



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

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

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**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**

- 8 The quality of instruction I receive in most of my classes is excellent.
- 20 Students are made to feel welcome here.
- 38 Most classes deal with practical experiences and applications.
- 54 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**

- 33 Administrators are available to hear students' concerns.
- 37 I seldom get the "run-around" when seeking information 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**

- 8 The quality of instruction I receive in most of my classes is excellent.
- 36 Tuition paid is a worthwhile investment.
- 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.

**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**

- 16 My advisor helps me apply my program of study to career goals.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.

- 25 Faculty provide timely feedback about my academic progress.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.
- 38 Most classes deal with practical experiences and applications.
- 53 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**

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 37 I seldom get the “run-around” when seeking information on this campus.
- 57 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**

- 3 My academic advisor is available when I need help.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 25 Faculty provide timely feedback about my academic progress.
- 26 There are adequate services to help me decide upon a career.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.
- 35 I receive ongoing feedback about progress toward my academic goals.

**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.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.

**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**

- 16 My advisor helps me apply my program of study to career goals.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 25 Faculty provide timely feedback about my academic progress.

- 30 The assessment and course placement procedures are reasonable.
- 53 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.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 14 My academic advisor is knowledgeable about my program requirements.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 26 There are adequate services to help me decide upon a career.
- 27 Tutoring services are readily available.
- 30 The assessment and course placement procedures are reasonable.
- 35 I receive ongoing feedback about progress toward my academic goals.

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

**THEME 13 Publishing Information**

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 37 I seldom get the “run-around” when seeking information on this campus.
- 57 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.
- 12 Faculty are fair and unbiased in their treatment of individual students.
- 20 Students are made to feel welcome here.

**THEME 14 Overall Value and School Reputation**

- 1 The campus staff are caring and helpful.
- 20 Students are made to feel welcome here.
- 33 Administrators are available to hear students’ concerns.
- 53 Academic reputation as factor in decision to enroll.
- 55 Personal recommendations as factor in decision to enroll.

<b>2.A.2</b>	<b>The institution has an effective system of leadership [having] appropriate levels of authority, responsibility, and accountability...</b>
<b>THEME 04 Policies and Procedures</b>	
19	Registration processes and procedures are convenient.
29	There are convenient ways of paying my school bill.
30	The assessment and course placement procedures are reasonable.
37	I seldom get the “run-around” when seeking information on this campus.
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<b>2.A.4</b>	<b>[Its] decision-making processes...include the consideration of views of faculty, staff, administrators, and students...</b>
<b>THEME 08 Fairness and Free Speech</b>	
1	The campus staff are caring and helpful.
12	Faculty are fair and unbiased in their treatment of individual students.
20	Students are made to feel welcome here.
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<b>2.B.1</b>	<b>[It honors] academic freedom and independence that protect its constituencies from inappropriate internal and external influences...</b>
<b>THEME 06 Opportunity and Choice</b>	
2	Classes are scheduled at times that are convenient for me.
3	My academic advisor is available when I need help.
7	Admissions staff provide personalized attention prior to enrollment.
9	I am able to register for the classes I need with few conflicts.
12	Faculty are fair and unbiased in their treatment of individual students.
16	My advisor helps me apply my program of study to career goals.
19	Registration processes and procedures are convenient.
25	Faculty provide timely feedback about my academic progress.
26	There are adequate services to help me decide upon a career.
27	Tutoring services are readily available.
28	This campus provides online access to services I need.
33	Administrators are available to hear students’ concerns.
40	There are sufficient courses within my program of study available each term.
53	Academic reputation as factor in decision to enroll.
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<b>2.B.2</b>	<b>...Its constituencies are intellectually free to test and examine all knowledge and theories, thought, reason, and perspectives of truth.</b>
<b>THEME 08 Fairness and Free Speech</b>	
12	Faculty are fair and unbiased in their treatment of individual students.
20	Students are made to feel welcome here.

<b>2.C.2</b>	<b>[Its] policies and procedures...include [:] academic honesty, conduct, appeals, grievances, and disability accommodations.</b>
<b>THEME 04</b>	<b>Policies and Procedures</b>
19	Registration processes and procedures are convenient.
30	The assessment and course placement procedures are reasonable.
37	I seldom get the “run-around” when seeking information on this campus.
<b>2.D.1.a</b>	<b>The institution represents itself clearly, accurately, and consistently through its announcements, statements and publications...</b>
<b>THEME 13</b>	<b>Publishing Information</b>
17	Admissions counselors accurately portray program offerings in their recruiting practices.
37	I seldom get the “run-around” when seeking information on this campus.
57	Information on the campus website as factor in decision to enroll.
<b>2.D.2</b>	<b>[It] exemplifies high ethical standards in its operations, including fair and equitable treatment of students [and other].</b>
<b>THEME 07</b>	<b>Ethical and Effective Practices</b>
1	The campus staff are caring and helpful.
3	My academic advisor is available when I need help.
5	Financial aid awards are announced in time to be helpful in college planning.
7	Admissions staff provide personalized attention prior to enrollment.
12	Faculty are fair and unbiased in their treatment of individual students.
17	Admissions counselors accurately portray program offerings in their recruiting practices.
19	Registration processes and procedures are convenient.
25	Faculty provide timely feedback about my academic progress.
26	There are adequate services to help me decide upon a career.
27	Tutoring services are readily available.
30	The assessment and course placement procedures are reasonable.
35	I receive ongoing feedback about progress toward my academic goals.
<b>2.E.2</b>	<b>Financial planning includes meaningful opportunities for participation by stakeholders...</b>
<b>THEME 03</b>	<b>Decision-Making and Planning</b>
33	Administrators are available to hear students’ concerns.
37	I seldom get the “run-around” when seeking information on this campus.

<b>2.F.3</b>	<b>[It] employs faculty, staff, and administrators sufficient in role, number, and qualifications [for] its organizational responsibilities.</b>
<b>THEME 10</b>	<b>Resource Sufficiency and Accessibility</b>
2	Classes are scheduled at times that are convenient for me.
4	Security staff respond quickly to calls for assistance.
6	Library resources and services are adequate.
7	Admissions staff provide personalized attention prior to enrollment.
9	I am able to register for the classes I need with few conflicts.
15	Financial aid counseling is available if I need it.
22	My academic advisor is knowledgeable about transfer requirements of other schools.
23	This institution helps me identify resources to finance my education.
26	There are adequate services to help me decide upon a career.
32	I am able to take care of college-related business at times that are convenient for me.
33	Administrators are available to hear students' concerns.
34	Faculty are usually available to students outside of class (during office hours, by phone, or by email).

<b>2.G.1</b>	<b>[It] maintains effective learning environments with appropriate programs and services to support student learning and success.</b>
<b>THEME 07</b>	<b>Ethical and Effective Practices</b>
3	My academic advisor is available when I need help.
12	Faculty are fair and unbiased in their treatment of individual students.
14	My academic advisor is knowledgeable about my program requirements.
19	Registration processes and procedures are convenient.
25	Faculty provide timely feedback about my academic progress.
27	Tutoring services are readily available.
30	The assessment and course placement procedures are reasonable.
35	I receive ongoing feedback about progress toward my academic goals.
<b>THEME 11</b>	<b>Facilities and Equipment</b>
18	Computer labs are adequate and accessible.
24	The equipment in the lab facilities is kept up to date.
39	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]...
<b>THEME 12</b>	<b>Technology</b>
28	This campus provides online access to services I need.
57	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.
<b>THEME 14</b>	<b>Overall Value and School Reputation</b>
36	Tuition paid is a worthwhile investment.
51	Cost as factor in decision to enroll.
52	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.
<b>THEME 06</b>	<b>Opportunity and Choice</b>
3	My academic advisor is available when I need help.
7	Admissions staff provide personalized attention prior to enrollment.
12	Faculty are fair and unbiased in their treatment of individual students.
16	My advisor helps me apply my program of study to career goals.
25	Faculty provide timely feedback about my academic progress.
26	There are adequate services to help me decide upon a career.
27	Tutoring services are readily available.
53	Academic reputation as factor in decision to enroll.
2.H.1	...The institution employs quality personnel and provides access to library and information resources.
<b>THEME 10</b>	<b>Resource Sufficiency and Accessibility</b>
6	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...
<b>THEME 11</b>	<b>Facilities and Equipment</b>
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.
21	The amount of student parking space on campus is adequate.
24	The equipment in the lab facilities is kept up to date.
39	On the whole, the campus is well-maintained.

## Themes

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

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

### Themes

<b>Theme 01 Expanding Talents and Knowledge</b>	
8	The quality of instruction I receive in most of my classes is excellent.
20	Students are made to feel welcome here.
38	Most classes deal with practical experiences and applications.
54	Future career opportunities as factor in decision to enroll.

  

<b>Theme 02 Academic Quality and Instruction</b>	
16	My advisor helps me apply my program of study to career goals.
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<b>Theme 03 Decision-Making and Planning</b>	
33	Administrators are available to hear students' concerns.
37	I seldom get the "run-around" when seeking information on this campus.

  

<b>Theme 04 Policies and Procedures</b>	
19	Registration processes and procedures are convenient.
29	There are convenient ways of paying my school bill.
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<b>Theme 05 Continuous Quality Improvement</b>	
	No relevant items

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**Theme 06 Opportunity and Choice**

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- 2 Classes are scheduled at times that are convenient for me.
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  - 7 Admissions staff provide personalized attention prior to enrollment.
  - 9 I am able to register for the classes I need with few conflicts.
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  - 33 Administrators are available to hear students' concerns.
  - 40 There are sufficient courses within my program of study available each term.
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**Theme 07 Ethical and Effective Practices**

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- 1 The campus staff are caring and helpful.
  - 3 My academic advisor is available when I need help.
  - 5 Financial aid awards are announced in time to be helpful in college planning.
  - 7 Admissions staff provide personalized attention prior to enrollment.
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**Theme 08 Fairness and Free Speech**

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- 1 The campus staff are caring and helpful.
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**Theme 09 Engagement, Diversity, and Inclusion**

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**Theme 10 Resource Sufficiency and Accessibility**

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**Theme 11 Facilities and equipment**

- 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.
  - 21 The amount of student parking space on campus is adequate.
  - 24 The equipment in the lab facilities is kept up to date.
  - 39 On the whole, the campus is well-maintained.
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**Theme 12 Technology**

- 28 This campus provides online access to services I need.
  - 57 Information on the campus website as factor in decision to enroll.
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**Theme 13 Publishing Information**

- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
  - 37 I seldom get the “run-around” when seeking information on this campus.
  - 57 Information on the campus website as factor in decision to enroll.
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**Theme 14 Overall Value and School Reputation**

- 1 The campus staff are caring and helpful.
  - 8 The quality of instruction I receive in most of my classes is excellent.
  - 20 Students are made to feel welcome here.
  - 33 Administrators are available to hear students’ concerns.
  - 36 Tuition paid is a worthwhile investment.
  - 38 Most classes deal with practical experiences and applications.
  - 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.
  - 54 Future career opportunities as factor in decision to enroll.
  - 55 Personal recommendations as factor in decision to enroll.
-