

## Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University • Form B

---

Survey Requirements by the Southern Association of Colleges and Schools

**05.2.a**      **The [president]... exercises appropriate control over... intercollegiate athletics programs...**

5              Administrators are available to hear students' concerns.

---

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

35             I seldom get the "run-around" when seeking information on this campus.

39             Student disciplinary procedures are fair.

---

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

5              Administrators are available to hear students' concerns.

---

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

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

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

32             Faculty provide timely feedback about my academic progress.

40             Faculty are usually available to students outside of class (during office hours, by phone or by email).

---

**06.4**            **The institution implements appropriate policies and procedures for preserving and protecting academic freedom.**

42             Students are free to express their ideas on this campus.

---

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

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

32             Faculty provide timely feedback about my academic progress.

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

---

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

- 32 Faculty provide timely feedback about my academic progress.
- 38 I receive ongoing feedback about progress toward my academic goals.

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

- 29 Faculty use a variety of technology and media in the classroom.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 38 I receive ongoing feedback about progress toward my academic goals.

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

- 36 The quality of instruction I receive in most of my classes is excellent.
- 38 I receive ongoing feedback about progress toward my academic goals.
- 58 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.**

- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 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.
- 38 I receive ongoing feedback about progress toward my academic goals.

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

- 29 Faculty use a variety of technology and media in the classroom.

**10.1.b The institution's academic policies ... accurately represent the programs and services of the institution.**

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the "run-around" when seeking information on this campus.
- 39 Student disciplinary procedures are fair.

**10.5 Recruitment materials and presentations accurately represent ...the institution.**

33 Admissions counselors accurately portray the campus in their recruiting practices.

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

9 Library resources and services are adequate.

**11.2 The institution ensures an adequate number of professional staff... in the library and/or other learning/information resources.**

9 Library resources and services are adequate.

**11.3 The institution provides ... access to regular and timely instruction in the use of the library and other learning/information resources.**

9 Library resources and services are adequate.

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

- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 31 Students are made to feel welcome here.
- 41 Tuition paid is a worthwhile investment.
- 42 Students are free to express their ideas on this campus.
- 43 Mentors are available to guide my life and career goals.
- 45 Student activity fees are put to good use.
- 56 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.**

- 32 Faculty provide timely feedback about my academic progress.
- 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.

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

39 Student disciplinary procedures are fair.

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

3 The campus is safe and secure for all students.

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

11 Financial aid counseling is available if I need it.

27 This institution helps me identify resources to finance my education.

57 Financial assistance as factor in decision to enroll.

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

3 The campus is safe and secure for all students.

15 Computer labs are adequate and accessible.

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

44 On the whole, the campus is well-maintained.

56 Cost as factor in decision to enroll.

62 Information on the campus Web site as factor in decision to enroll.

63 Campus visits 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...**

3 The campus is safe and secure for all students.

7 Admissions staff provide personalized attention prior to enrollment.

9 Library resources and services are adequate.

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.

16 My academic advisor is available when I need help.

18 Parking lots are well-lighted and secure.

20 Tutoring services are readily available.

- 22 This campus provides online access to services I need.
- 26 Counseling services are available if I need them.
- 27 This institution helps me identify resources to finance my education.
- 29 Faculty use a variety of technology and media in the classroom.
- 30 There is an adequate selection of food available on campus.
- 34 There are adequate services to help me decide upon a career.
- 41 Tuition paid is a worthwhile investment.
- 44 On the whole, the campus is well-maintained.
- 56 Cost as factor in decision to enroll.
- 58 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.**

- 3 The campus is safe and secure for all students.
- 28 Security staff respond quickly to calls for assistance.

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

- 1 The campus staff are caring and helpful.
- 2 Registration processes and procedures are convenient.
- 4 The content of the courses within my major is valuable.
- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 19 Residence hall staff are concerned about me as an individual.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 37 There is a strong commitment to diversity on this campus.
- 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.
59	Future career opportunities as factor in decision to enroll.
60	Personal recommendations as factor in decision to enroll.
61	Distance from campus as factor in decision to enroll.

---