



Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) • Two-Year • Form A

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

- 21 My studies are closely related to my life and work goals.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 64 Requirement for current or future job as factor in decision to enroll.
- 75 Availability of program I wanted as factor in decision to enroll.
- 76 High rate of job placement as factor in decision to enroll.

1.B.1 [It] demonstrates a continuous process to assess [its] effectiveness, including student learning and achievement and support services.

THEME 05 Continuous Quality Improvement

- 73 Program accreditation by professional organization or trade group as factor in decision to enroll.

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

- 6 I receive timely direction on how to transfer to four-year colleges and universities.
- 14 I receive guidance on which classes will transfer to programs here and elsewhere.
- 21 My studies are closely related to my life and work goals.
- 25 I'm evaluated on the knowledge and skills I'll need in my life and career.
- 44 I can receive credit for learning derived from my previous life and work experiences.
- 45 Instructors incorporate my life and work experiences in class activities and assignments.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 59 Credit for learning gained from life and work experiences as factor in decision to enroll.
- 62 Tuition reimbursement from employer as factor in decision to enroll.

- 64 Requirement for current or future job as factor in decision to enroll.
- 65 Reputation of institution as factor in decision to enroll.
- 70 Labor union support/endorsement as factor in decision to enroll.
- 72 Employer endorsement as factor in decision to enroll.
- 73 Program accreditation by professional organization or trade group as factor in decision to enroll.
- 76 High rate of job placement 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 My instructors involve me in evaluating my own learning.
- 10 I have a clear understanding of what I'm expected to learn in my classes.
- 14 I receive guidance on which classes will transfer to programs here and elsewhere.
- 17 My instructors provide timely feedback about my academic progress.
- 25 I'm evaluated on the knowledge and skills I'll need in my life and career.
- 27 I am encouraged to apply the classes I've taken towards a degree or certificate.
- 33 This college explains what is needed for me to complete my program here.
- 37 I have many ways to demonstrate what I know.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.
- 44 I can receive credit for learning derived from my previous life and work experiences.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 58 Ability to transfer credits as factor in decision to enroll.
- 59 Credit for learning gained from life and work experiences as factor in decision to enroll.
- 73 Program accreditation by professional organization or trade group 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

- 10 I have a clear understanding of what I'm expected to learn in my classes.
- 30 I am able to obtain information I need by phone, fax, email, or online.
- 39 Information is available online to help me understand what I need to do next in my program of study.

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
4	My instructors involve me in evaluating my own learning.
15	Advisors are knowledgeable about requirements for courses and programs of interest to me.
17	My instructors provide timely feedback about my academic progress.
19	I receive timely responses to my requests for help and information.
20	This college periodically evaluates my skill level to guide my learning experiences.
22	I receive the help I need to develop my academic skills, including reading, writing, and math.
25	I'm evaluated on the knowledge and skills I'll need in my life and career.
37	I have many ways to demonstrate what I know.
42	This college evaluates students' academic skills for placement in reading, writing and math.
46	The learning experiences within my program of study challenge me to reach beyond what I know already.

1.C.6	...[L]earning outcomes include ... effective communication skills, global awareness, cultural sensitivity, ... [and more]...
THEME 09	Engagement, Diversity and Inclusion
28	This college initiates many opportunities for me to connect with other adult learners.
38	My instructors encourage student-to-student interactions through a variety of techniques.

1.C.7	[It] uses its assessment efforts to ... continuously improve student learning outcomes.
THEME 05	Continuous Quality Improvement
73	Program accreditation by professional organization or trade group as factor in decision to enroll.

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
4	My instructors involve me in evaluating my own learning.
6	I receive timely direction on how to transfer to four-year colleges and universities.
8	This college provides students with the help they need to develop an education plan.
10	I have a clear understanding of what I'm expected to learn in my classes.
14	I receive guidance on which classes will transfer to programs here and elsewhere.
21	My studies are closely related to my life and work goals.
25	My studies are closely related to my life and work goals.
27	I am encouraged to apply the classes I've taken towards a degree or certificate.
33	This college explains what is needed for me to complete my program here.

- 37 I have many ways to demonstrate what I know.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.
- 43 The frequency of interactions with my instructors is satisfactory.
- 44 I can receive credit for learning derived from my previous life and work experiences.
- 45 Instructors incorporate my life and work experiences in class activities and assignments.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 58 Ability to transfer credits as factor in decision to enroll.
- 59 Credit for learning gained from life and work experiences as factor in decision to enroll.

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

THEME 07 Ethnical and Effective Practices

- 7 Staff are available to help me solve unique problems I encounter.
- 11 This college offers strategies to help me cope with the multiple pressures of home, work, and my studies.
- 13 Processes and procedures for enrolling here are convenient.
- 15 Advisors are knowledgeable about requirements for courses and programs of interest to me.
- 20 This college periodically evaluates my skill level to guide my learning experiences.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 25 I'm evaluated on the knowledge and skills I'll need in my life and career.
- 27 I am encouraged to apply the classes I've taken towards a degree or certificate.
- 31 This college makes many support services available at convenient times and places.
- 33 This college explains what is needed for me to complete my program here.
- 35 Mentors are available to guide my career and life goals.
- 38 My instructors encourage student-to-student interactions through a variety of techniques.
- 40 I receive the help I need to make decisions about courses and programs that interest me.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.

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

THEME 09 Engagement, Diversity and Inclusion

- 28 This college initiates many opportunities for me to connect with other adult learners.
- 38 My instructors encourage student-to-student interactions through a variety of techniques.

THEME 14 Overall Value and School Reputation

- 6 I receive timely direction on how to transfer to four-year colleges and universities.
- 14 I receive guidance on which classes will transfer to programs here and elsewhere.

- 21 My studies are closely related to my life and work goals.
- 25 I'm evaluated on the knowledge and skills I'll need in my life and career.
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- 45 Instructors incorporate my life and work experiences in class activities and assignments.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 64 Requirement for current or future job as factor in decision to enroll.
- 65 Reputation of institution as factor in decision to enroll.
- 73 Program accreditation by professional organization or trade group 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

- 8 This college provides students with the help they need to develop an education plan.
- 13 Processes and procedures for enrolling here are convenient.
- 16 Billing for tuition and fees is tailored to meet my specific needs.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.

2.A.4 [Its] decision-making processes...include the consideration of views of faculty, staff, administrators, and students...

THEME 08 Fairness and Free Speech

- 29 My instructors respect student opinions and ideas that differ from their own.

2.B.1 [It honors] academic freedom and independence that protect its constituencies from inappropriate internal and external influences...

THEME 06 Opportunity and Choice

- 1 My program allows me to pace my studies to fit my life and work schedules.
- 7 Staff are available to help me solve unique problems I encounter.
- 8 This college provides students with the help they need to develop an education plan.
- 11 This college offers strategies to help me cope with the multiple pressures of home, work, and my studies.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 26 I am able to choose course delivery that fits my life circumstances.
- 27 I am encouraged to apply the classes I've taken towards a degree or certificate.
- 28 This college initiates many opportunities for me to connect with other adult learners.
- 31 This college makes many support services available at convenient times and places.
- 34 This college provides "one-stop shopping" for most student support services.
- 40 I receive the help I need to make decisions about courses and programs that interest me.

- 58 Ability to transfer credits as factor in decision to enroll.
- 60 Ability to design my own program as factor in decision to enroll.
- 66 Flexible pacing for completing a program as factor in decision to enroll.
- 67 Convenient time and place for classes as factor in decision to enroll.
- 68 Availability of online courses as factor in decision to enroll.
- 74 Availability of child care as factor in decision to enroll.
- 75 Availability of program I wanted 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

- 29 My instructors respect student opinions and ideas that differ from their own.

2.C.2 [Its] policies and procedures...include [:] academic honesty, conduct, appeals, grievances, and disability accommodations.

THEME 04 Policies and Procedures

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- 13 Processes and procedures for enrolling here are convenient.
- 16 Billing for tuition and fees is tailored to meet my specific needs.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.

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

THEME 13 Publishing Information

- 9 I receive adequate information about sources of financial assistance available to me.
- 10 I have a clear understanding of what I'm expected to learn in my classes.
- 30 I am able to obtain information I need by phone, fax, email, or online.
- 39 Information is available online to help me understand what I need to do next in my program of study.

2.D.1.b [It] demonstrates that its academic programs can be completed in a timely fashion...

THEME 13 Publishing Information

- 19 I receive timely responses to my requests for help and information.
- 77 Time required to complete program 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 My program allows me to pace my studies to fit my life and work schedules.
- 4 My instructors involve me in evaluating my own learning.
- 7 Staff are available to help me solve unique problems I encounter.
- 11 This college offers strategies to help me cope with the multiple pressures of home, work, and my studies.
- 13 Processes and procedures for enrolling here are convenient.
- 15 Advisors are knowledgeable about requirements for courses and programs of interest to me.
- 16 Billing for tuition and fees is tailored to meet my specific needs.
- 17 My instructors provide timely feedback about my academic progress.
- 19 I receive timely responses to my requests for help and information.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 24 I receive the help I need to stay on track with my classes.
- 31 This college makes many support services available at convenient times and places.
- 33 This college explains what is needed for me to complete my program here.
- 34 This college provides “one-stop shopping” for most student support services.
- 37 I have many ways to demonstrate what I know.
- 40 I receive the help I need to make decisions about courses and programs that interest me.
- 47 When I miss a deadline or fall behind in my studies, someone from the college contacts me.
- 66 Flexible pacing for completing a program as factor in decision to enroll.
- 67 Convenient time and place for classes as factor in decision to enroll.
- 77 Time required to complete program as factor in decision to enroll.

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

- 3 This college assists students who need help with the financial aid process.
- 5 I receive the help I need to improve my technology skills.
- 6 I receive timely direction on how to transfer to four-year colleges and universities.
- 7 Staff are available to help me solve unique problems I encounter.
- 12 Technology support is available to me when I need it.
- 14 I receive guidance on which classes will transfer to programs here and elsewhere.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.

- 24 I receive the help I need to stay on track with my classes.
- 31 This college makes many support services available at convenient times and places.
- 40 I receive the help I need to make decisions about courses and programs that interest me.
- 41 Staff are available to help me with the employer tuition reimbursement process.
- 43 The frequency of interactions with my instructors is satisfactory.
- 74 Availability of child care as factor in decision to enroll.

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

- 1 My program allows me to pace my studies to fit my life and work schedules.
- 4 My instructors involve me in evaluating my own learning.
- 7 Staff are available to help me solve unique problems I encounter.
- 11 This college offers strategies to help me cope with the multiple pressures of home, work, and my studies.
- 15 Advisors are knowledgeable about requirements for courses and programs of interest to me.
- 17 My instructors provide timely feedback about my academic progress.
- 19 I receive timely responses to my requests for help and information.
- 20 This college periodically evaluates my skill level to guide my learning experiences.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 24 I receive the help I need to stay on track with my classes.
- 27 I am encouraged to apply the classes I've taken towards a degree or certificate.
- 31 This college makes many support services available at convenient times and places.
- 33 This college explains what is needed for me to complete my program here.
- 35 Mentors are available to guide my career and life goals.
- 36 Most instructors use a variety of teaching methods.
- 37 I have many ways to demonstrate what I know.
- 38 My instructors encourage student-to-student interactions through a variety of techniques.
- 39 Information is available online to help me understand what I need to do next in my program of study.
- 40 I receive the help I need to make decisions about courses and programs that interest me.
- 42 This college evaluates students' academic skills for placement in reading, writing and math.
- 47 When I miss a deadline or fall behind in my studies, someone from the college contacts me.
- 66 Flexible pacing for completing a program as factor in decision to enroll.
- 67 Convenient time and place for classes as factor in decision to enroll.
- 77 Time required to complete program as factor in decision to enroll.

THEME 11 Facilities and Equipment

26 I am able to choose course delivery that fits my life circumstances.

2.G.2 [It] publishes in a catalog [or similar]...current and accurate information that includes [comprehensive information as detailed]...

THEME 12 Technology

- 5 I receive the help I need to improve my technology skills.
- 12 Technology support is available to me when I need it.
- 18 This college uses technology on a regular basis to communicate with me.
- 30 I am able to obtain information I need by phone, fax, email, or online.
- 32 Technology enables me to get the services I need when I need them.
- 39 Information is available online to help me understand what I need to do next in my program of study.
- 68 Availability of online courses 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

- 9 I receive adequate information about sources of financial assistance available to me.
- 61 Cost as factor in decision to enroll.
- 63 Availability of 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 Sufficient course offerings within my program are available each term.
- 8 This college provides students with the help they need to develop an education plan.
- 17 My instructors provide timely feedback about my academic progress.
- 19 I receive timely responses to my requests for help and information.
- 20 This college periodically evaluates my skill level to guide my learning experiences.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 24 I receive the help I need to stay on track with my classes.
- 25 I'm evaluated on the knowledge and skills I'll need in my life and career.
- 27 I am encouraged to apply the classes I've taken towards a degree or certificate.
- 33 This college explains what is needed for me to complete my program here.
- 40 I receive the help I need to make decisions about courses and programs that interest me.

- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 47 When I miss a deadline or fall behind in my studies, someone from the college contacts me.
- 58 Ability to transfer credits as factor in decision to enroll.
- 60 Ability to design my own program as factor in decision to enroll.
- 64 Requirement for current or future job as factor in decision to enroll.
- 65 Reputation of institution as factor in decision to enroll.
- 68 Availability of online courses as factor in decision to enroll.
- 73 Program accreditation by professional organization or trade group 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

- 5 I receive the help I need to improve my technology skills.
- 7 Staff are available to help me solve unique problems I encounter.
- 12 Technology support is available to me when I need it.
- 22 I receive the help I need to develop my academic skills, including reading, writing, and math.
- 31 This college makes many support services available at convenient times and places.

2.I.1 ...The institution maintains physical facilities that are accessible, safe, secure, and sufficient in quantity and quality...

THEME 11 Facilities and Equipment

- 26 I am able to choose course delivery that fits my life circumstances.

Themes

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

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

Themes

Theme 01	Expanding Talents and Knowledge
21	My studies are closely related to my life and work goals.
46	The learning experiences within my program of study challenge me to reach beyond what I know already.
64	Requirement for current or future job as factor in decision to enroll.
75	Availability of program I wanted as factor in decision to enroll.
76	High rate of job placement as factor in decision to enroll.

Theme 02	Academic Quality and Instruction
4	My instructors involve me in evaluating my own learning.
6	I receive timely direction on how to transfer to four-year colleges and universities.
8	This college provides students with the help they need to develop an education plan.
10	I have a clear understanding of what I'm expected to learn in my classes.
14	I receive guidance on which classes will transfer to programs here and elsewhere.
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33	This college explains what is needed for me to complete my program here.
37	I have many ways to demonstrate what I know.
42	This college evaluates students' academic skills for placement in reading, writing and math.
43	The frequency of interactions with my instructors is satisfactory.
44	I can receive credit for learning derived from my previous life and work experiences.
45	Instructors incorporate my life and work experiences in class activities and assignments.
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58	Ability to transfer credits as factor in decision to enroll.
59	Credit for learning gained from life and work experiences as factor in decision to enroll.
73	Program accreditation by professional organization or trade group as factor in decision to enroll.

Theme 03 Decision-Making and Planning

No relevant items

Theme 04 Policies and Procedures

- 8 This college provides students with the help they need to develop an education plan.
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 - 16 Billing for tuition and fees is tailored to meet my specific needs.
 - 42 This college evaluates students' academic skills for placement in reading, writing and math.
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Theme 05 Continuous Quality Improvement

- 73 Program accreditation by professional organization or trade group as factor in decision to enroll.
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Theme 06 Opportunity and Choice

- 1 My program allows me to pace my studies to fit my life and work schedules.
- 2 Sufficient course offerings within my program are available each term.
- 7 Staff are available to help me solve unique problems I encounter.
- 8 This college provides students with the help they need to develop an education plan.
- 11 This college offers strategies to help me cope with the multiple pressures of home, work, and my studies.
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- 47 When I miss a deadline or fall behind in my studies, someone from the college contacts me.
- 58 Ability to transfer credits as factor in decision to enroll.
- 60 Ability to design my own program as factor in decision to enroll.
- 64 Requirement for current or future job as factor in decision to enroll.
- 65 Reputation of institution as factor in decision to enroll.
- 66 Flexible pacing for completing a program as factor in decision to enroll.
- 67 Convenient time and place for classes as factor in decision to enroll.
- 68 Availability of online courses as factor in decision to enroll.
- 73 Program accreditation by professional organization or trade group as factor in decision to enroll.
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Theme 07 Ethical and Effective Practices

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- 39 Information is available online to help me understand what I need to do next in my program of study.

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Theme 08 Fairness and Free Speech

- 29 My instructors respect student opinions and ideas that differ from their own.
-

Theme 09 Engagement, Diversity, and Inclusion

- 28 This college initiates many opportunities for me to connect with other adult learners.
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Theme 10 Resource Sufficiency and Accessibility

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- 43 The frequency of interactions with my instructors is satisfactory.
- 74 Availability of child care as factor in decision to enroll.
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Theme 11 Facilities and equipment

- 26 I am able to choose course delivery that fits my life circumstances.
-

Theme 12 Technology

- 5 I receive the help I need to improve my technology skills.
 - 12 Technology support is available to me when I need it.
 - 18 This college uses technology on a regular basis to communicate with me.
 - 30 I am able to obtain information I need by phone, fax, email, or online.
 - 32 Technology enables me to get the services I need when I need them.
 - 39 Information is available online to help me understand what I need to do next in my program of study.
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Theme 13 Publishing Information

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Theme 14 Overall Value and School Reputation

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- 45 Instructors incorporate my life and work experiences in class activities and assignments.
- 46 The learning experiences within my program of study challenge me to reach beyond what I know already.
- 59 Credit for learning gained from life and work experiences as factor in decision to enroll.
- 61 Cost as factor in decision to enroll.
- 62 Tuition reimbursement from employer as factor in decision to enroll.
- 63 Availability of financial assistance as factor in decision to enroll.
- 64 Requirement for current or future job as factor in decision to enroll.
- 65 Reputation of institution as factor in decision to enroll.

- 70 Labor union support/endorsement as factor in decision to enroll.
 - 72 Employer endorsement as factor in decision to enroll.
 - 73 Program accreditation by professional organization or trade group as factor in decision to enroll.
 - 76 High rate of job placement as factor in decision to enroll.
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