

## Ruffalo Noel Levitz Priorities Survey for Online Learners™

Survey Requirements by the WASC Senior College and University Commission (WSCUC)

### **1.2 The institution regularly... makes public data about student achievement, including evidence of student learning outcomes.**

- 37 Source of information: Catalog and brochures (printed)
- 38 Source of information: Catalog (online)
- 39 Source of information: College representatives
- 40 Source of information: Website
- 41 Source of information: Advertisements
- 42 Source of information: Recommendation from instructor or program advisor
- 43 Source of information: Contact with current students and / or recent graduates of the program

### **1.4 [It] demonstrates an appropriate response to the increasing diversity of society through ... its educational and co-curricular programs...**

- 1 This institution has a good reputation.

### **1.6 The institution truthfully represents its academic goals, programs, services, and costs to students... [It] treats students fairly and equitably...**

- 5 My program advisor helps me work toward career goals.
- 9 Adequate financial aid is available.
- 10 This institution responds quickly when I request information.
- 14 I receive timely information on the availability of financial aid.
- 15 Channels are available for providing timely responses to student complaints.
- 18 Registration for online courses is convenient.
- 21 Adequate online library resources are provided.
- 37 Source of information: Catalog and brochures (printed)
- 38 Source of information: Catalog (online)
- 39 Source of information: College representatives
- 40 Source of information: Website
- 41 Source of information: Advertisements
- 42 Source of information: Recommendation from instructor or program advisor
- 43 Source of information: Contact with current students and / or recent graduates of the program

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- 45 Factor to enroll: Cost
  - 46 Factor to enroll: Financial assistance available
  - 48 Factor to enroll: Reputation of institution
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### **1.7 The institution exhibits integrity and transparency in ... sound business practices, timely and fair responses to complaints and grievances...**

- 1 This institution has a good reputation.
  - 10 This institution responds quickly when I request information.
  - 23 Billing and payment procedures are convenient for me.
  - 48 Factor to enroll: Reputation of institution.
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### **2.1 Programs are appropriate in content, standards of performance, [and] rigor... They are staffed by sufficient numbers of [qualified] faculty...**

- 7 Program requirements are clear and reasonable.
  - 48 Factor to enroll: Reputation of institution.
  - 53 Factor to enroll: Program requirements.
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### **2.10 Students make timely progress toward the completion of their degrees, and an acceptable proportions of students complete their degrees ...**

- 12 There are sufficient offerings within my program of study.
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### **2.10b The institution regularly identifies the characteristics of students; assesses their preparation, needs, and experiences; and uses the data...**

- 1 This institution has a good reputation.
  - 8 Student-to-student collaborations are valuable to me.
  - 12 There are sufficient offerings within my program of study.
  - 17 Assessment and evaluation procedures are clear and reasonable.
  - 19 Online career services are available.
  - 24 Tutoring services are readily available for online courses.
  - 26 The bookstore provides timely service to students.
  - 46 Factor to enroll: Financial assistance available
  - 50 Factor to enroll: Flexible pacing for completing a program
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51 Factor to enroll: Convenience

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### **2.11 The institution offers co-curricular programs ..designed to support all students' personal and professional development.**

- 1 This institution has a good reputation.
  - 19 Online career services are available.
  - 24 Tutoring services are readily available for online courses.
- 

### **2.12 Students understand the requirements of their academic programs and receive ... advising about relevant academic requirements.**

- 4 Faculty provide timely feedback about student progress.
  - 5 My program advisor helps me work toward career goals.
  - 7 Program requirements are clear and reasonable.
  - 17 Assessment and evaluation procedures are clear and reasonable.
  - 18 Registration for online courses is convenient.
- 

### **2.13 [It] provides academic and other support services...tutoring, disabilities services, financial aid, careers, residences, athletics, [and others...]**

- 1 This institution has a good reputation.
  - 4 Faculty provide timely feedback about student progress.
  - 5 My program advisor helps me work toward career goals.
  - 9 Adequate financial aid is available.
  - 14 I receive timely information on the availability of financial aid.
  - 17 Assessment and evaluation procedures are clear and reasonable.
  - 18 Registration for online courses is convenient.
  - 19 Online career services are available.
  - 21 Adequate online library resources are provided.
  - 24 Tutoring services are readily available for online courses.
  - 46 Factor to enroll: Financial assistance available.
  - 47 Factor to enroll: Future employment opportunities.
  - 50 Factor to enroll: Flexible pacing for completing a program.
  - 51 Factor to enroll: Convenience.
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### **2.14** Institutions that serve transfer students provide clear, accurate, and timely information...

- 5 My program advisor helps me work toward career goals.
- 9 Adequate financial aid is available.
- 14 I receive timely information on the availability of financial aid.
- 17 Assessment and evaluation procedures are clear and reasonable.
- 18 Registration for online courses is convenient.
- 44 Factor to enroll: Ability to transfer credits

### **2.2** All degrees ...are clearly defined in terms of entry requirements and levels of student achievement necessary for graduation ...

- 7 Program requirements are clear and reasonable.
- 37 Source of information: Catalog and brochures (printed)
- 38 Source of information: Catalog (online)
- 39 Source of information: College representatives
- 40 Source of information: Website
- 41 Source of information: Advertisements
- 42 Source of information: Recommendation from instructor or program advisor
- 43 Source of information: Contact with current students and / or recent graduates of the program
- 48 Factor to enroll: Reputation of institution
- 53 Factor to enroll: Program requirements

### **2.2a** Baccalaureate programs ensure breadth:.. cultural, aesthetic, social, political, scientific, and technical knowledge expected of educated persons.

- 7 Program requirements are clear and reasonable.
- 20 The quality of online instruction is excellent.
- 48 Factor to enroll: Reputation of institution.

### **2.2a** Programs engage students ... to prepare for work, citizenship, and lifelong learning [and] ensure the development of core competencies...

- 7 Program requirements are clear and reasonable.
- 20 The quality of online instruction is excellent.
- 48 Factor to enroll: Reputation of institution

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### **2.3 Academic programs...are aligned with advisement, library, and information and technology resources and the wider learning environment**

11 Student assignments are clearly defined in the syllabus.

### **2.3 Student learning outcomes and standards of performance are clearly stated at the course, program, and... institutional level.**

7 Program requirements are clear and reasonable.

### **2.5 Academic programs...offer opportunities for [students] to ..apply what they have learned and provide ongoing feedback about performance...**

4 Faculty provide timely feedback about student progress.

54 Factor to enroll: Recommendations from employer.

### **2.5 Academic programs...take into account students' prior knowledge of subject matter, challenge students to meet high standards of performance ...**

4 Faculty provide timely feedback about student progress.

7 Program requirements are clear and reasonable.

17 Assessment and evaluation procedures are clear and reasonable.

20 The quality of online instruction is excellent.

### **2.6 Graduates consistently achieve the stated learning outcomes and established standards of performance...**

47 Factor to enroll: Future employment opportunities

48 Factor to enroll: Reputation of institution

54 Factor to enroll: Recommendations from employer

### **2.8 The institution actively values and promotes scholarship, creative activity, and curricular and instructional innovation...**

3 Instructional materials are appropriate for program content.

20 The quality of online instruction is excellent.

48 Factor to enroll: Reputation of institution

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### **3.1 Faculty and staff are sufficient in number, professional qualification, and diversity and to achieve the institution's educational objectives ...**

- 4 Faculty provide timely feedback about student progress.
- 5 My program advisor helps me work toward career goals.
- 9 Adequate financial aid is available.
- 13 The frequency of student and instructor interactions is adequate.
- 18 Registration for online courses is convenient.
- 19 Online career services are available.
- 20 The quality of online instruction is excellent.
- 21 Adequate online library resources are provided.
- 24 Tutoring services are readily available for online courses.
- 25 Faculty are responsive to student needs.

### **3.4 Resources are aligned with educational purposes and objectives.**

- 1 This institution has a good reputation.
- 3 Instructional materials are appropriate for program content.
- 13 The frequency of student and instructor interactions is adequate.
- 14 I receive timely information on the availability of financial aid.
- 19 Online career services are available.
- 23 Billing and payment procedures are convenient for me.
- 25 Faculty are responsive to student needs.
- 26 The bookstore provides timely service to students.

### **3.5 [It has] information and technology resources sufficient in scope, quality, currency, and kind at sites and online, to support its academic offerings...**

- 2 My program advisor is accessible by telephone and email.
- 16 Appropriate technical assistance is readily available.

### **3.6 The institution's leadership at all levels is characterized by integrity, high performance, appropriate responsibility, and accountability.**

- 1 This institution has a good reputation.
- 10 This institution responds quickly when I request information.

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15 Channels are available for providing timely responses to student complaints.

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### **3.7 The institution's organizational structures and decision-making processes are clear and consistent ...**

1 This institution has a good reputation.

22 I am aware of whom to contact for questions about programs and services.

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### **3.8 The institution has a sufficient number of other qualified administrators to provide effective educational leadership and management.**

1 This institution has a good reputation.

19 Online career services are available.

22 I am aware of whom to contact for questions about programs and services.

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### **4.3 Assessment of teaching, learning, and the campus environment is undertaken in support of academic and co-curricular objectives...**

17 Assessment and evaluation procedures are clear and reasonable.

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### **4.5 Appropriate stakeholders including alumni [and] students and others ...are regularly involved in the assessment of educational programs.**

1 This institution has a good reputation.

17 Assessment and evaluation procedures are clear and reasonable.

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### **9.2 [The institution itself may determine how this survey item may apply to accreditation standards.]**

6 Tuition paid is a worthwhile investment.

27 Campus item 1

28 Campus item 2

29 Campus item 3

30 Campus item 4

31 Campus item 5

32 Campus item 6

33 Campus item 7

34 Campus item 8

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## Ruffalo Noel Levitz Priorities Survey for Online Learners™

35	Campus item 9
36	Campus item 10

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