



Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Career and Private • Form A

Higher Learning Commission Requirements, effective September 1, 2020

1.A.3. The mission and related documents identify the nature, scope, and intended constituents of the offerings and services provided.

- 1 Most students feel a sense of belonging here.
- 81 Institution's commitment to part-time students.
- 82 Institution's commitment to evening students.
- 83 Institution's commitment to older, returning learners.
- 84 Institution's commitment to under-represented populations.
- 85 Institution's commitment to commuters.
- 86 Institution's commitment to students with disabilities.

1.A.2. The institution's academic offerings, student support services, and enrollment profile are consistent with its stated mission.

- 1 Most students feel a sense of belonging here.
- 16 The school shows concern for students as individuals.
- 22 People at this school respect and are supportive of each other.
- 28 It is an enjoyable experience to be a student at this school.
- 36 Students are made to feel welcome at this school.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
- 45 This institution has a good reputation within the community.
- 47 There are adequate services to help me decide upon a career.
- 64 Nearly all classes deal with practical experiences and applications.
- 89 Academic reputation as factor in decision to enroll.
- 91 Future employment opportunities as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

1.B. The institution's mission demonstrates commitment to the public good.

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.

1.B.3. The institution engages with its external constituencies and responds to their needs...

- 1 Most students feel a sense of belonging here.
- 28 It is an enjoyable experience to be a student at this school.

1.C. The institution provides opportunities... in a diverse, multicultural society...

- 36 Students are made to feel welcome at this school.
- 37 Faculty take into consideration student differences as they teach a course.

1.C.1. The institution encourages curricular and co-curricular activities that prepare students for citizenship...

- 37 Faculty take into consideration student differences as they teach a course.

1.C.2. ...processes and activities demonstrate inclusive and equitable treatment of diverse populations.

- 1 Most students feel a sense of belonging here.
- 16 The school shows concern for students as individuals.
- 36 Students are made to feel welcome at this school.
- 37 Faculty take into consideration student differences as they teach a course.

2.A. The institution establishes and follows policies and processes to ensure fair and ethical behavior.

- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 16 The school shows concern for students as individuals.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 43 Class change (drop/add) policies are reasonable.
- 45 This institution has a good reputation within the community.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 67 Channels for expressing student complaints are readily available.
- 92 Recommendations from family/friends as factor in decision to enroll.

2.B. The institution presents itself clearly and completely to its students and to the public...<more>.

- 7 Adequate financial aid is available for most students.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 66 Program requirements are clear and reasonable.
- 87 Cost as factor in decision to enroll.
- 88 Financial aid as factor in decision to enroll.

- 89 Academic reputation as factor in decision to enroll.
90 Size of institution as factor in decision to enroll.
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2.D. The institution is committed to academic freedom and freedom of expression and the pursuit of truth in teaching and learning.

- 29 Faculty are fair and unbiased in their treatment of individual students.
37 Faculty take into consideration student differences as they teach a course.
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2.E.3 The institution provides guidance in the ethics of research and the use of information resources.

- 14 Library resources and services are adequate.
26 Library staff are helpful and approachable.
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2.E.4. The institution enforces policies on academic honesty and integrity.

- 29 Faculty are fair and unbiased in their treatment of individual students.
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3.A. The rigor of the institution's academic offerings is appropriate to higher education.

- 66 Program requirements are clear and reasonable.
-

3.A.1. Courses and programs are current and require levels of student performance appropriate to the credential awarded.

- 64 Nearly all classes deal with practical experiences and applications.
66 Program requirements are clear and reasonable.
70 I am able to experience intellectual growth here.
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3.B. Programs engage students in collecting, analyzing, and communicating information; in mastering modes of inquiry or creative work...

- 70 I am able to experience intellectual growth here.
-

3.B.2. ...the institution articulates purposes, content, and intended learning outcomes of its undergraduate general education requirements...

- 70 I am able to experience intellectual growth here.
-

3.B.3. The education offered by the institution recognizes the human and cultural diversity... in a multicultural world.

- 1 Most students feel a sense of belonging here.
64 Nearly all classes deal with practical experiences and applications.
-

3.C. The institution has the faculty and staff needed for effective, high-quality programs and student services.

- 3 The quality of instruction in the academic programs is excellent.
- 4 Security staff are helpful.
- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 14 Library resources and services are adequate.
- 17 Personnel in the Veterans' Services program are helpful.
- 20 Financial aid counselors are helpful.
- 23 Faculty are understanding of students' unique life circumstances.
- 25 My academic advisor is concerned about my success as an individual.
- 26 Library staff are helpful and approachable.
- 27 The school staff are caring and helpful.
- 30 The career services office provides students with the help they need to get a job.
- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Advising staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to school.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information at this school.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.

3.C.2. The institution has sufficient numbers and continuity of faculty members to carry out both the classroom and non-classroom roles ...

- 2 Faculty care about me as an individual.
- 3 The quality of instruction in the academic programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 46 Faculty provide timely feedback about student progress in a course.

3.C.3. All instructors are appropriately qualified...<more>

- 3 The quality of instruction in the academic programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.

3.C.5 The institution has processes and resources for assuring that instructors are current in their disciplines and adept in their teaching roles...

- 58 Nearly all of the faculty are knowledgeable in their fields.

3.C.6. Instructors are accessible for student inquiry.

- 2 Faculty care about me as an individual.
- 3 The quality of instruction in the academic programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 61 Faculty are usually available after class and during office hours.

3.C.7. Staff members providing student support services... are appropriately qualified, trained, and supported...

- 4 Security staff are helpful.
- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 13 Financial aid awards are announced to students in time to be helpful in planning.
- 14 Library resources and services are adequate.
- 17 Personnel in the Veterans' Services program are helpful.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.
- 26 Library staff are helpful and approachable.
- 27 The school staff are caring and helpful.
- 30 The career services office provides students with the help they need to get a job.
- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the school in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Advising staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.

- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.
- 56 The business office is open during hours which are convenient for most students.
- 59 New student orientation services help students adjust to school.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information at this school.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.
-

3.D. The institution provides support for student learning and effective teaching.

- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
-

3.D.1. The institution provides support services suited to the needs of its student populations.

- 19 This campus provides effective support services for displaced homemakers.
- 23 Faculty are understanding of students' unique life circumstances.
- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
- 65 Students are notified early in the term if they are doing poorly in a class.
-

3.D.2. The institution provides... preparatory instruction to address academic needs...[and places] entering students [accordingly]...

- 50 Tutoring services are readily available.
- 52 This school does whatever it can to help me reach my educational goals.
- 53 The assessment and course placement procedures are reasonable.
-

3.D.3. The institution provides academic advising suited to its offerings and the needs of its students.

- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 25 My academic advisor is concerned about my success as an individual.
- 32 My academic advisor is knowledgeable about my program requirements.
- 48 Advising staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
-

3.D.4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning...

- 9 Internships or practical experiences are provided in my degree/certificate program.
- 14 Library resources and services are adequate.
- 34 Computer labs are adequate and accessible.
- 52 This school does whatever it can to help me reach my educational goals.

4.A.6. The institution evaluates the success of its graduates [and]... assures that the credentials awarded... accomplish these purposes.

- 47 There are adequate services to help me decide upon a career.
- 91 Future employment opportunities as factor in decision to enroll.

4.B.2. The institution uses the information gained from assessment to improve student learning.

- 46 Faculty provide timely feedback about student progress in a course.

5.A. Through its administrative structures... leadership demonstrates that it is effective...

- 44 I generally know what's happening at this school.

5.A.1. Shared governance engages internal constituencies... including students.

- 1 Most students feel a sense of belonging here.
- 44 I generally know what's happening at this school.
- 57 Administrators are approachable to students.
- 67 Channels for expressing student complaints are readily available.

5.A.1. Shared governance engages internal constituencies... including students.

- 8 Classes are scheduled at times that are convenient for me.
- 10 Child care facilities are available on campus.
- 11 Security staff respond quickly in emergencies.
- 15 I am able to register for classes I need with few conflicts.
- 21 There are a sufficient number of study areas on campus.
- 24 Parking lots are well-lighted and secure.
- 31 The school is safe and secure for all students.
- 34 Computer labs are adequate and accessible.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 39 The amount of student parking space is adequate.
- 42 The equipment in the lab facilities is kept up to date.

- 43 Class change (drop/add) policies are reasonable.
 - 51 There are convenient ways of paying my school bill.
 - 68 On the whole, the school is well-maintained.
 - 69 There is a good variety of courses provided at this school.
 - 94 Appearance of school as factor in decision to enroll.
-

5.A.3. When appropriate... students are involved in setting academic requirements, policy, and processes.

- 22 People at this school respect and are supportive of each other.
 - 57 Administrators are approachable to students.
 - 67 Channels for expressing student complaints are readily available.
-

5.B. The institution's resource base supports its educational programs and its plans for maintaining and strengthening their quality...

- 7 Adequate financial aid is available for most students.
-

5.B.1. The institution has qualified and trained operational staff and infrastructure sufficient to support its operations...

- 8 Classes are scheduled at times that are convenient for me.
 - 10 Child care facilities are available on campus.
 - 11 Security staff respond quickly in emergencies.
 - 15 I am able to register for classes I need with few conflicts.
 - 21 There are a sufficient number of study areas on campus.
 - 24 Parking lots are well-lighted and secure.
 - 31 The school is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 39 The amount of student parking space is adequate.
 - 42 The equipment in the lab facilities is kept up to date.
 - 43 Class change (drop/add) policies are reasonable.
 - 51 There are convenient ways of paying my school bill.
 - 68 On the whole, the school is well-maintained.
 - 69 There is a good variety of courses provided at this school.
 - 94 Appearance of school as factor in decision to enroll.
-

5.C.3. The planning process encompasses the institution as a whole and considers perspectives of internal and external constituent groups.

- 1 Most students feel a sense of belonging here.
 - 13 Financial aid awards are announced to students in time to be helpful in planning.
 - 57 Administrators are approachable to students.
-

9.Z. [You at the institution may decide how the survey item relates to accreditation requirements].

- 71 Campus item 1.
 - 72 Campus item 2.
 - 73 Campus item 3.
 - 74 Campus item 4.
 - 75 Campus item 5.
 - 76 Campus item 6.
 - 77 Campus item 7.
 - 78 Campus item 8.
 - 79 Campus item 9.
 - 80 Campus item 10.
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