



Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Two-year • Community College • 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.4. 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 college shows concern for students as individuals.
- 22 People on this campus respect and are supportive of each other.
- 28 It is an enjoyable experience to be a student on this campus.
- 36 Students are made to feel welcome on this campus.
- 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 Opportunity to play sports 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 on this campus.
1.C.	The institution provides opportunities... in a diverse, multicultural society...
36	Students are made to feel welcome on this campus.
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 college shows concern for students as individuals.
36	Students are made to feel welcome on this campus.
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 college planning.
16	The college 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 campus 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.
- 91 Opportunity to play sports as factor in decision to enroll.

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.

3.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.

3.E.4. The institution enforces policies on academic honesty and integrity.

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

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.

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 vocational/technical 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 campus 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 campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling 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 college.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 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 vocational/technical 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 vocational/technical 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 vocational/technical 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 college 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 caring and helpful.
- 27 The campus 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 campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling 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 college.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 63 I seldom get the "run-around" when seeking information on this campus.
- 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 Counseling 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.
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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.
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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.
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5.A. Through its administrative structures... leadership demonstrates that it is effective...

- 44 I generally know what's happening on campus.
-

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 on campus.
57 Administrators are approachable to students.
67 Channels for expressing student complaints are readily available.
-

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

- 22 People on this campus 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.
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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 campus 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 on campus 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 campus is well-maintained.
 - 69 There is a good variety of courses provided on this campus.
 - 94 Campus appearance as factor in decision to enroll.
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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 college 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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