

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

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

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

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

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

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

20 Students are made to feel welcome here.

55 Personal recommendations 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...

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.

6 Library resources and services are adequate.

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.

16 My advisor helps me apply my program of study to career goals.

17 Admissions counselors accurately portray program offerings in their recruiting practices.

19 Registration processes and procedures are convenient.

22 My academic advisor is knowledgeable about transfer requirements of other schools.

23 This institution helps me identify resources to finance my education.

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.

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1.7 The institution exhibits integrity and transparency in ... sound business practices, timely and fair responses to complaints and grievances...

- 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.
- 20 Students are made to feel welcome here.
- 29 There are convenient ways of paying my school bill.
- 32 I am able to take care of college-related business at times that are convenient for me.
- 53 Academic reputation as factor in decision to enroll.
- 55 Personal recommendations 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...

- 9 I am able to register for the classes I need with few conflicts.
- 53 Academic reputation as factor in decision to enroll.

2.10 Students make timely progress toward the completion of their degrees, and an acceptable proportions of students complete their degrees ...

- 2 Classes are scheduled at times that are convenient for me.
- 9 I am able to register for the classes I need with few conflicts.
- 35 I receive ongoing feedback about progress toward my academic goals.
- 40 There are sufficient courses within my program of study available each term.

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

- 2 Classes are scheduled at times that are convenient for me.
- 9 I am able to register for the classes I need with few conflicts.
- 10 Parking lots are well-lighted and secure.
- 11 Counseling services are available if I need them.
- 15 Financial aid counseling is available if I need it.
- 18 Computer labs are adequate and accessible.
- 20 Students are made to feel welcome here.
- 21 The amount of student parking space on campus is adequate.

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- 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.
30 The assessment and course placement procedures are reasonable.
40 There are sufficient courses within my program of study available each term.
52 Financial assistance as factor in decision to enroll.
55 Personal recommendations as factor in decision to enroll.

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

- 20 Students are made to feel welcome here.
26 There are adequate services to help me decide upon a career.
27 Tutoring services are readily available.
55 Personal recommendations as factor in decision to enroll.

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

- 3 My academic advisor is available when I need help.
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.
14 My academic advisor is knowledgeable about my program requirements.
16 My advisor helps me apply my program of study to career goals.
19 Registration processes and procedures are convenient.
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.
35 I receive ongoing feedback about progress toward my academic goals.

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

- 1 The campus staff are caring and helpful.
3 My academic advisor is available when I need help.

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- 5 Financial aid awards are announced in time to be helpful in college planning.
 - 6 Library resources and services are adequate.
 - 7 Admissions staff provide personalized attention prior to enrollment.
 - 11 Counseling services are available if I need them.
 - 14 My academic advisor is knowledgeable about my program requirements.
 - 15 Financial aid counseling is available if I need it.
 - 16 My advisor helps me apply my program of study to career goals.
 - 17 Admissions counselors accurately portray program offerings in their recruiting practices.
 - 19 Registration processes and procedures are convenient.
 - 20 Students are made to feel welcome here.
 - 22 My academic advisor is knowledgeable about transfer requirements of other schools.
 - 23 This institution helps me identify resources to finance my education.
 - 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.
 - 30 The assessment and course placement procedures are reasonable.
 - 52 Financial assistance 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.
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2.14 Institutions that serve transfer students provide clear, accurate, and timely information...

- 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.
 - 14 My academic advisor is knowledgeable about my program requirements.
 - 16 My advisor helps me apply my program of study to career goals.
 - 17 Admissions counselors accurately portray program offerings in their recruiting practices.
 - 19 Registration processes and procedures are convenient.
 - 22 My academic advisor is knowledgeable about transfer requirements of other schools.
 - 30 The assessment and course placement procedures are reasonable.
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2.2 All degrees ...are clearly defined in terms of entry requirements and levels of student achievement necessary for graduation ...

53 Academic reputation as factor in decision to enroll.

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

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

53 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...

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

53 Academic reputation as factor in decision to enroll.

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

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

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

25 Faculty provide timely feedback about my academic progress.

38 Most classes deal with practical experiences and applications.

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

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

25 Faculty provide timely feedback about my academic progress.

30 The assessment and course placement procedures are reasonable.

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

- 53 Academic reputation as factor in decision to enroll.
- 54 Future career opportunities as factor in decision to enroll.

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

- 8 The quality of instruction I receive in most of my classes is excellent.
- 53 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 ...

- 1 The campus staff are caring and helpful.
- 3 My academic advisor is available when I need help.
- 6 Library resources and services are adequate.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 The quality of instruction I receive in most of my classes is excellent.
- 14 My academic advisor is knowledgeable about my program requirements.
- 16 My advisor helps me apply my program of study to career goals.
- 17 Admissions counselors accurately portray program offerings in their recruiting practices.
- 19 Registration processes and procedures are convenient.
- 22 My academic advisor is knowledgeable about transfer requirements of other schools.
- 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.
- 34 Faculty are usually available to students outside of class (during office hours, by phone, or by email).

3.4 Resources are aligned with educational purposes and objectives.

- 4 Security staff respond quickly to calls for assistance.
- 5 Financial aid awards are announced in time to be helpful in college planning.
- 10 Parking lots are well-lighted and secure.
- 13 The campus is safe and secure for all students.

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- 18 Computer labs are adequate and accessible.
 - 20 Students are made to feel welcome here.
 - 21 The amount of student parking space on campus is adequate.
 - 24 The equipment in the lab facilities is kept up to date.
 - 26 There are adequate services to help me decide upon a career.
 - 29 There are convenient ways of paying my school bill.
 - 32 I am able to take care of college-related business at times that are convenient for me.
 - 39 On the whole, the campus is well-maintained.
 - 55 Personal recommendations as factor in decision to enroll.
 - 58 Campus visits as factor in decision to enroll.
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3.5 [It has] information and technology resources sufficient in scope, quality, currency, and kind at sites and online, to support its academic offerings...

- 18 Computer labs are adequate and accessible.
 - 31 Faculty use a variety of technology and media in the classroom.
 - 57 Information on the campus website as factor in decision to enroll.
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3.6 The institution's leadership at all levels is characterized by integrity, high performance, appropriate responsibility, and accountability.

- 12 Faculty are fair and unbiased in their treatment of individual students.
 - 13 The campus is safe and secure for all students.
 - 17 Admissions counselors accurately portray program offerings in their recruiting practices.
 - 20 Students are made to feel welcome here.
 - 33 Administrators are available to hear students' concerns.
 - 37 I seldom get the "run-around" when seeking information on this campus.
 - 55 Personal recommendations as factor in decision to enroll.
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3.8 The institution has a sufficient number of other qualified administrators to provide effective educational leadership and management.

- 1 The campus staff are caring and helpful.
 - 20 Students are made to feel welcome here.
 - 26 There are adequate services to help me decide upon a career.
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- 33 Administrators are available to hear students' concerns.
 - 37 I seldom get the "run-around" when seeking information on this campus.
 - 55 Personal recommendations as factor in decision to enroll.
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4.3 Assessment of teaching, learning, and the campus environment is undertaken in support of academic and co-curricular objectives...

- 30 The assessment and course placement procedures are reasonable.
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4.5 Appropriate stakeholders including alumni [and] students and others ...are regularly involved in the assessment of educational programs.

- 12 Faculty are fair and unbiased in their treatment of individual students.
 - 20 Students are made to feel welcome here.
 - 30 The assessment and course placement procedures are reasonable.
 - 55 Personal recommendations 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.

- 36 Tuition paid is a worthwhile investment
 - 41 Campus item 1
 - 42 Campus item 2
 - 43 Campus item 3
 - 44 Campus item 4
 - 45 Campus item 5
 - 46 Campus item 6
 - 47 Campus item 7
 - 48 Campus item 8
 - 49 Campus item 9
 - 50 Campus item 10
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