Ruffalo Noel Levitz
Priorities Survey for Online Learners™

Survey Requirements by the Southern Association of Colleges and Schools

02.1	**The institution has a clearly defined, comprehensive, and published mission specific to the institution.**
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.

06.1	**The institution employs an adequate number of full-time faculty to support the mission and goals...**
4	Faculty provide timely feedback about student progress.
25	Faculty are responsive to student needs.

06.2.a	**The institution justifies and documents the qualifications of its faculty members.**
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.

06.2.b	**The institution employs a sufficient number of full-time faculty to ensure curriculum and program quality.**
3	Instructional materials are appropriate for program content.
4	Faculty provide timely feedback about student progress.
11	Student assignments are clearly defined in the syllabus.
12	There are sufficient offerings within my program of study.
25	Faculty are responsive to student needs.

08.1	**The institution identifies, evaluates, and publishes goals and outcomes for student achievement [for] ... students served and programs offered.**
3	Instructional materials are appropriate for program content.
4	Faculty provide timely feedback about student progress.
11	Student assignments are clearly defined in the syllabus.

| 12 | There are sufficient offerings within my program of study. |
| 17 | Assessment and evaluation procedures are clear and reasonable. |

08.2	**The institution identifies expected outcomes, [and] assesses the extent to which it achieves these outcomes.**
3	Instructional materials are appropriate for program content.
4	Faculty provide timely feedback about student progress.
11	Student assignments are clearly defined in the syllabus.
17	Assessment and evaluation procedures are clear and reasonable.

08.2.a.	**The institution seeks improvement of results in... student learning outcomes for each program.**
3	Instructional materials are appropriate for program content.
7	Program requirements are clear and reasonable.
8	Student-to-student collaborations are valuable to me.
11	Student assignments are clearly defined in the syllabus.
13	The frequency of student and instructor interactions is adequate.
20	The quality of online instruction is excellent.

08.2.b	**The institution seeks improvement of results in ...collegiate-level general education competencies...**
20	The quality of online instruction is excellent.
43	Source of information: Contact with current students and / or recent graduates of the program.
48	Factor to enroll: Reputation of institution.

08.2.c	**The institution seeks improvement of results in ...academic and student services that support student success.**
2	My program advisor is accessible by telephone and email.
5	My program advisor helps me work toward career goals.

09.3.c	**[General education] ensures breadth of knowledge [in] humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics.**
17	Assessment and evaluation procedures are clear and reasonable.

09.7	**The institution publishes requirements for its undergraduate, graduate, and post-baccalaureate programs...**
11	Student assignments are clearly defined in the syllabus.
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.

10.1.a	**The institution [has] academic policies that adhere to principles of good educational practice...**
7	Program requirements are clear and reasonable.
17	Assessment and evaluation procedures are clear and reasonable.
53	Factor to enroll: Program requirements.

10.2	**The institution [shows] students and the public current academic calendars, grading policies, cost of attendance and refund policies.**
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.

10.5	**...Recruitment materials and presentations accurately represent ...the institution.**
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
39	Source of information: College representatives.
40	Source of information: Website.
41	Source of information: Advertisements.

10.8	**The institution publishes policies for evaluating, awarding, and accepting credit not originating from the institution...**
44	Factor to enroll: Ability to transfer credits.

11.1	**The institution provides adequate and appropriate library and learning/information resources, services, and support for its mission.**
21	Adequate online library resources are provided.

11.2	The institution ensures an adequate number of professional staff... in the library and/or other learning/information resources.
21	Adequate online library resources are provided.

11.3	The institution provides ... access to regular and timely instruction in the use of the library and other learning/information resources.
16	Appropriate technical assistance is readily available.
21	Adequate online library resources are provided.

12.1	The institution provides appropriate academic and student support programs, services, and activities.
1	This institution has a good reputation.
2	My program advisor is accessible by telephone and email.
6	Tuition paid is a worthwhile investment.
22	I am aware of whom to contact for questions about programs and services.
24	Tutoring services are readily available for online courses.
45	Factor to enroll: Cost.

12.2	The institution ensures an adequate number of academic and student support services staff with appropriate education or experience.
4	Faculty provide timely feedback about student progress.
22	I am aware of whom to contact for questions about programs and services.
25	Faculty are responsive to student needs.

12.3	The institution publishes clear and appropriate statements of student rights and responsibilities.
37	Source of information: Catalog and brochures (printed).
38	Source of information: Catalog (online).
40	Source of information: Website.

12.4	The institution publishes appropriate and clear procedures for addressing written student complaints ... and follows [them]...
15	Channels are available for providing timely responses to student complaints.

12.6	The institution provides information and guidance to help student borrowers understand... their student debt...
9	Adequate financial aid is available.
46	Factor to enroll: Financial assistance available.

13.3	The institution manages its financial resources in a responsible manner.
1	This institution has a good reputation.
45	Factor to enroll: Cost.

13.7	The institution ensures adequate physical facilities and resources... that serve the needs of the institution's programs [and] support services...
2	My program advisor is accessible by telephone and email.
6	Tuition paid is a worthwhile investment.
9	Adequate financial aid is available.
16	Appropriate technical assistance is readily available.
19	Online career services are available.
21	Adequate online library resources are provided.
24	Tutoring services are readily available for online courses.
45	Factor to enroll: Cost.
48	Factor to enroll: Reputation of institution.

99.9	[The institution itself may determine how this survey item may apply to accreditation standards.]
10	This institution responds quickly when I request information.
14	I receive timely information on the availability of financial aid.
18	Registration for online courses is convenient.
23	Billing and payment procedures are convenient for me.
26	The bookstore provides timely service to students.
27	Campus item 1.
28	Campus item 2.
29	Campus item 3.
30	Campus item 4.
31	Campus item 5.
32	Campus item 6.
33	Campus item 7.

34	Campus item 8.
35	Campus item 9.
36	Campus item 10.
42	Source of information: Recommendation from instructor or program advisor.
47	Factor to enroll: Future employment opportunities.
49	Factor to enroll: Work schedule
50	Factor to enroll: Flexible pacing for completing a program.
51	Factor to enroll: Convenience.
52	Factor to enroll: Distance from campus.
54	Factor to enroll: Recommendations from employer.