

# ORDER FORM

## Student Satisfaction Inventory™

**YES!** We want to see how satisfied our students are *and* what's important to them!

### CLIENT INFORMATION

(DR / MR / MS / MRS)

NAME		TITLE	
INSTITUTION NAME		STREET ADDRESS	
CITY	STATE	ZIP	
TELEPHONE	FAX	EMAIL	DATE

### INVENTORY MATERIALS

- PLEASE INDICATE:**
- Version for four-year colleges/universities
  - Version for community, junior, and technical colleges
  - Version for two-year career and private schools

- ALSO INDICATE:**
- Form A (70+ items in paper or online options)
  - Form B (40+ items in paper or online options)

# RUFFALO NOEL LEVITZ

## 4 ways to order

**PHONE**  
800.876.1117

**FAX**  
319.362.7457

**MAIL**  
1025 Kirkwood Parkway SW  
Cedar Rapids, IA 52404

**EMAIL**  
Shannon.Cook@RuffaloNL.com  
Julie.Bryant@RuffaloNL.com

	UNIT PRICE	QUANTITY	SUBTOTAL
<b>INVENTORY/TEST LICENSE</b> — Order one paper survey for each student: <b>(All paper surveys must be in increments of 25).</b>			
<input type="checkbox"/> \$1.70 4,000 or more paper inventories	\$		\$
<input type="checkbox"/> \$1.75 2,500 to 3,975 paper inventories			
<input type="checkbox"/> \$2.00 1,000 to 2,475 paper inventories			
<input type="checkbox"/> \$2.20 100 to 975 paper inventories			
<input type="checkbox"/> *Online surveying, any quantity — Ruffalo Noel Levitz will contact you to set up your online account. Note: Online surveys are charged at the quantity rate listed above based on the number of completed surveys. You will be billed for this expense after the survey has been administered. Please leave quantity blank at right and go on to the next item.			
<b>PROCESSING AND SETUP FEE</b> — (Applies to both paper and online administrations) Covers the cost of processing inventories and producing an electronic Campus Report to be delivered via email. The report includes the results for the students surveyed and the standard national comparison group for the appropriate institution type. A Strategic Planning Overview listing your institution's strengths and challenges is also included. Each subsequent request for processing and/or reports is subject to the same fee.	\$250	1	\$250
<b>ADDITIONAL ONLINE ADMINISTRATION FEE</b> — Charged per invited student and equals the number of numeric passcodes in the online system. Includes the email invitation to complete the survey and up to two additional reminders. This is a required fee. NOTE: For invitations to more than 5,000 individuals, the fee is \$0.15 each.	\$ 0.25		\$
<b>OPTIONAL MATERIALS</b> NOTE: All reports below are delivered in an electronic format via email along with your Main Campus Report, unless otherwise requested. Please indicate here if reports also should be shipped hard copy in a three-ring binder. An additional fee of \$250 applies for paper reports.	\$ 250	\$	
<b>OPTIONAL COMPARISON REPORTS</b>			
<input type="checkbox"/> <b>Regional Comparison Group Report</b> (Contact Ruffalo Noel Levitz for more information on the states included in each region.) Please indicate region: ___ Eastern ___ Southern ___ Midwestern ___ Western	\$ 75	\$	
<input type="checkbox"/> <b>Year-to-Year Comparison Report</b> — Please indicate approximate timeframes for comparison (example: fall 2017 with fall 2015) _____ with _____.	\$ 100		\$
<input type="checkbox"/> <b>Specialized Comparison Group (Price varies)</b> — Create your own comparison group by selecting institutions from our list of participating institutions. The price varies based on the number of institutions you designate, and all groups must meet criteria established by Ruffalo Noel Levitz. Contact Ruffalo Noel Levitz for more information.	\$		\$
<b>DEMOGRAPHIC GROUP REPORTS See reverse to indicate choice of target demographic group(s):</b>			
<input type="checkbox"/> <b>Target Group Analysis</b> — A report that highlights the scores of your selected target groups. Presents all scores in multi-column grids for easy comparison.			
<input type="checkbox"/> <b>Single-Group Analysis</b> — A report focused solely on one target group. Presents scores in a variety of grids and graphs for thorough analysis. Provides national comparison group data for that target group.	\$ 90		\$
<input type="checkbox"/> <b>Custom Reports</b> — Custom reports for Cross-tab and Multivariable Target Group Reports are available upon request. Please contact Ruffalo Noel Levitz to discuss options and applicable fees.	\$		\$
<b>RAW DATA</b> (Provides raw data for all student responses in SDF and tab delimited formats. SPSS syntax is included. Composite mean average results for all items also included in a text file.)	\$ 175		\$

Orders are typically processed by the next business day. Please allow at least five to seven business days for materials to arrive on campus or for online account setup.

<b>SUBTOTAL</b>	\$
PLUS 5% SERVICE FEE (\$5 MINIMUM)	\$
OPTIONAL OVERNIGHT DELIVERY (ACTUAL CARRIER RATE PER POUND)	\$
<b>TOTAL</b>	\$

### PAYMENT OPTIONS

- PAYMENT ENCLOSED       PURCHASE ORDER NUMBER: \_\_\_\_\_
- BILL ME

PLEASE NOTE: Our credit card processing system is temporarily suspended due to service maintenance. Please choose payment option above.

# The two kinds of Demographic Group Reports

## 1. Target Group Analysis

Cost: \$55 per box checked

This report presents all scores for your chosen target group(s) in simple multi-column grids. The report includes all the mean satisfaction scores, mean importance scores, and performance gap scores for the inventory scales and items. At a glance, you'll be able to compare your overall campus scores with such groups as males, females, full-time, part-time, day, evening, freshmen, sophomores, residence hall, etc.

## 2. Single-Group Analysis

Cost: \$90 per box checked

This report focuses on one particular group (for example, female students or African-American students). You'll receive a thorough analysis of the group's inventory responses presented in a variety of grids, charts, and graphs. The report also includes all demographic data pertaining to the group, and national comparison data for the target demographic group at your type of institution.

# How to Request Demographic Group Reports

1. Check the boxes below indicating the reports and demographics you want.
2. Count the boxes you checked for each report type (Single-Group Analysis and Target Group Analysis).
3. Write separate totals for each report type on the front of the order form (reverse).

Follow these steps to request reports focusing on specific groups of students on your campus. Note that to request a Single Group or Target Group report, use only one box to define each group. (For example, you can request a report on female students and one on African-American students, but not a Single Group or Target Group report on female African-American students.) Also, be sure each group you indicate is amply represented in the overall population of students you survey.

Multivariable and Cross-tab reports allow you to capture more than one demographic variable at a time (such as female African-American students or students 25 and older) and are available within the Custom Report options. Please contact Ruffalo Noel Levitz to discuss the options and applicable fees.

Single Group	Target Group		Single Group	Target Group		Single Group	Target Group	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Gender</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Residence Classification</b>	<input type="checkbox"/>	<input type="checkbox"/>	Part-time off campus
<input type="checkbox"/>	<input type="checkbox"/>	Male	<input type="checkbox"/>	<input type="checkbox"/>	In-state	<input type="checkbox"/>	<input type="checkbox"/>	Full-time on campus
<input type="checkbox"/>	<input type="checkbox"/>	Female	<input type="checkbox"/>	<input type="checkbox"/>	Out-of-state	<input type="checkbox"/>	<input type="checkbox"/>	Part-time on campus
<input type="checkbox"/>	<input type="checkbox"/>	<b>Age</b>	<input type="checkbox"/>	<input type="checkbox"/>	International (not U.S. citizen)	<input type="checkbox"/>	<input type="checkbox"/>	Not employed
<input type="checkbox"/>	<input type="checkbox"/>	18 and under	<input type="checkbox"/>	<input type="checkbox"/>	<b>Disabilities (physical disability/ diagnosed learning disability) (Form A only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Membership(s) in campus organizations (Form B only)</b>
<input type="checkbox"/>	<input type="checkbox"/>	19 to 24	<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input type="checkbox"/>	None
<input type="checkbox"/>	<input type="checkbox"/>	25 to 34	<input type="checkbox"/>	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	One or two
<input type="checkbox"/>	<input type="checkbox"/>	35 to 44	<input type="checkbox"/>	<input type="checkbox"/>	<b>Class Level (4-year only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	Three or four
<input type="checkbox"/>	<input type="checkbox"/>	45 and over	<input type="checkbox"/>	<input type="checkbox"/>	Freshman	<input type="checkbox"/>	<input type="checkbox"/>	Five or more
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethnicity/Race</b>	<input type="checkbox"/>	<input type="checkbox"/>	Sophomore	<input type="checkbox"/>	<input type="checkbox"/>	<b>Educational Goals</b>
<input type="checkbox"/>	<input type="checkbox"/>	Alaskan Native (Form B only)	<input type="checkbox"/>	<input type="checkbox"/>	Junior	<input type="checkbox"/>	<input type="checkbox"/>	Associate degree
<input type="checkbox"/>	<input type="checkbox"/>	American Indian (Form B only)	<input type="checkbox"/>	<input type="checkbox"/>	Senior	<input type="checkbox"/>	<input type="checkbox"/>	Diploma/certificate (career/private only)
<input type="checkbox"/>	<input type="checkbox"/>	American Indian or Alaskan Native (Form A only)	<input type="checkbox"/>	<input type="checkbox"/>	Special Student	<input type="checkbox"/>	<input type="checkbox"/>	Vocational/technical program (2-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Asian	<input type="checkbox"/>	<input type="checkbox"/>	Graduate/Professional	<input type="checkbox"/>	<input type="checkbox"/>	Transfer to another institution (2-year and career/private only)
<input type="checkbox"/>	<input type="checkbox"/>	Black/African-American	<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	Bachelor's degree (4-year and career/private only)
<input type="checkbox"/>	<input type="checkbox"/>	Hispanic or Latino (including Puerto Rican)	<input type="checkbox"/>	<input type="checkbox"/>	<b>Class Level (2-year and Career/Private only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	Master's degree (4-year and career/private only)
<input type="checkbox"/>	<input type="checkbox"/>	Native Hawaiian or Pacific Islander (Form B only)	<input type="checkbox"/>	<input type="checkbox"/>	Years in attendance at this college:	<input type="checkbox"/>	<input type="checkbox"/>	Doctorate or professional degree (4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	White/Caucasian	<input type="checkbox"/>	<input type="checkbox"/>	1 or less	<input type="checkbox"/>	<input type="checkbox"/>	Certification: initial or renewal (2- and 4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Multi-racial (Form B only)	<input type="checkbox"/>	<input type="checkbox"/>	2	<input type="checkbox"/>	<input type="checkbox"/>	Self-improvement/pleasure (2- and 4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	3	<input type="checkbox"/>	<input type="checkbox"/>	Job-related training (2- and 4-year only)
<input type="checkbox"/>	<input type="checkbox"/>	Prefer not to respond (Form A only)	<input type="checkbox"/>	<input type="checkbox"/>	4 or more	<input type="checkbox"/>	<input type="checkbox"/>	Other
<input type="checkbox"/>	<input type="checkbox"/>	<b>Current Enrollment Status</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Transfer to This College? (Form B, 4-year only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Major/Program</b>
<input type="checkbox"/>	<input type="checkbox"/>	Day (2- and 4-year only)	<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input type="checkbox"/>	Fill in your 4-digit major code as provided to students:
<input type="checkbox"/>	<input type="checkbox"/>	Evening	<input type="checkbox"/>	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	Weekend	<input type="checkbox"/>	<input type="checkbox"/>	<b>Plan to Transfer to Another Institution? (Form B only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	_____
<input type="checkbox"/>	<input type="checkbox"/>	Morning (career/private only)	<input type="checkbox"/>	<input type="checkbox"/>	Yes	<input type="checkbox"/>	<input type="checkbox"/>	(Attach additional page if needed)
<input type="checkbox"/>	<input type="checkbox"/>	Afternoon (career/private only)	<input type="checkbox"/>	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>	Campus-Defined Item
<input type="checkbox"/>	<input type="checkbox"/>	<b>Current Class Load</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Institutional Choice</b>	<input type="checkbox"/>	<input type="checkbox"/>	1.
<input type="checkbox"/>	<input type="checkbox"/>	Full-time	<input type="checkbox"/>	<input type="checkbox"/>	1st choice	<input type="checkbox"/>	<input type="checkbox"/>	2.
<input type="checkbox"/>	<input type="checkbox"/>	Part-time	<input type="checkbox"/>	<input type="checkbox"/>	2nd choice	<input type="checkbox"/>	<input type="checkbox"/>	3.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Current GPA</b>	<input type="checkbox"/>	<input type="checkbox"/>	3rd choice or lower	<input type="checkbox"/>	<input type="checkbox"/>	4.
<input type="checkbox"/>	<input type="checkbox"/>	No credits earned	<input type="checkbox"/>	<input type="checkbox"/>	<b>Primary source for tuition/fees (Form B only)</b>	<input type="checkbox"/>	<input type="checkbox"/>	5.
<input type="checkbox"/>	<input type="checkbox"/>	1.99 or below	<input type="checkbox"/>	<input type="checkbox"/>	Scholarships	<input type="checkbox"/>	<input type="checkbox"/>	6.
<input type="checkbox"/>	<input type="checkbox"/>	2.0 - 2.49	<input type="checkbox"/>	<input type="checkbox"/>	Financial aid	<input type="checkbox"/>	<input type="checkbox"/>	} Optional last item on inventory defined by your campus
<input type="checkbox"/>	<input type="checkbox"/>	2.5 - 2.99	<input type="checkbox"/>	<input type="checkbox"/>	Family contributions	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	3.0 - 3.49	<input type="checkbox"/>	<input type="checkbox"/>	Self support	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	3.5 or above	<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Current Residence</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Employment</b>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Residence hall	<input type="checkbox"/>	<input type="checkbox"/>	Full-time off campus	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Fraternity/Sorority (4-year only)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Own house	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Rent room or apartment off campus	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Parent's home	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	Other	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	

**Reminder:** national normative data for your chosen target group(s) are available only with the Single-Group Analysis.

_____	_____	<b>Total boxes checked</b> (Enter here and on the front of the order form.)
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