

Ruffalo Noel Levitz Student Satisfaction Inventory™ Two-Year Community College • Form A

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.**

1 Most students feel a sense of belonging here.

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

57 Administrators are approachable to students.

91 Opportunity to play sports as factor in decision to enroll.

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

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

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

57 Administrators are approachable to students.

58 Nearly all of the faculty are knowledgeable in their fields.

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.

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

46 Faculty provide timely feedback about student progress in a course.

54 Faculty are interested in my academic problems.

61 Faculty are usually available after class and during office hours.

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

58 Nearly all of the faculty are knowledgeable in their fields.

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.
- 29 Faculty are fair and unbiased in their treatment of individual students.
- 46 Faculty provide timely feedback about student progress in a course.
- 54 Faculty are interested in my academic problems.
- 61 Faculty are usually available after class and during office hours.

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

- 46 Faculty provide timely feedback about student progress in a course.
- 53 The assessment and course placement procedures are reasonable.

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

- 46 Faculty provide timely feedback about student progress in a course.
- 53 The assessment and course placement procedures are reasonable.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
- 18 The quality of instruction I receive in most of my classes is excellent.
- 25 My academic advisor is concerned about my success as an individual.
- 66 Program requirements are clear and reasonable.

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

- 18 The quality of instruction I receive in most of my classes is excellent.
- 89 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.**

- 6 My academic advisor is approachable.
- 12 My academic advisor helps me set goals to work toward.
- 32 My academic advisor is knowledgeable about my program requirements.

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.
 52 This school does whatever it can to help me reach my educational goals.
 65 Students are notified early in the term if they are doing poorly in a class.

09.3 The institution requires the successful completion of a general education component at the undergraduate level...

- 70 I am able to experience intellectual growth here.

09.3.c [General education] ensures breadth of knowledge [in] humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics.

- 53 The assessment and course placement procedures are reasonable.
 70 I am able to experience intellectual growth here.

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

- 3 The quality of instruction in the vocational/technical programs is excellent.
 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.
 53 The assessment and course placement procedures are reasonable.
 66 Program requirements are clear and reasonable.

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

10.2 The institution [shows] students and the public current academic calendars, grading policies, cost of attendance and refund policies.

- 35 Policies and procedures regarding registration and course selection are clear and well-publicized.

10.4.c The institution... places primary responsibility for the content, quality, and effectiveness of curriculum with its faculty.

- 58 Nearly all of the faculty are knowledgeable in their fields.

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

- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 41 Admissions staff are knowledgeable.
- 49 Admissions counselors respond to prospective students' unique needs and requests.

10.8 The institution publishes policies for evaluating, awarding, and accepting credit not originating from the institution..

- 40 My academic advisor is knowledgeable about the transfer requirements of other schools.

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

- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.

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

- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.

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

- 14 Library resources and services are adequate.
- 26 Library staff are helpful and approachable.

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

- 28 It is an enjoyable experience to be a student on this campus.
- 36 Students are made to feel welcome on this campus.
- 38 The student center is a comfortable place for students to spend their leisure time.
- 45 This institution has a good reputation within the community.
- 50 Tutoring services are readily available.
- 55 Academic support services adequately meet the needs of students.
- 69 There is a good variety of courses provided on this campus.
- 87 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.

- 46 Faculty provide timely feedback about student progress in a course.
- 55 Academic support services adequately meet the needs of students.
- 61 Faculty are usually available after class and during office hours.

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

- 67 Channels for expressing student complaints are readily available.

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

- 31 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...

- 7 Adequate financial aid is available for most students.
- 20 Financial aid counselors are helpful.
- 88 Financial aid as factor in decision to enroll.

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

- 15 I am able to register for classes I need with few conflicts.
- 31 The campus is safe and secure for all students.
- 34 Computer labs are adequate and accessible.
- 42 The equipment in the lab facilities is kept up to date.
- 45 This institution has a good reputation within the community.
- 68 On the whole, the campus is well-maintained.
- 87 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...

- 7 Adequate financial aid is available for most students.
- 10 Child care facilities are available on campus.
- 14 Library resources and services are adequate.
- 17 Personnel in the Veterans' Services program are helpful.

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- 19 This campus provides effective support services for displaced homemakers.
 - 21 There are a sufficient number of study areas on campus.
 - 24 Parking lots are well-lighted and secure.
 - 30 The career services office provides students with the help they need to get a job.
 - 31 The campus is safe and secure for all students.
 - 34 Computer labs are adequate and accessible.
 - 38 The student center is a comfortable place for students to spend their leisure time.
 - 39 The amount of student parking space on campus is adequate.
 - 42 The equipment in the lab facilities is kept up to date.
 - 47 There are adequate services to help me decide upon a career.
 - 50 Tutoring services are readily available.
 - 55 Academic support services adequately meet the needs of students.
 - 59 New student orientation services help students adjust to college.
 - 68 On the whole, the campus is well-maintained.
 - 69 There is a good variety of courses provided on this campus.
 - 87 Cost as factor in decision to enroll.
 - 89 Academic reputation as factor in decision to enroll.
 - 94 Campus appearance as factor in decision to enroll.
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13.8 The institution takes reasonable steps to provide a healthy, safe and secure environment for all members of the campus community.

- 4 Security staff are helpful.
 - 11 Security staff respond quickly in emergencies.
 - 31 The campus is safe and secure for all students.
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99.9 [The institution itself may determine how this survey item may apply to accreditation standards.]

- 5 The personnel involved in registration are helpful.
- 8 Classes are scheduled at times that are convenient for me.
- 9 Internships or practical experiences are provided in my degree/certificate program.
- 13 Financial aid awards are announced to students in time to be helpful in college planning.
- 16 The college shows concern for students as individuals.
- 22 People on this campus respect and are supportive of each other.
- 23 Faculty are understanding of students' unique life circumstances.
- 27 The campus staff are caring and helpful.

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- 43 Class change (drop/add) policies are reasonable.
- 44 I generally know what's happening on campus.
- 48 Counseling staff care about students as individuals.
- 51 There are convenient ways of paying my school bill.
- 56 The business office is open during hours which are convenient for most students.
- 60 Billing policies are reasonable.
- 62 Bookstore staff are helpful.
- 64 Nearly all classes deal with practical experiences and applications.
- 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.
- 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?
- 90 Size of institution as factor in decision to enroll.
- 92 Recommendations from family/friends as factor in decision to enroll.
- 93 Geographic setting as factor in decision to enroll.
- 95 Personalized attention prior to enrollment as factor in decision to enroll.
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