

Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – 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.

- 39 I am able to experience intellectual growth here.
 - 41 There is a commitment to academic excellence on this campus.
-

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.
 - 25 Faculty are fair and unbiased in their treatment of individual students.
 - 39 I am able to experience intellectual growth here.
 - 41 There is a commitment to academic excellence on this campus.
 - 53 Faculty take into consideration student differences as they teach a course.
 - 67 Freedom of expression is protected on campus.
-

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

- 22 Counseling staff care about students as individuals.
 - 24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
 - 25 Faculty are fair and unbiased in their treatment of individual students.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 31 Males and females have equal opportunities to participate in intercollegiate athletics.
 - 37 I feel a sense of pride about my campus.
 - 45 Students are made to feel welcome on this campus.
 - 46 I can easily get involved in campus organizations.
 - 51 This institution has a good reputation within the community.
 - 53 Faculty take into consideration student differences as they teach a course.
 - 62 There is a strong commitment to racial harmony on this campus.
 - 73 Student activities fees are put to good use.
 - 94 Opportunity to play sports as factor in decision to enroll.
 - 95 Recommendations from family/friends as factor in decision to enroll.
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1.6 The institution truthfully represents its academic goals, programs, services, and costs to students...[It] treats students fairly and equitably...

- 2 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 13 Library staff are helpful and approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 17 Adequate financial aid is available for most students.
- 18 Library resources and services are adequate.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 27 The personnel involved in registration are helpful.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 40 Residence hall regulations are reasonable.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
- 50 Class change (drop/add) policies are reasonable.
- 59 This institution shows concern for students as individuals.
- 60 I generally know what's happening on campus.
- 62 There is a strong commitment to racial harmony on this campus.
- 63 Student disciplinary procedures are fair.
- 64 New student orientation services help students adjust to college.
- 71 Channels for expressing student complaints are readily available.
- 90 Cost as factor in decision to enroll.
- 91 Financial aid as factor in decision to enroll.
- 92 Academic reputation as factor in decision to enroll.
- 94 Opportunity to play sports as factor in decision to enroll.
- 98 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.
- 11 Billing policies are reasonable.
- 20 The business office is open during hours which are convenient for most students.
- 22 Counseling staff care about students as individuals.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 29 It is an enjoyable experience to be a student on this campus.
- 30 Residence hall staff are concerned about me as an individual.
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
- 34 I am able to register for classes I need with few conflicts.
- 37 I feel a sense of pride about my campus.
- 40 Residence hall regulations are reasonable.
- 45 Students are made to feel welcome on this campus.
- 51 This institution has a good reputation within the community.
- 60 I generally know what's happening on campus.
- 63 Student disciplinary procedures are fair.
- 71 Channels for expressing student complaints are readily available.
- 92 Academic reputation as factor in decision to enroll.
- 95 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...

- 8 The content of the courses within my major is valuable.
- 16 The instruction in my major field is excellent.
- 34 I am able to register for classes I need with few conflicts.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 55 Major requirements are clear and reasonable.
- 68 Nearly all of the faculty are knowledgeable in their field.
- 92 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 ...

- 34 I am able to register for classes I need with few conflicts.
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...

- 21 The amount of student parking space on campus is adequate.
22 Counseling staff care about students as individuals.
23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
36 Security staff respond quickly in emergencies.
28 Parking lots are well-lighted and secure.
29 It is an enjoyable experience to be a student on this campus.
31 Males and females have equal opportunities to participate in intercollegiate athletics.
32 Tutoring services are readily available.
34 I am able to register for classes I need with few conflicts.
35 The assessment and course placement procedures are reasonable.
37 I feel a sense of pride about my campus.
42 There are a sufficient number of weekend activities for students.
44 Academic support services adequately meet the needs of students.
45 Students are made to feel welcome on this campus.
46 I can easily get involved in campus organizations.
49 There are adequate services to help me decide upon a career.
51 This institution has a good reputation within the community.
52 The student center is a comfortable place for students to spend their leisure time.
53 Faculty take into consideration student differences as they teach a course.
54 Bookstore staff are helpful.
56 The student handbook provides helpful information about campus life.
64 New student orientation services help students adjust to college.
73 Student activities fees are put to good use.
84 Institution's commitment to part-time students?
85 Institution's commitment to evening students?
86 Institution's commitment to older, returning learners?

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- 87 Institution's commitment to under-represented populations?
88 Institution's commitment to commuters?
89 Institution's commitment to students with disabilities?
91 Financial aid as factor in decision to enroll.
95 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.

- 9 A variety of intramural activities are offered.
24 The intercollegiate athletic programs contribute to a strong sense of school spirit.
29 It is an enjoyable experience to be a student on this campus.
32 Tutoring services are readily available.
37 I feel a sense of pride about my campus.
39 I am able to experience intellectual growth here.
41 There is a commitment to academic excellence on this campus.
42 There are a sufficient number of weekend activities for students.
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64 New student orientation services help students adjust to college.
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94 Opportunity to play sports as factor in decision to enroll.
95 Recommendations from family/friends as factor in decision to enroll.
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2.12 Students understand the requirements of their academic programs and receive ... advising about relevant academic requirements.

- 6 My academic advisor is approachable.
14 My academic advisor is concerned about my success as an individual.
19 My academic advisor helps me set goals to work toward.
25 Faculty are fair and unbiased in their treatment of individual students.
27 The personnel involved in registration are helpful.
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- 33 My academic advisor is knowledgeable about requirements in my major.
- 34 I am able to register for classes I need with few conflicts.
- 35 The assessment and course placement procedures are reasonable.
- 44 Academic support services adequately meet the needs of students.
- 47 Faculty provide timely feedback about student progress in a course.
- 50 Class change (drop/add) policies are reasonable.
- 55 Major requirements are clear and reasonable.
- 64 New student orientation services help students adjust to college.
- 98 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 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 12 Financial aid awards are announced to students in time to be helpful in college planning.
- 13 Library staff are helpful and approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 17 Adequate financial aid is available for most students.
- 18 Library resources and services are adequate.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 29 It is an enjoyable experience to be a student on this campus.
- 32 Tutoring services are readily available.
- 33 My academic advisor is knowledgeable about requirements in my major.
- 35 The assessment and course placement procedures are reasonable.
- 37 I feel a sense of pride about my campus.
- 43 Admissions counselors respond to prospective students' unique needs and requests.
- 44 Academic support services adequately meet the needs of students.
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- 45 Students are made to feel welcome on this campus.
 - 47 Faculty provide timely feedback about student progress in a course.
 - 48 Admissions counselors accurately portray the campus in their recruiting practices.
 - 49 There are adequate services to help me decide upon a career.
 - 50 Class change (drop/add) policies are reasonable.
 - 51 This institution has a good reputation within the community.
 - 59 This institution shows concern for students as individuals.
 - 64 New student orientation services help students adjust to college.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 91 Financial aid as factor in decision to enroll.
 - 95 Recommendations from family/friends as factor in decision to enroll.
 - 98 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...

- 4 Admissions staff are knowledgeable.
 - 5 Financial aid counselors are helpful.
 - 6 My academic advisor is approachable.
 - 12 Financial aid awards are announced to students in time to be helpful in college planning.
 - 14 My academic advisor is concerned about my success as an individual.
 - 17 Adequate financial aid is available for most students.
 - 19 My academic advisor helps me set goals to work toward.
 - 27 The personnel involved in registration are helpful.
 - 33 My academic advisor is knowledgeable about requirements in my major.
 - 35 The assessment and course placement procedures are reasonable.
 - 43 Admissions counselors respond to prospective students' unique needs and requests.
 - 44 Academic support services adequately meet the needs of students.
 - 48 Admissions counselors accurately portray the campus in their recruiting practices.
-

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- 50 Class change (drop/add) policies are reasonable.
 - 64 New student orientation services help students adjust to college.
 - 84 Institution's commitment to part-time students?
 - 85 Institution's commitment to evening students?
 - 86 Institution's commitment to older, returning learners?
 - 87 Institution's commitment to under-represented populations?
 - 88 Institution's commitment to commuters?
 - 89 Institution's commitment to students with disabilities?
 - 98 Personalized attention prior to enrollment as factor in decision to enroll.
-

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

- 55 Major requirements are clear and reasonable.
 - 92 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 content of the courses within my major is valuable.
 - 55 Major requirements are clear and reasonable.
 - 58 The quality of instruction I receive in most of my classes is excellent.
 - 92 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 content of the courses within my major is valuable.
 - 16 The instruction in my major field is excellent.
 - 39 I am able to experience intellectual growth here.
 - 41 There is a commitment to academic excellence on this campus.
 - 55 Major requirements are clear and reasonable.
 - 58 The quality of instruction I receive in most of my classes is excellent.
 - 69 There is a good variety of courses provided on this campus.
 - 92 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

44 Academic support services adequately meet the needs of students.

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

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

55 Major 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...

8 The content of the courses within my major is valuable.

16 The instruction in my major field is excellent.

39 I am able to experience intellectual growth here.

41 There is a commitment to academic excellence on this campus.

44 Academic support services adequately meet the needs of students.

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

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

35 The assessment and course placement procedures are reasonable.

39 I am able to experience intellectual growth here.

41 There is a commitment to academic excellence on this campus.

44 Academic support services adequately meet the needs of students.

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

55 Major requirements are clear and reasonable.

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

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

- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 92 Academic reputation as factor in decision to enroll.

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

- 16 The instruction in my major field is excellent.
- 39 I am able to experience intellectual growth here.
- 41 There is a commitment to academic excellence on this campus.
- 58 The quality of instruction I receive in most of my classes is excellent.
- 92 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 The campus staff are caring and helpful.
- 3 Faculty care about me as an individual.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 6 My academic advisor is approachable.
- 13 Library staff are helpful and approachable.
- 14 My academic advisor is concerned about my success as an individual.
- 15 The staff in the health services area are competent.
- 16 The instruction in my major field is excellent.
- 17 Adequate financial aid is available for most students.
- 18 Library resources and services are adequate.
- 19 My academic advisor helps me set goals to work toward.
- 22 Counseling staff care about students as individuals.
- 27 The personnel involved in registration are helpful.
- 32 Tutoring services are readily available.
- 33 My academic advisor is knowledgeable about requirements in my major.

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- 43 Admissions counselors respond to prospective students' unique needs and requests.
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 - 48 Admissions counselors accurately portray the campus in their recruiting practices.
 - 49 There are adequate services to help me decide upon a career.
 - 50 Class change (drop/add) policies are reasonable.
 - 53 Faculty take into consideration student differences as they teach a course.
 - 58 The quality of instruction I receive in most of my classes is excellent.
 - 59 This institution shows concern for students as individuals.
 - 61 Adjunct faculty are competent as classroom instructors.
 - 65 Faculty are usually available after class and during office hours.
 - 68 Nearly all of the faculty are knowledgeable in their field.
 - 70 Graduate teaching assistants are competent as classroom instructors.
-

3.4 Resources are aligned with educational purposes and objectives.

- 7 The campus is safe and secure for all students.
 - 11 Billing policies are reasonable.
 - 12 Financial aid awards are announced to students in time to be helpful in college planning.
 - 20 The business office is open during hours which are convenient for most students.
 - 21 The amount of student parking space on campus is adequate.
 - 23 Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
 - 26 Computer labs are adequate and accessible.
 - 28 Parking lots are well-lighted and secure.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 36 Security staff respond quickly in emergencies.
 - 37 I feel a sense of pride about my campus.
 - 38 There is an adequate selection of food available in the cafeteria.
 - 40 Residence hall regulations are reasonable.
 - 44 Academic support services adequately meet the needs of students.
 - 45 Students are made to feel welcome on this campus.
 - 49 There are adequate services to help me decide upon a career.
 - 51 This institution has a good reputation within the community.
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- 52 The student center is a comfortable place for students to spend their leisure time.
- 54 Bookstore staff are helpful.
- 56 The student handbook provides helpful information about campus life.
- 72 On the whole, the campus is well-maintained.
- 84 Institution's commitment to part-time students?
- 85 Institution's commitment to evening students?
- 86 Institution's commitment to older, returning learners?
- 87 Institution's commitment to under-represented populations?
- 88 Institution's commitment to commuters?
- 89 Institution's commitment to students with disabilities?
- 95 Recommendations from family/friends as factor in decision to enroll.
- 97 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...

- 26 Computer labs are adequate and accessible.
-

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.
- 4 Admissions staff are knowledgeable.
- 5 Financial aid counselors are helpful.
- 7 The campus is safe and secure for all students.
- 10 Administrators are approachable to students.
- 25 Faculty are fair and unbiased in their treatment of individual students.
- 29 It is an enjoyable experience to be a student on this campus.
- 30 Residence hall staff are concerned about me as an individual.
- 31 Males and females have equal opportunities to participate in intercollegiate athletics.
- 37 I feel a sense of pride about my campus.
- 40 Residence hall regulations are reasonable.
- 45 Students are made to feel welcome on this campus.
- 48 Admissions counselors accurately portray the campus in their recruiting practices.
-

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- 51 This institution has a good reputation within the community.
 - 57 I seldom get the "run-around" when seeking information on this campus.
 - 62 There is a strong commitment to racial harmony on this campus.
 - 63 Student disciplinary procedures are fair.
 - 71 Channels for expressing student complaints are readily available.
 - 95 Recommendations from family/friends as factor in decision to enroll.
-

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

- 10 Administrators are approachable to students.
 - 25 Faculty are fair and unbiased in their treatment of individual students.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 37 I feel a sense of pride about my campus.
 - 40 Residence hall regulations are reasonable.
 - 45 Students are made to feel welcome on this campus.
 - 51 This institution has a good reputation within the community.
 - 57 I seldom get the "run-around" when seeking information on this campus.
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 - 63 Student disciplinary procedures are fair.
 - 71 Channels for expressing student complaints are readily available.
 - 95 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 The campus staff are caring and helpful.
 - 3 Faculty care about me as an individual.
 - 10 Administrators are approachable to students.
 - 29 It is an enjoyable experience to be a student on this campus.
 - 30 Residence hall staff are concerned about me as an individual.
 - 37 I feel a sense of pride about my campus.
 - 45 Students are made to feel welcome on this campus.
 - 49 There are adequate services to help me decide upon a career.
-

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- 57 I seldom get the "run-around" when seeking information on this campus.
- 59 This institution shows concern for students as individuals.
- 62 There is a strong commitment to racial harmony on this campus.
- 63 Student disciplinary procedures are fair.
- 71 Channels for expressing student complaints are readily available.
- 95 Recommendations from family/friends as factor in decision to enroll.
- 98 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...

- 16 The instruction in my major field is excellent.
- 35 The assessment and course placement procedures are reasonable.
- 44 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.

- 25 Faculty are fair and unbiased in their treatment of individual students.
- 29 It is an enjoyable experience to be a student on this campus.
- 35 The assessment and course placement procedures are reasonable.
- 37 I feel a sense of pride about my campus.
- 45 Students are made to feel welcome on this campus.
- 51 This institution has a good reputation within the community.
- 95 Recommendations from family/friends as factor in decision to enroll.
-

9.Z [The institution itself may determine how this survey item may apply to accreditation standards.]

- 66 Tuition paid is a worthwhile investment.
- 74 Campus item 1.
- 75 Campus item 2.
- 76 Campus item 3.
- 77 Campus item 4.
- 78 Campus item 5.
- 79 Campus item 6.
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- 80 Campus item 7.
 - 81 Campus item 8.
 - 82 Campus item 9.
 - 83 Campus item 10.
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