

Ruffalo Noel Levitz Student Satisfaction Inventory™ (SSI) Four-Year College and University – Form B

Survey Requirements by Middle States Commission on Higher Education (MSCHE)
Revised in 2014; Effective in 2017-2018

1.0 **The institution's mission defines its purpose within the context of higher education, the students it serves, and what it intends to accomplish.**

- 21 My academic advisor is knowledgeable about requirements in my major.
- 59 Future career opportunities as factor in decision to enroll.

1.1f **Clearly defined mission and goals are publicized and widely known by the institution's stakeholders.**

- 21 My academic advisor is knowledgeable about requirements in my major.
- 59 Future career opportunities as factor in decision to enroll.

1.3 **Goals that focus on student learning...are supported by administrative, educational, and student support programs and services.**

- 1 The campus staff are caring and helpful.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 19 Residence hall staff are concerned about me as an individual.
- 24 I receive the help I need to apply my academic major to my career goals.
- 31 Students are made to feel welcome here.
- 36 The quality of instruction I receive in most of my classes is excellent.

2.0 **In all activities the institution honors its contracts and commitments, adheres to its policies, and represents itself truthfully.**

- 7 Admissions staff provide personalized attention prior to enrollment.
 - 8 Financial aid awards are announced in time to be helpful in college planning.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 35 I seldom get the "run-around" when seeking information on this campus.
 - 62 Information on the campus website as factor in decision to enroll.
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2.1 The institution demonstrates a commitment to academic freedom, intellectual freedom, and freedom of expression...

- 14 Faculty are fair and unbiased in their treatment of individual students.
- 42 Students are free to express their ideas on this campus.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

2.2 The institution fosters respect among students, faculty, staff, and administration from a range of diverse backgrounds, ideas, and perspectives.

- 1 The campus staff are caring and helpful.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 37 There is a strong commitment to diversity on this campus.
- 42 Students are free to express their ideas on this campus.

2.3 The institution addresses complaints or grievances raised by students, faculty, or staff ...[using] procedures that are fair and impartial ...

- 1 The campus staff are caring and helpful.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 31 Students are made to feel welcome here.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 37 There is a strong commitment to diversity on this campus.
- 39 Student disciplinary procedures are fair.

2.6 The school shows honesty and truthfulness in public announcements, advertisements, recruiting and admissions materials and practices.

- 7 Admissions staff provide personalized attention prior to enrollment.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 62 Information on the campus website as factor in decision to enroll.

2.7 Institutional services and programs enable students to understand funding sources and options [including] decisions about incurring debt.

- 1 The campus staff are caring and helpful.
- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 11 Financial aid counseling is available if I need it.
- 27 This institution helps me identify resources to finance my education.
- 56 Cost as factor in decision to enroll.
- 57 Financial assistance as factor in decision to enroll.

2.8a There is full disclosure on institution-wide assessments, graduation, retention, certification and licensure or licensing board pass rates.

- 7 Admissions staff provide personalized attention prior to enrollment.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 62 Information on the campus website as factor in decision to enroll.

3.0 The institution provides students with learning experiences that are characterized by rigor and coherence at all program levels & modalities.

- 4 The content of the courses within my major is valuable.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

3.1 Institutional programs foster a coherent student learning experience and promote synthesis of learning.

- 4 The content of the courses within my major is valuable.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 24 I receive the help I need to apply my academic major to my career goals.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

3.2 Faculty are... rigorous and effective in teaching... qualified for the positions they hold... and sufficient in number.

- 4 The content of the courses within my major is valuable.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 23 I am able to register for classes I need with few conflicts.
- 29 Faculty use a variety of technology and media in the classroom.
- 32 Faculty provide timely feedback about my academic progress.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

3.3 Programs of study are clearly and accurately described [including] program requirements and expected time to completion.

- 17 There are sufficient courses within my program of study available each term.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 62 Information on the campus website as factor in decision to enroll.

3.4 Sufficient learning opportunities and resources to support both the programs of study and students' academic progress.

- 1 The campus staff are caring and helpful.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 17 There are sufficient courses within my program of study available each term.
- 20 Tutoring services are readily available.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
- 43 Mentors are available to guide my life and career goals.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

3.5a The general education program draws students into new areas of intellectual experience, expanding their cultural and global awareness ...

- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

3.5b **General education imparts essential skills including ...communication ...critical analysis and reasoning, and technological competency...**

- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

4.0a **The institution recruits and admits students whose interests, abilities, experiences, and goals are congruent with its mission and offerings.**

- 1 The campus staff are caring and helpful.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.

4.0b **The institution has an effective support system sustained by qualified professionals ...which fosters student success.**

- 1 The campus staff are caring and helpful.
- 10 My academic advisor helps me set goals to work toward.
- 20 Tutoring services are readily available.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 43 Mentors are available to guide my life and career goals.

4.1 **The institution has clearly stated, ethical policies and processes to admit, retain, and facilitate the success of students.**

- 8 Financial aid awards are announced in time to be helpful in college planning.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 62 Information on the campus website as factor in decision to enroll.

4.1b **Students who are not adequately prepared for study ...are identified, placed, and supported in attaining appropriate educational goals.**

- 1 The campus staff are caring and helpful.
- 10 My academic advisor helps me set goals to work toward.
- 20 Tutoring services are readily available.

4.1c [There are] orientation, advisement, and counseling programs to guide students throughout their educational experience.

- 1 The campus staff are caring and helpful.
- 10 My academic advisor helps me set goals to work toward.
- 20 Tutoring services are readily available.
- 26 Counseling services are available if I need them.
- 31 Students are made to feel welcome here.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by email).
- 43 Mentors are available to guide my life and career goals.

4.1d [There are] processes to enhance the successful achievement of... transfer to other institutions, and post-completion placement.

- 1 The campus staff are caring and helpful.
- 10 My academic advisor helps me set goals to work toward.
- 24 I receive the help I need to apply my academic major to my career goals.
- 31 Students are made to feel welcome here.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 59 Future career opportunities as factor in decision to enroll.

4.2 [The school assesses] transfer credits, experiential learning, competency-based and other alternative learning approaches.

- 17 There are sufficient courses within my program of study available each term.

4.3 [The school practices] the safe and secure maintenance and appropriate release of student information and records.

- 3 The campus is safe and secure for all students.

4.4 If offered, athletic, student life, and other extracurricular activities are regulated by ...principles that govern all other programs.

- 31 Students are made to feel welcome here.
- 34 There are adequate services to help me decide upon a career.
- 45 Student activity fees are put to good use.

5.0 The institution's students have accomplished educational goals consistent with their program of study.

- 4 The content of the courses within my major is valuable.
- 34 There are adequate services to help me decide upon a career.
- 41 Tuition paid is a worthwhile investment.
- 58 Academic reputation as factor in decision to enroll.
- 59 Future career opportunities as factor in decision to enroll.
- 60 Personal recommendations as factor in decision to enroll.

5.2 Faculty conduct assessments evaluating the extent of student achievement of institutional and degree/program goals.

- 4 The content of the courses within my major is valuable.
- 10 My academic advisor helps me set goals to work toward.
- 32 Faculty provide timely feedback about my academic progress.
- 38 I receive ongoing feedback about progress toward my academic goals.

5.2c [The school] sustains the assessment of student achievement and communicates the results of this assessment to stakeholders.

- 4 The content of the courses within my major is valuable.
- 34 There are adequate services to help me decide upon a career.

5.3a The use of assessment results [includes] assisting students in improving their learning.

- 38 I receive ongoing feedback about progress toward my academic goals.

5.3f The use of assessment results [includes] informing appropriate constituents about the institution and its programs.

- 4 The content of the courses within my major is valuable.
- 34 There are adequate services to help me decide upon a career.

6.4 The physical and technical infrastructure is adequate to support institutional operations wherever and however programs are delivered.

- 3 The campus is safe and secure for all students.
- 6 Billing policies are reasonable.
- 12 The amount of student parking space on campus is adequate.
- 13 Living conditions in the residence halls are comfortable.
- 15 Computer labs are adequate and accessible.

- 18 Parking lots are well-lighted and secure.
- 22 This campus provides online access to services I need.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 29 Faculty use a variety of technology and media in the classroom.
- 44 On the whole, the campus is well-maintained.
- 62 Information on the campus website as factor in decision to enroll.
- 63 Campus visits as factor in decision to enroll.

7.1 The governance structure outlines ...accountability for decision making by each constituency, including... students.

- 5 Administrators are available to hear students' concerns.
- 19 Residence hall staff are concerned about me as an individual.
- 39 Student disciplinary procedures are fair.

7.3d [There are] qualified administrators, sufficient in number, to enable ... the organization's efficiency and effectiveness.

- 2 Registration processes and procedures are convenient.
- 3 The campus is safe and secure for all students.
- 5 Administrators are available to hear students' concerns.
- 6 Billing policies are reasonable.
- 9 Library resources and services are adequate.
- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 19 Residence hall staff are concerned about me as an individual.
- 20 Tutoring services are readily available.
- 21 My academic advisor is knowledgeable about requirements in my major.
- 23 I am able to register for classes I need with few conflicts.
- 24 I receive the help I need to apply my academic major to my career goals.
- 28 Security staff respond quickly to calls for assistance.
- 34 There are adequate services to help me decide upon a career.
- 35 I seldom get the "run-around" when seeking information on this campus.

7.4c The administration has the members with credentials and professional experience consistent with... their functional roles.

- 3 The campus is safe and secure for all students.
- 10 My academic advisor helps me set goals to work toward.

- 19 Residence hall staff are concerned about me as an individual.
 - 20 Tutoring services are readily available.
 - 21 My academic advisor is knowledgeable about requirements in my major.
 - 24 I receive the help I need to apply my academic major to my career goals.
 - 26 Counseling services are available if I need them.
 - 28 Security staff respond quickly to calls for assistance.
 - 34 There are adequate services to help me decide upon a career.
 - 35 I seldom get the "run-around" when seeking information on this campus.
 - 43 Mentors are available to guide my life and career goals.
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7.4d The administration has the skills, time, assistance, technology, and information systems expertise required to perform their duties.

- 2 Registration processes and procedures are convenient.
 - 3 The campus is safe and secure for all students.
 - 5 Administrators are available to hear students' concerns.
 - 6 Billing policies are reasonable.
 - 8 Financial aid awards are announced in time to be helpful in college planning.
 - 9 Library resources and services are adequate.
 - 16 My academic advisor is available when I need help.
 - 21 My academic advisor is knowledgeable about requirements in my major.
 - 22 This campus provides online access to services I need.
 - 23 I am able to register for classes I need with few conflicts.
 - 25 I am able to take care of college-related business at times that are convenient for me.
 - 28 Security staff respond quickly to calls for assistance.
 - 29 Faculty use a variety of technology and media in the classroom.
 - 34 There are adequate services to help me decide upon a career.
 - 35 I seldom get the "run-around" when seeking information on this campus.
 - 43 Mentors are available to guide my life and career goals.
 - 62 Information on the campus website as factor in decision to enroll.
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7.4e The administration demonstrates engagement with faculty and students in advancing the institution's goals and objectives.

- 3 The campus is safe and secure for all students.
 - 21 My academic advisor is knowledgeable about requirements in my major.
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9.Z [The institution itself may determine how this survey item may apply to accreditation standards.]

- 46 Campus item 1.
 - 47 Campus item 2.
 - 48 Campus item 3.
 - 49 Campus item 4.
 - 50 Campus item 5.
 - 51 Campus item 6.
 - 52 Campus item 7.
 - 53 Campus item 8.
 - 54 Campus item 9.
 - 55 Campus item 10.
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