

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-Year Career and Private version – 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 at this school 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 at this school.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome at this school.
- 37 Faculty take into consideration student differences as they teach a course.
- 45 This institution has a good reputation within the community.
- 48 Advising staff care about students as individuals.
- 52 This school does whatever it can to help me reach my educational goals.
- 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.
- 6 My academic advisor is approachable.

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- 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 planning.
- 14 Library resources and services are adequate.
- 16 The school 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 school 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 school 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 at this school.
- 48 Advising 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 school.
- 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.
- 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 at this school respect and are supportive of each other.
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- 28 It is an enjoyable experience to be a student at this school.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome at this school.
- 44 I generally know what's happening at this school.
- 45 This institution has a good reputation within the community.
- 48 Advising 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.
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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...

- 3 The quality of instruction in the academic 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 at this school.
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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 at this school 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 at this school.
- 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 at this school.
- 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 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 Advising 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 school.
- 62 New student orientation services help students adjust to school.
- 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.

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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 at this school respect and are supportive of each other.
 - 28 It is an enjoyable experience to be a student at this school.
 - 36 Students are made to feel welcome at this school.
 - 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 school.
 - 70 I am able to experience intellectual growth here.
 - 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.
 - 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 school.
 - 66 Program requirements are clear and reasonable.
 - 95 Personalized attention prior to enrollment as factor in decision to enroll.
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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 planning.
- 14 Library resources and services are adequate.
- 16 The school shows concern for students as individuals.
- 20 Financial aid counselors are helpful.
- 22 People at this school 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 school staff are caring and helpful.
- 28 It is an enjoyable experience to be a student at this school.
- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the school 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 at this school.
- 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.
- 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 Advising 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.

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- 59 New student orientation services help students adjust to school.
 - 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.
 - 91 Future employment opportunities 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 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 school 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.
 - 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 school.
 - 81 Institution's commitment to part-time students?
 - 82 Institution's commitment to evening students?
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- 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 academic 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 at this school.
 - 70 I am able to experience intellectual growth here.
 - 89 Academic reputation as factor in decision to enroll.
-

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.

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 academic 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.

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.

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.
- 91 Future employment opportunities as factor in decision to enroll.

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

- 3 The quality of instruction in the academic 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 academic 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 school 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 school staff are caring and helpful.
- 32 My academic advisor is knowledgeable about my program requirements.
- 33 Admissions counselors accurately portray the school 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.
- 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.
- 46 Faculty provide timely feedback about student progress in a course.
- 47 There are adequate services to help me decide upon a career.
- 48 Advising staff care about students as individuals.

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- 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 New student orientation services help students adjust to school.
 - 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 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 at this school 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 at this school.
 - 30 The career services office provides students with the help they need to get a job.
 - 31 The school is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 36 Students are made to feel welcome at this school.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 39 The amount of student parking space is adequate.
 - 42 The equipment in the lab facilities is kept up to date.
 - 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.
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- 62 Bookstore staff are helpful.
 - 68 On the whole, the school 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 Appearance of school 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.
-

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 at this school respect and are supportive of each other.
 - 28 It is an enjoyable experience to be a student at this school.
 - 29 Faculty are fair and unbiased in their treatment of individual students.
 - 31 The school is safe and secure for all students.
 - 33 Admissions counselors accurately portray the school in their recruiting practices.
 - 36 Students are made to feel welcome at this school.
 - 41 Admissions staff are knowledgeable.
 - 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 at this school.
 - 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 Channels for expressing student complaints are readily available.
- 28 Channels for expressing student complaints are readily available.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Channels for expressing student complaints are readily available.
- 45 Channels for expressing student complaints are readily available.
- 57 Administrators are approachable to students.
- 63 I seldom get the "run-around" when seeking information at this school.
- 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 school shows concern for students as individuals.
- 22 People at this school respect and are supportive of each other.
- 27 The school staff are caring and helpful.
- 28 It is an enjoyable experience to be a student at this school.
- 36 Students are made to feel welcome at this school.
- 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 at this school.
- 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.
- 95 Personalized attention prior to enrollment 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...

- 3 The quality of instruction in the academic 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 at this school respect and are supportive of each other.
- 28 It is an enjoyable experience to be a student at this school.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 36 Students are made to feel welcome at this school.
- 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.

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.