



## Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Four-year • Form B

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### Higher Learning Commission Requirements, effective September 1, 2020

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

- 31 Students are made to feel welcome here.
- 34 There are adequate services to help me decide upon a career.
- 58 Academic reputation as factor in decision to enroll.
- 59 Future career opportunities as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.
- 63 Campus visits as factor in decision to enroll.

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

- 31 Students are made to feel welcome here.
- 37 There is a strong commitment to diversity on this campus.

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

- 37 There is a strong commitment to diversity on this campus.

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

- 31 Students are made to feel welcome here.
- 37 There is a strong commitment to diversity on this campus.

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

- 8 Financial aid awards are announced in time to be helpful in college planning.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 39 Student disciplinary procedures are fair.
- 60 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>.**

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 56 Cost as factor in decision to enroll.
- 57 Financial assistance as factor in decision to enroll.
- 58 Academic reputation as factor in decision to enroll.
- 62 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.**

- 14 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.**

- 9 Library resources and services are adequate.

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

- 14 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.**

- 4 The content of the courses within my major is valuable.

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

- 4 The content of the courses within my major is valuable.

**3.B. Programs engage students in collecting, analyzing, and communicating information; in mastering modes of inquiry or creative work...**

- 4 The content of the courses within my major is valuable.

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

- 37 There is a strong commitment to diversity on this campus.

**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.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 9 Library resources and services are adequate.
- 10 My academic advisor helps me set goals to work toward.
- 11 Financial aid counseling is available if I need it.

- 19 Residence hall staff are concerned about me as an individual.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.
- 27 This institution helps me identify resources to finance my education.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 35 I seldom get the "run-around" when seeking information on this campus.

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

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

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

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

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

- 42 Students are free to express their ideas on this campus.

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

- 16 My academic advisor is available when I need help.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
- 43 Mentors are available to guide my life and career goals.

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

- 1 The campus staff are caring and helpful.
- 6 Billing policies are reasonable.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 9 Library resources and services are adequate.
- 10 My academic advisor helps me set goals to work toward.
- 19 Residence hall staff are concerned about me as an individual.

- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 27 This institution helps me identify resources to finance my education.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 35 I seldom get the "run-around" when seeking information on this campus.
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**3.D. The institution provides support for student learning and effective teaching.**

- 20 Tutoring services are readily available.
- 26 Counseling services are available if I need them.
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**3.D.1. The institution provides support services suited to the needs of its student populations.**

- 11 Financial aid counseling is available if I need it.
- 20 Tutoring services are readily available.
- 26 Counseling services are available if I need them.
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**3.D.2. The institution provides... preparatory instruction to address academic needs... [and places] entering students [accordingly]...**

- 20 Tutoring services are readily available.
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**3.D.3. The institution provides academic advising suited to its offerings and the needs of its students.**

- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 43 Mentors are available to guide my life and career goals.
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**3.D.4. The institution provides to students and instructors the infrastructure and resources necessary to support effective teaching and learning...**

- 9 Library resources and services are adequate.
- 15 Computer labs are adequate and accessible.
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**4.A.6 The institution evaluates the success of its graduates [and]... assures that the credentials awarded... accomplish these purposes.**

- 34 There are adequate services to help me decide upon a career.  
59 Future career opportunities as factor in decision to enroll.
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**4.B.2 The institution uses the information gained from assessment to improve student learning.**

- 32 Faculty provide timely feedback about my academic progress.
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**5.A.1. Shared governance engages internal constituencies... including students.**

- 5 Administrators are available to hear students' concerns.  
39 Student disciplinary procedures are fair.
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**5.A.3. When appropriate...students are involved in setting academic requirements, policy, and processes.**

- 5 Administrators are available to hear students' concerns.
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**5.B.1 The institution has qualified and trained operational staff and infrastructure sufficient to support its operations...**

- 2 Registration processes and procedures are convenient.  
3 The campus is safe and secure for all students.  
12 The amount of student parking space on campus is adequate.  
13 Living conditions in the residence halls are comfortable.  
15 Computer labs are adequate and accessible.  
16 My academic advisor is available when I need help.  
17 There are sufficient courses within my program of study available each term.  
18 Parking lots are well-lighted and secure.  
22 This campus provides online access to services I need.  
23 I am able to register for classes I need with few conflicts.  
28 Security staff respond quickly to calls for assistance.  
29 Faculty use a variety of technology and media in the classroom.  
30 There is an adequate selection of food available on campus.  
41 Tuition paid is a worthwhile investment.  
44 On the whole, the campus is well-maintained.
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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.**

- 5 Administrators are available to hear students' concerns.  
8 Financial aid awards are announced in time to be helpful in college planning.
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**9.7. [You at the institution may decide how the survey item relates to accreditation requirements].**

- 46 Campus item 1.
  - 47 Campus item 2.
  - 48 Campus item 3.
  - 49 Campus item 4.
  - 50 Campus item 5.
  - 51 Campus item 6.
  - 52 Campus item 7.
  - 53 Campus item 8.
  - 54 Campus item 9.
  - 55 Campus item 10.
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