

## Ruffalo Noel Levitz Adult Student Priorities Survey™ (ASPS)

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Survey Requirements by the Southern Association of Colleges and Schools

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**05.2.a**      **The [president]... exercises appropriate control over...educational, administrative, and fiscal programs...**

29              I seldom get the "run-around" when seeking information at this institution.

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**05.4**              **05.4 The institution employs...administrative and academic officers with appropriate experience and qualifications...**

42              Nearly all faculty are knowledgeable in their field.

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**06.1**              **The institution employs an adequate number of full-time faculty to support the mission and goals...**

2                Faculty care about me as an individual.

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

26              Faculty provide timely feedback about my progress.

37              Part-time faculty are competent as classroom instructors.

40              Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

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**06.2.a**              **The institution justifies and documents the qualifications of its faculty members.**

37              Part-time faculty are competent as classroom instructors.

42              Nearly all faculty are knowledgeable in their field.

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**06.2.b**              **The institution employs a sufficient number of full-time faculty to ensure curriculum and program quality.**

2                Faculty care about me as an individual.

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

26              Faculty provide timely feedback about my progress.

37              Part-time faculty are competent as classroom instructors.

40              Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

49              There are sufficient options within my program of study.

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**08.1 The institution identifies, evaluates, and publishes goals and outcomes for student achievement [for] ... students served and programs offered**

- 26 Faculty provide timely feedback about my progress.
- 49 There are sufficient options within my program of study.

**08.2 The institution identifies expected outcomes, [and] assesses the extent to which it achieves these outcomes**

- 26 Faculty provide timely feedback about my progress.

**08.2.a The institution seeks improvement of results in... student learning outcomes for each program**

- 11 My academic advisor is concerned about my success as an individual.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.

**08.2.b The institution seeks improvement of results in ...collegiate-level general education competencies...**

- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 73 Academic reputation as factor in decision to enroll.

**08.2.c The institution seeks improvement of results in ...academic and student services that support student success**

- 8 My academic advisor is available at times that are convenient for me.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 28 My academic advisor is accessible by telephone and email.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 50 My advisor helps me apply my academic major to specific career goals.

**10.1.a The institution [has] academic policies that adhere to principles of good educational practice...**

- 41 Major requirements are clear and reasonable.

<b>10.1.b</b>	<b>The institution's academic policies ... accurately represent the programs and services of the institution.</b>
29	I seldom get the "run-around" when seeking information at this institution.
34	I receive complete information on the availability of financial aid.
<b>10.2</b>	<b>The institution [shows] students and the public current academic calendars, grading policies, cost of attendance and refund policies.</b>
34	I receive complete information on the availability of financial aid.
<b>10.4.c</b>	<b>The institution... places primary responsibility for the content, quality, and effectiveness of curriculum with its faculty.</b>
42	Nearly all faculty are knowledgeable in their field.
<b>10.5</b>	<b>...Recruitment materials and presentations accurately represent ...the institution.</b>
10	Admissions representatives are knowledgeable.
25	Admissions representatives respond to adult students' unique needs.
<b>11.1</b>	<b>The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission.</b>
15	Library resources and services are adequate for adults.
<b>11.2</b>	<b>The institution ensures an adequate number of professional staff... in the library and/or other learning/information resources.</b>
15	Library resources and services are adequate for adults.
<b>11.3</b>	<b>The institution provides ... access to regular and timely instruction in the use of the library and other learning/information resources.</b>
15	Library resources and services are adequate for adults.
32	My classes provide opportunities to improve my technology skills.

**12.1 The institution provides appropriate academic and student support programs, services, and activities.**

- 1 Adult students are made to feel welcome at this institution.
- 8 My academic advisor is available at times that are convenient for me.
- 21 Tuition paid is a worthwhile investment.
- 27 This institution has a good reputation within the community.
- 28 My academic advisor is accessible by telephone and email.
- 30 Academic support services adequately meet the needs of adult students.
- 48 I am aware of whom to contact for questions about programs and services.
- 71 Cost as factor in decision to enroll.

**12.2 The institution ensures an adequate number of academic and student support services staff with appropriate education or experience.**

- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
- 48 I am aware of whom to contact for questions about programs and services.

**12.4 The institution publishes appropriate and clear procedures for addressing written student complaints ... and follows [them]...**

- 33 Channels are readily available for adult students to express complaints.
- 46 This institution provides timely responses to student complaints.

**12.5 The institution protects the security, confidentiality, and integrity of its student records.**

- 5 Classroom locations are safe and secure for all students.

**12.6 The institution provides information and guidance to help student borrowers understand... their student debt...**

- 6 Financial aid counselors are helpful to adult students.
- 23 Adequate financial aid is available for most adult students.
- 34 I receive complete information on the availability of financial aid.
- 72 Financial aid/scholarship opportunities as factor in decision to enroll.

**13.3 The institution manages its financial resources in a responsible manner.**

- 5 Classroom locations are safe and secure for all students.
- 12 Computer labs are adequate and accessible for adult students.
- 16 I am able to register for classes I need with few conflicts.
- 27 This institution has a good reputation within the community.
- 71 Cost as factor in decision to enroll.

**13.7 The institution ensures adequate physical facilities and resources... that serve the needs of the institution's programs [and] support services...**

- 5 Classroom locations are safe and secure for all students.
- 8 My academic advisor is available at times that are convenient for me.
- 12 Computer labs are adequate and accessible for adult students.
- 13 The amount of student parking is adequate.
- 15 Library resources and services are adequate for adults.
- 18 Parking lots are well-lighted and secure.
- 21 Tuition paid is a worthwhile investment.
- 23 Adequate financial aid is available for most adult students.
- 28 My academic advisor is accessible by telephone and email.
- 30 Academic support services adequately meet the needs of adult students.
- 38 Career services are adequate and accessible for adult students.
- 71 Cost as factor in decision to enroll.
- 73 Academic reputation as factor in decision to enroll.

**13.8 The institution takes reasonable steps to provide a healthy, safe and secure environment for all members of the campus community.**

- 5 Classroom locations are safe and secure for all students.
- 22 Security staff respond quickly in emergencies.

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

- 3 Classes are scheduled at times that are convenient for me.
- 4 The content of the courses within my major is valuable.
- 7 The staff at this institution are caring and helpful.
- 9 Billing policies are reasonable for adult students.
- 17 Business office hours are convenient for adult students.
- 20 Registration processes are reasonable and convenient for adults.
- 31 I am able to register for classes by personal computer, fax, or telephone.
- 36 Vending or snack bar food options are readily available.
- 39 This institution responds quickly to my requests for information.
- 43 This institution offers a variety of payment plans for adult students.
- 45 I am able to complete most of my enrollment tasks in one location.
- 47 Bookstore hours are convenient for adult students.
- 51 Campus item 1.
- 52 Campus item 2.
- 53 Campus item 3.
- 54 Campus item 4.
- 55 Campus item 5.
- 56 Campus item 6.
- 57 Campus item 7.
- 58 Campus item 8.
- 59 Campus item 9.
- 60 Campus item 10.
- 61 Campus item 11.
- 62 Campus item 12.
- 63 Campus item 13.
- 64 Campus item 14.
- 65 Campus item 15.
- 66 Campus item 16.
- 67 Campus item 17.
- 68 Campus item 18.
- 69 Campus item 19.
- 70 Campus item 20.

- 74 Size of institution as factor in decision to enroll.
  - 75 Future employment opportunities as factor in decision to enroll.
  - 76 Recommendations from family/friends/employer as factor in decision to enroll.
  - 77 Campus location (close to home/work) as factor in decision to enroll.
  - 78 Availability of evening/weekend courses as factor in decision to enroll.
  - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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