



Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Two-year • Community College • Form B

Higher Learning Commission Requirements, effective September 1, 2020

1.A.4. The institution's academic offerings, student support services, and enrollment profile are consistent with its stated mission.

- 20 Students are made to feel welcome here.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 26 There are adequate services to help me decide upon a career.
- 38 Most classes deal with practical experiences and applications.
- 53 Academic reputation as factor in decision to enroll.
- 54 Future career opportunities as factor in decision to enroll.
- 55 Personal recommendations as factor in decision to enroll.
- 58 Campus visits as factor in decision to enroll.

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

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

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

- 20 Students are made to feel welcome here.

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

- 20 Students are made to feel welcome here.

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
 - 12 Faculty are fair and unbiased in their treatment of individual students.
 - 55 Personal recommendations as factor in decision to enroll.
-

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

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 51 Cost as factor in decision to enroll.
- 52 Financial assistance as factor in decision to enroll.
- 53 Academic reputation as factor in decision to enroll.
- 57 Information on the campus website 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.

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

2.E.3. The institution provides guidance in the ethics of research and the use of information resources.

- 6 Library resources and services are adequate.

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

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

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

- 38 Most classes deal with practical experiences and applications.

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

- 38 Most 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.

- 1 The campus staff are caring and helpful.
- 6 Library resources and services are adequate.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 14 My academic advisor is knowledgeable about my program requirements.
- 15 Financial aid counseling is available if I need it.
- 16 My advisor helps me apply my program of study to career goals.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 23 This institution helps me identify resources to finance my education.
- 26 There are adequate services to help me decide upon a career.

- 27 Tutoring services are readily available.
37 I seldom get the "run-around" when seeking information on this campus.
-

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

- 8 The quality of instruction I receive in most of my classes is excellent.
25 Faculty provide timely feedback about my academic progress.
-

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

- 8 The quality of instruction I receive in most of my classes is excellent.
-

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

- 3 My academic advisor is available when I need help.
8 The quality of instruction I receive in most of my classes is excellent.
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).
-

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

- 1 The campus staff are caring and helpful.
5 Financial aid awards are announced in time to be helpful in college planning.
6 Library resources and services are adequate.
7 Admissions staff provide personalized attention prior to enrollment.
14 My academic advisor is knowledgeable about my program requirements.
16 My advisor helps me apply my program of study to career goals.
17 Admissions counselors accurately portray program offerings in their recruiting practices.
23 This institution helps me identify resources to finance my education.
26 There are adequate services to help me decide upon a career.
27 Tutoring services are readily available.
32 I am able to take care of college-related business at times that are convenient for me.
37 I seldom get the "run-around" when seeking information on this campus.
-

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

- 11 Counseling services are available if I need them.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.

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

- 11 Counseling services are available if I need them.
- 15 Financial aid counseling is available if I need it.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.

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

- 27 Tutoring services are readily available.
- 30 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.

- 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.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

- 6 Library resources and services are adequate.
- 18 Computer labs are adequate and accessible.

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

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

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

- 25 Faculty provide timely feedback about my academic progress.

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

33 Administrators are available to hear students' concerns.

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

33 Administrators are available to hear students' concerns.

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

- 2 Classes are scheduled at times that are convenient for me.
 - 3 My academic advisor is available when I need help.
 - 4 Security staff respond quickly to calls for assistance.
 - 9 I am able to register for the classes I need with few conflicts.
 - 10 Parking lots are well-lighted and secure.
 - 13 The campus is safe and secure for all students.
 - 18 Computer labs are adequate and accessible.
 - 19 Registration processes and procedures are convenient.
 - 21 The amount of student parking space on campus is adequate.
 - 24 The equipment in the lab facilities is kept up to date.
 - 28 This campus provides online access to services I need.
 - 29 There are convenient ways of paying my school bill.
 - 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.
 - 40 There are sufficient courses within my program of study available each term.
-

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

- 5 Financial aid awards are announced in time to be helpful in college planning.
 - 33 Administrators are available to hear students' concerns.
-

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

- 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.
-