - Used with Permission

Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) • Four-Year • Form B

Northwest Commission on Colleges and Universities, effective 2020 (adopted August 2019)

Themes

Theme 01 Expanding Talents and Knowledge	
31	Students are made to feel welcome here.
36	The quality of instruction I receive in most of my classes is excellent.
59	Future career opportunities as factor in decision to enroll.

Theme 02 Academic Quality and Instruction	
4	The content of the courses within my major is valuable.
24	I receive the help I need to apply my academic major to my career goals.
32	Faculty provide timely feedback about my academic progress.
36	The quality of instruction I receive in most of my classes is excellent.
58	Academic reputation as factor in decision to enroll.

Theme 03 Decision-Making and Planning	
5	Administrators are available to hear students' concerns.
35	I seldom get the "run-around" when seeking information on this campus.
37	There is a strong commitment to diversity on this campus.

Theme 04 Policies and Procedures	
2	Registration processes and procedures are convenient.
6	Billing policies are reasonable.
26	Counseling services are available if I need them.
35	I seldom get the "run-around" when seeking information on this campus.

Theme 05 Continuous Quality Improvement	
	No relevant items

Theme 06 Opportunity and Choice

- 2 Registration processes and procedures are convenient.
- 5 Administrators are available to hear students' concerns.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 24 I receive the help I need to apply my academic major to my career goals.
- 31 Students are made to feel welcome here.
- 32 Faculty provide timely feedback about my academic progress.
- 34 There are adequate services to help me decide upon a career.
- 58 Academic reputation as factor in decision to enroll.

Theme 07 Ethical and Effective Practices

- 1 The campus staff are caring and helpful.
- 2 Registration processes and procedures are convenient.
- 6 Billing policies are reasonable.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 10 My academic advisor helps me set goals to work toward.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 32 Faculty provide timely feedback about my academic progress.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 39 Student disciplinary procedures are fair.
- 43 Mentors are available to guide my life and career goals.

Theme 08 Fairness and Free Speech

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

- 39 Student disciplinary procedures are fair.
42 Students are free to express their ideas on this campus.
-

Theme 09 Engagement, Diversity, and Inclusion

- 1 The campus staff are caring and helpful.
14 Faculty are fair and unbiased in their treatment of individual students.
31 Students are made to feel welcome here.
37 There is a strong commitment to diversity on this campus.
45 Student activity fees are put to good use.
-

Theme 10 Resource Sufficiency and Accessibility

- 5 Administrators are available to hear students' concerns.
7 Admissions staff provide personalized attention prior to enrollment.
9 Library resources and services are adequate.
11 Financial aid counseling is available if I need it.
23 I am able to register for classes I need with few conflicts.
25 I am able to take care of college-related business at times that are convenient for me.
27 This institution helps me identify resources to finance my education.
28 Security staff respond quickly to calls for assistance.
34 There are adequate services to help me decide upon a career.
40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
-

Theme 11 Facilities and equipment

- 3 The campus is safe and secure for all students.
4 The content of the courses within my major is valuable.
12 The amount of student parking space on campus is adequate.
13 Living conditions in the residence halls are comfortable.
15 Computer labs are adequate and accessible.
18 Parking lots are well-lighted and secure.
44 On the whole, the campus is well-maintained.
-

Theme 12 Technology

- 22 This campus provides online access to services I need.
62 Information on the campus website as factor in decision to enroll.
-

Theme 13 Publishing Information

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
35 I seldom get the “run-around” when seeking information on this campus.
62 Information on the campus website as factor in decision to enroll.
-

Theme 14 Overall Value and School Reputation

- 1 The campus staff are caring and helpful.
4 The content of the courses within my major is valuable.
5 Administrators are available to hear students’ concerns.
10 My academic advisor helps me set goals to work toward.
31 Students are made to feel welcome here.
36 The quality of instruction I receive in most of my classes is excellent.
41 Tuition paid is a worthwhile investment.
45 Student activity fees are put to good use.
56 Cost as factor in decision to enroll.
57 Financial assistance as factor in decision to enroll.
58 Academic reputation as factor in decision to enroll.
59 Future career opportunities as factor in decision to enroll.
60 Personal recommendations as factor in decision to enroll.
-