

## Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-year Community College – Form A

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.**

70 I am able to experience intellectual growth here.

### **1.3 [It] states its commitment to academic freedom...Faculty, staff and students... are free to share their convictions and responsible conclusions.**

1 Most students feel a sense of belonging here.

23 Faculty are understanding of students' unique life circumstances.

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

37 Faculty take into consideration student differences as they teach a course.

70 I am able to experience intellectual growth here.

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

22 People on this campus respect and are supportive of each other.

23 Faculty are understanding of students' unique life circumstances.

28 It is an enjoyable experience to be a student on this campus.

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

36 Students are made to feel welcome on this campus.

37 Faculty take into consideration student differences as they teach a course.

45 This institution has a good reputation within the community.

48 Counseling staff care about students as individuals.

52 This school does whatever it can to help me reach my educational goals.

91 Opportunity to play sports as factor in decision to enroll.

92 Recommendations from family/friends as factor in decision to enroll.

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

2 Faculty care about me as an individual.

5 The personnel involved in registration are helpful.

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- 6 My academic advisor is approachable.
  - 7 Adequate financial aid is available for most students.
  - 12 My academic advisor helps me set goals to work toward.
  - 13 Financial aid awards are announced to students in time to be helpful in college planning.
  - 14 Library resources and services are adequate.
  - 16 The college shows concern for students as individuals.
  - 20 Financial aid counselors are helpful.
  - 25 My academic advisor is concerned about my success as an individual.
  - 26 Library staff are helpful and approachable.
  - 27 The campus staff are caring and helpful.
  - 29 Faculty are fair and unbiased in their treatment of individual students.
  - 32 My academic advisor is knowledgeable about my program requirements.
  - 33 Admissions counselors accurately portray the campus in their recruiting practices.
  - 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
  - 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
  - 41 Admissions staff are knowledgeable.
  - 43 Class change (drop/add) policies are reasonable.
  - 44 I generally know what's happening on campus.
  - 48 Counseling staff care about students as individuals.
  - 49 Admissions counselors respond to prospective students' unique needs and requests.
  - 54 Faculty are interested in my academic problems.
  - 59 New student orientation services help students adjust to college.
  - 65 Students are notified early in the term if they are doing poorly in a class.
  - 67 Channels for expressing student complaints are readily available.
  - 87 Cost as factor in decision to enroll.
  - 88 Financial aid as factor in decision to enroll.
  - 89 Academic reputation as factor in decision to enroll.
  - 91 Opportunity to play sports as factor in decision to enroll.
  - 95 Personalized attention prior to enrollment as factor in decision to enroll.
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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 Most students feel a sense of belonging here.
- 15 I am able to register for classes I need with few conflicts.
- 22 People on this campus respect and are supportive of each other.
- 28 It is an enjoyable experience to be a student on this campus.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome on this campus.
- 44 I generally know what's happening on campus.
- 45 This institution has a good reputation within the community.
- 48 Counseling staff care about students as individuals.
- 51 There are convenient ways of paying my school bill.
- 52 This school does whatever it can to help me reach my educational goals.
- 54 Faculty are interested in my academic problems.
- 56 The business office is open during hours which are convenient for most students.
- 60 Billing policies are reasonable.
- 65 Students are notified early in the term if they are doing poorly in a class.
- 67 Channels for expressing student complaints are readily available.
- 89 Academic reputation as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.

### **2.1 Programs are appropriate in content, standards of performance, [and] rigor... They are staffed by sufficient numbers of [qualified] faculty...**

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 15 I am able to register for classes I need with few conflicts.
- 58 Nearly all of the faculty are knowledgeable in their fields.
- 66 Program requirements are clear and reasonable.
- 70 I am able to experience intellectual growth here.
- 89 Academic reputation as factor in decision to enroll.

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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 ...

- 8 Classes are scheduled at times that are convenient for me.
- 15 I am able to register for classes I need with few conflicts.
- 52 This school does whatever it can to help me reach my educational goals.
- 69 There is a good variety of courses provided on this campus.

### **2.10b** The institution regularly identifies the characteristics of students; assesses their preparation, needs, and experiences; and uses the data...

- 8 Classes are scheduled at times that are convenient for me.
- 10 Child care facilities are available on campus.
- 15 I am able to register for classes I need with few conflicts.
- 17 Personnel in the Veterans' Services program are helpful.
- 19 This campus provides effective support services for displaced homemakers.
- 21 There are a sufficient number of study areas on campus.
- 22 People on this campus respect and are supportive of each other.
- 23 Faculty are understanding of students' unique life circumstances.
- 24 Parking lots are well-lighted and secure.
- 28 It is an enjoyable experience to be a student on this campus.
- 30 The career services office provides students with the help they need to get a job.
- 34 Computer labs are adequate and accessible.
- 36 Students are made to feel welcome on this campus.
- 37 Faculty take into consideration student differences as they teach a course.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 39 The amount of student parking space on campus is adequate.
- 45 This institution has a good reputation within the community.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 50 Tutoring services are readily available.
- 53 The assessment and course placement procedures are reasonable.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to college.
- 62 Bookstore staff are helpful.

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- 81 Institution's commitment to part-time students?
  - 82 Institution's commitment to evening students?
  - 83 Institution's commitment to older, returning learners?
  - 84 Institution's commitment to under-represented populations?
  - 85 Institution's commitment to commuters?
  - 86 Institution's commitment to students with disabilities?
  - 88 Financial aid as factor in decision to enroll.
  - 92 Recommendations from family/friends as factor in decision to enroll.
- 

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

- 22 People on this campus respect and are supportive of each other.
  - 28 It is an enjoyable experience to be a student on this campus.
  - 36 Students are made to feel welcome on this campus.
  - 45 This institution has a good reputation within the community.
  - 47 There are adequate services to help me decide upon a career.
  - 50 Tutoring services are readily available.
  - 59 New student orientation services help students adjust to college.
  - 70 I am able to experience intellectual growth here.
  - 91 Opportunity to play sports as factor in decision to enroll.
  - 92 Recommendations from family/friends as factor in decision to enroll.
- 

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

- 5 The personnel involved in registration are helpful.
  - 6 My academic advisor is approachable.
  - 12 My academic advisor helps me set goals to work toward.
  - 15 I am able to register for classes I need with few conflicts.
  - 25 My academic advisor is concerned about my success as an individual.
  - 29 Faculty are fair and unbiased in their treatment of individual students.
  - 32 My academic advisor is knowledgeable about my program requirements.
  - 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
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- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
  - 43 Class change (drop/add) policies are reasonable.
  - 46 Faculty provide timely feedback about student progress in a course.
  - 53 The assessment and course placement procedures are reasonable.
  - 55 Academic support services adequately meet the needs of students.
  - 59 New student orientation services help students adjust to college.
  - 66 Program requirements are clear and reasonable.
  - 95 Personalized attention prior to enrollment as factor in decision to enroll.
- 

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

- 2 Faculty care about me as an individual.
  - 5 The personnel involved in registration are helpful.
  - 6 My academic advisor is approachable.
  - 7 Adequate financial aid is available for most students.
  - 12 My academic advisor helps me set goals to work toward.
  - 13 Financial aid awards are announced to students in time to be helpful in college planning.
  - 14 Library resources and services are adequate.
  - 16 The college shows concern for students as individuals.
  - 20 Financial aid counselors are helpful.
  - 22 People on this campus respect and are supportive of each other.
  - 23 Faculty are understanding of students' unique life circumstances.
  - 25 My academic advisor is concerned about my success as an individual.
  - 26 Library staff are helpful and approachable.
  - 27 The campus staff are caring and helpful.
  - 28 It is an enjoyable experience to be a student on this campus.
  - 32 My academic advisor is knowledgeable about my program requirements.
  - 33 Admissions counselors accurately portray the campus in their recruiting practices.
  - 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
  - 36 Students are made to feel welcome on this campus.
  - 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
  - 41 Admissions staff are knowledgeable.
  - 43 Class change (drop/add) policies are reasonable.
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- 45 This institution has a good reputation within the community.
- 46 Faculty provide timely feedback about student progress in a course.
- 47 There are adequate services to help me decide upon a career.
- 48 Counseling staff care about students as individuals.
- 49 Admissions counselors respond to prospective students' unique needs and requests.
- 50 Tutoring services are readily available.
- 53 The assessment and course placement procedures are reasonable.
- 54 Faculty are interested in my academic problems.
- 55 Academic support services adequately meet the needs of students.
- 59 New student orientation services help students adjust to college.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 88 Financial aid as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.
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### **2.14 Institutions that serve transfer students provide clear, accurate, and timely information...**

- 5 The personnel involved in registration are helpful.
- 6 My academic advisor is approachable.
- 7 Adequate financial aid is available for most students.
- 12 My academic advisor helps me set goals to work toward.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 20 Financial aid counselors are helpful.
- 25 My academic advisor is concerned about my success as an individual.
- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.
- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
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- 41 Admissions staff are knowledgeable.
  - 43 Class change (drop/add) policies are reasonable.
  - 49 Admissions counselors respond to prospective students' unique needs and requests.
  - 53 The assessment and course placement procedures are reasonable.
  - 55 Academic support services adequately meet the needs of students.
  - 59 New student orientation services help students adjust to college.
  - 81 Institution's commitment to part-time students?
  - 82 Institution's commitment to evening students?
  - 83 Institution's commitment to older, returning learners?
  - 84 Institution's commitment to under-represented populations?
  - 85 Institution's commitment to commuters?
  - 86 Institution's commitment to students with disabilities?
  - 95 Personalized attention prior to enrollment as factor in decision to enroll.
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### **2.2 All degrees ...are clearly defined in terms of entry requirements and levels of student achievement necessary for graduation ...**

- 66 Program requirements are clear and reasonable.
  - 89 Academic reputation as factor in decision to enroll.
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### **2.2a Baccalaureate programs ensure breadth:.. cultural, aesthetic, social, political, scientific, and technical knowledge expected of educated persons.**

- 18 The quality of instruction I receive in most of my classes is excellent.
  - 66 Program requirements are clear and reasonable.
  - 89 Academic reputation as factor in decision to enroll.
- 

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
  - 18 The quality of instruction I receive in most of my classes is excellent.
  - 66 Program requirements are clear and reasonable.
  - 69 There is a good variety of courses provided on this campus.
  - 70 I am able to experience intellectual growth here.
-





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89 Academic reputation as factor in decision to enroll.

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

55 Academic support services adequately meet the needs of students.

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

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

66 Program requirements are clear and reasonable.

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

3 The quality of instruction in the vocational/technical programs is excellent.

9 Internships or practical experiences are provided in my degree/certificate program.

46 Faculty provide timely feedback about student progress in a course.

55 Academic support services adequately meet the needs of students.

64 Nearly all classes deal with practical experiences and applications.

70 I am able to experience intellectual growth here.

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

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

46 Faculty provide timely feedback about student progress in a course.

53 The assessment and course placement procedures are reasonable.

55 Academic support services adequately meet the needs of students.

66 Program requirements are clear and reasonable.

70 I am able to experience intellectual growth here.

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

- 70      I am able to experience intellectual growth here.
- 89      Academic reputation as factor in decision to enroll.

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

- 3      The quality of instruction in the vocational/technical programs is excellent.
- 18      The quality of instruction I receive in most of my classes is excellent.
- 70      I am able to experience intellectual growth here.
- 89      Academic reputation as factor in decision to enroll.

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

- 2      Faculty care about me as an individual.
- 3      The quality of instruction in the vocational/technical programs is excellent.
- 5      The personnel involved in registration are helpful.
- 6      My academic advisor is approachable.
- 7      Adequate financial aid is available for most students.
- 12      My academic advisor helps me set goals to work toward.
- 14      Library resources and services are adequate.
- 16      The college shows concern for students as individuals.
- 18      The quality of instruction I receive in most of my classes is excellent.
- 20      Financial aid counselors are helpful.
- 23      Faculty are understanding of students' unique life circumstances.
- 25      My academic advisor is concerned about my success as an individual.
- 26      Library staff are helpful and approachable.
- 27      The campus staff are caring and helpful.
- 32      My academic advisor is knowledgeable about my program requirements.
- 33      Admissions counselors accurately portray the campus in their recruiting practices.
- 35      Policies and procedures regarding registration and course selection are clear and well-publicized.
- 37      Faculty take into consideration student differences as they teach a course.

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- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
  - 41 Admissions staff are knowledgeable.
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  - 46 Faculty provide timely feedback about student progress in a course.
  - 47 There are adequate services to help me decide upon a career.
  - 48 Counseling staff care about students as individuals.
  - 49 Admissions counselors respond to prospective students' unique needs and requests.
  - 50 Tutoring services are readily available.
  - 52 This school does whatever it can to help me reach my educational goals.
  - 54 Faculty are interested in my academic problems.
  - 55 Academic support services adequately meet the needs of students.
  - 58 Nearly all of the faculty are knowledgeable in their fields.
  - 61 Faculty are usually available after class and during office hours.
- 

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

- 4 Security staff are helpful.
  - 10 Child care facilities are available on campus.
  - 11 Security staff respond quickly in emergencies.
  - 13 Financial aid awards are announced to students in time to be helpful in college planning.
  - 17 Personnel in the Veterans' Services program are helpful.
  - 19 This campus provides effective support services for displaced homemakers.
  - 21 There are a sufficient number of study areas on campus.
  - 22 People on this campus respect and are supportive of each other.
  - 24 Parking lots are well-lighted and secure.
  - 28 It is an enjoyable experience to be a student on this campus.
  - 30 The career services office provides students with the help they need to get a job.
  - 31 The campus is safe and secure for all students.
  - 34 Computer labs are adequate and accessible.
  - 36 Students are made to feel welcome on this campus.
  - 38 The student center is a comfortable place for students to spend their leisure time.
  - 39 The amount of student parking space on campus is adequate.
  - 42 The equipment in the lab facilities is kept up to date.
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- 45 This institution has a good reputation within the community.
- 47 There are adequate services to help me decide upon a career.
- 51 There are convenient ways of paying my school bill.
- 55 Academic support services adequately meet the needs of students.
- 56 The business office is open during hours which are convenient for most students.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 68 On the whole, the campus is well-maintained.
- 81 Institution's commitment to part-time students?
- 82 Institution's commitment to evening students?
- 83 Institution's commitment to older, returning learners?
- 84 Institution's commitment to under-represented populations?
- 85 Institution's commitment to commuters?
- 86 Institution's commitment to students with disabilities?
- 92 Recommendations from family/friends as factor in decision to enroll.
- 94 Campus appearance as factor in decision to enroll.
- 

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

- 34 Computer labs are adequate and accessible.
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### **3.6 The institution's leadership at all levels is characterized by integrity, high performance, appropriate responsibility, and accountability.**

- 1 Most students feel a sense of belonging here.
- 20 Financial aid counselors are helpful.
- 22 People on this campus respect and are supportive of each other.
- 28 It is an enjoyable experience to be a student on this campus.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 31 The campus is safe and secure for all students.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 36 Students are made to feel welcome on this campus.
- 41 Admissions staff are knowledgeable.
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- 45 This institution has a good reputation within the community.
  - 57 Administrators are approachable to students.
  - 63 I seldom get the "run-around" when seeking information on this campus.
  - 65 Students are notified early in the term if they are doing poorly in a class.
  - 67 Channels for expressing student complaints are readily available.
  - 92 Recommendations from family/friends as factor in decision to enroll.
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### **3.7 The institution's organizational structures and decision-making processes are clear and consistent ...**

- 22 People on this campus respect and are supportive of each other.
  - 28 It is an enjoyable experience to be a student on this campus.
  - 29 Faculty are fair and unbiased in their treatment of individual students.
  - 36 Students are made to feel welcome on this campus.
  - 45 This institution has a good reputation within the community.
  - 57 Administrators are approachable to students.
  - 63 I seldom get the "run-around" when seeking information on this campus.
  - 67 Channels for expressing student complaints are readily available.
  - 92 Recommendations from family/friends as factor in decision to enroll.
- 

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

- 2 Faculty care about me as an individual.
  - 16 The college shows concern for students as individuals.
  - 22 People on this campus respect and are supportive of each other.
  - 27 The campus staff are caring and helpful.
  - 28 It is an enjoyable experience to be a student on this campus.
  - 36 Students are made to feel welcome on this campus.
  - 45 This institution has a good reputation within the community.
  - 47 There are adequate services to help me decide upon a career.
  - 57 Administrators are approachable to students.
  - 63 I seldom get the "run-around" when seeking information on this campus.
  - 65 Students are notified early in the term if they are doing poorly in a class.
-

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- 67 Channels for expressing student complaints are readily available.  
92 Recommendations from family/friends as factor in decision to enroll.  
95 Personalized attention prior to enrollment as factor in decision to enroll.
- 

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

- 3 The quality of instruction in the vocational/technical programs is excellent.  
53 The assessment and course placement procedures are reasonable.  
55 Academic support services adequately meet the needs of students.
- 

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

- 22 People on this campus respect and are supportive of each other.  
28 It is an enjoyable experience to be a student on this campus.  
29 Faculty are fair and unbiased in their treatment of individual students.  
36 Students are made to feel welcome on this campus.  
45 This institution has a good reputation within the community.  
53 The assessment and course placement procedures are reasonable.  
92 Recommendations from family/friends as factor in decision to enroll.
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### **9.Z [The institution itself may determine how this survey item may apply to accreditation standards.]**

- 71 Campus item 1.  
72 Campus item 2.  
73 Campus item 3.  
74 Campus item 4.  
75 Campus item 5.  
76 Campus item 6.  
77 Campus item 7.  
78 Campus item 8.  
79 Campus item 9.  
80 Campus item 10.
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