

Ruffalo Noel Levitz Adult Student Priorities Survey™

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.

24 There is a commitment to academic excellence at this institution

1.3 [It] states its commitment to academic freedom...Faculty, staff and students... are free to share their convictions and responsible conclusions.

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

24 There is a commitment to academic excellence at this institution.

1.4 [It] demonstrates an appropriate response to the increasing diversity of society through ... its educational and co-curricular programs...

1 Adult students are made to feel welcome at this institution.

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

27 This institution has a good reputation within the community

76 Recommendations from family/friends/employer 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.

6 Financial aid counselors are helpful to adult students.

7 The staff at this institution are caring and helpful.

8 My academic advisor is available at times that are convenient for me.

10 Admissions representatives are knowledgeable.

11 My academic advisor is concerned about my success as an individual.

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

15 Library resources and services are adequate for adults.

19 My academic advisor is knowledgeable about requirements in my major.

20 Registration processes are reasonable and convenient for adults.

23 Adequate financial aid is available for most adult students.

25 Admissions representatives respond to adult students' unique needs.

33 Channels are readily available for adult students to express complaints.

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- 39 This institution responds quickly to my requests for information.
 - 46 This institution provides timely responses to student complaints.
 - 50 My advisor helps me apply my academic major to specific career goals.
 - 71 Cost as factor in decision to enroll.
 - 72 Financial aid/scholarship opportunities as factor in decision to enroll.
 - 73 Academic reputation as factor in decision to enroll.
 - 79 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 Adult students are made to feel welcome at this institution.
 - 9 Billing policies are reasonable for adult students.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 16 I am able to register for classes I need with few conflicts.
 - 17 Business office hours are convenient for adult students.
 - 27 This institution has a good reputation within the community.
 - 33 Channels are readily available for adult students to express complaints.
 - 39 This institution responds quickly to my requests for information.
 - 43 This institution offers a variety of payment plans for adult students.
 - 73 Academic reputation as factor in decision to enroll.
 - 76 Recommendations from family/friends/employer 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...

- 4 The content of the courses within my major is valuable.
 - 16 I am able to register for classes I need with few conflicts.
 - 24 There is a commitment to academic excellence at this institution.
 - 41 Major requirements are clear and reasonable.
 - 42 Nearly all faculty are knowledgeable in their field.
 - 73 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 ...

- 3 Classes are scheduled at times that are convenient for me.
- 16 I am able to register for classes I need with few conflicts.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 49 There are sufficient options within my program of study.

2.10b The institution regularly identifies the characteristics of students; assesses their preparation, needs, and experiences; and uses the data...

- 1 Adult students are made to feel welcome at this institution.
- 3 Classes are scheduled 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.
- 16 I am able to register for classes I need with few conflicts.
- 18 Parking lots are well-lighted and secure.
- 27 This institution has a good reputation within the community.
- 30 Academic support services adequately meet the needs of adult students.
- 38 Career services are adequate and accessible for adult students.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 47 Bookstore hours are convenient for adult students.
- 49 There are sufficient options within my program of study.
- 72 Financial aid/scholarship opportunities as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.
- 78 Availability of evening/weekend courses as factor in decision to enroll.

2.11 The institution offers co-curricular programs ..designed to support all students' personal and professional development.

- 1 Adult students are made to feel welcome at this institution.
- 24 There is a commitment to academic excellence at this institution.
- 27 This institution has a good reputation within the community.
- 38 Career services are adequate and accessible for adult students.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

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2.12 Students understand the requirements of their academic programs and receive ... advising about relevant academic requirements.

- 8 My academic advisor is available at times that are convenient for me.
- 11 My academic advisor is concerned about my success as an individual.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 16 I am able to register for classes I need with few conflicts.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 20 Registration processes are reasonable and convenient for adults.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 41 Major requirements are clear and reasonable.
- 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.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

2.13 [It] provides academic and other support services...tutoring, disabilities services, financial aid, careers, residences, athletics, [and others...]

- 1 Adult students are made to feel welcome at this institution.
- 2 Faculty care about me as an individual.
- 6 Financial aid counselors are helpful to adult students.
- 7 The staff at this institution are caring and helpful.
- 8 My academic advisor is available at times that are convenient for me.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 15 Library resources and services are adequate for adults.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 20 Registration processes are reasonable and convenient for adults.
- 23 Adequate financial aid is available for most adult students.
- 25 Admissions representatives respond to adult students' unique needs.
- 26 Faculty provide timely feedback about my progress.
- 27 This institution has a good reputation within the community.
- 30 Academic support services adequately meet the needs of adult students.

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- 34 I receive complete information on the availability of financial aid.
 - 38 Career services are adequate and accessible for adult students.
 - 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.
 - 72 Financial aid/scholarship opportunities 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.
 - 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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2.14 Institutions that serve transfer students provide clear, accurate, and timely information...

- 6 Financial aid counselors are helpful to adult students.
 - 8 My academic advisor is available at times that are convenient for me.
 - 10 Admissions representatives are knowledgeable.
 - 11 My academic advisor is concerned about my success as an individual.
 - 19 My academic advisor is knowledgeable about requirements in my major.
 - 20 Registration processes are reasonable and convenient for adults.
 - 23 Adequate financial aid is available for most adult students.
 - 25 Admissions representatives respond to adult students' unique needs.
 - 30 Academic support services adequately meet the needs of adult students.
 - 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.
 - 79 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 ...

- 41 Major requirements are clear and reasonable.
 - 73 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.

- 4 The content of the courses within my major is valuable.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.
- 73 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...

- 4 The content of the courses within my major is valuable.
- 24 There is a commitment to academic excellence at this institution.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.
- 73 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

- 30 Academic support services adequately meet the needs of adult students.

2.3 Student learning outcomes and standards of performance are clearly stated at the course, program, and... institutional level.

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

- 4 The content of the courses within my major is valuable.
- 24 There is a commitment to academic excellence at this institution.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.

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2.5 Academic programs...take into account students' prior knowledge of subject matter, challenge students to meet high standards of performance ...

- 24 There is a commitment to academic excellence at this institution.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.
- 44 When students enroll at this institution, they develop a plan to complete their degree.

2.6 Graduates consistently achieve the stated learning outcomes and established standards of performance...

- 24 There is a commitment to academic excellence at this institution.
- 73 Academic reputation as factor in decision to enroll.
- 75 Future employment opportunities 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.
- 6 Financial aid counselors are helpful to adult students.
- 7 The staff at this institution are caring and helpful.
- 8 My academic advisor is available at times that are convenient for me.
- 10 Admissions representatives are knowledgeable.
- 11 My academic advisor is concerned about my success as an individual.
- 15 Library resources and services are adequate for adults.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 20 Registration processes are reasonable and convenient for adults.
- 23 Adequate financial aid is available for most adult students.
- 25 Admissions representatives respond to adult students' unique needs.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 35 The quality of instruction I receive in my program is excellent.
- 37 Part-time faculty are competent as classroom instructors.

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- 38 Career services are adequate and accessible for adult students.
40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
42 Nearly all faculty are knowledgeable in their field.
50 My advisor helps me apply my academic major to specific career goals.
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3.4 Resources are aligned with educational purposes and objectives.

- 1 Adult students are made to feel welcome at this institution.
5 Classroom locations are safe and secure for all students.
9 Billing policies are reasonable for adult students.
12 Computer labs are adequate and accessible for adult students.
13 The amount of student parking is adequate.
17 Business office hours are convenient for adult students.
18 Parking lots are well-lighted and secure.
22 Security staff respond quickly in emergencies.
27 This institution has a good reputation within the community.
30 Academic support services adequately meet the needs of adult students.
38 Career services are adequate and accessible for adult students.
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.
76 Recommendations from family/friends/employer as factor in decision to enroll.
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3.5 [It has] information and technology resources sufficient in scope, quality, currency, and kind at sites and online, to support its academic offerings...

- 12 Computer labs are adequate and accessible for adult students.
28 My academic advisor is accessible by telephone and email.
31 I am able to register for classes by personal computer, fax, or telephone.
32 My classes provide opportunities to improve my technology skills.
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3.6 The institution's leadership at all levels is characterized by integrity, high performance, appropriate responsibility, and accountability.

- 1 Adult students are made to feel welcome at this institution.
- 5 Classroom locations are safe and secure for all students.
- 6 Financial aid counselors are helpful to adult students.
- 10 Admissions representatives are knowledgeable.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 27 This institution has a good reputation within the community.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 33 Channels are readily available for adult students to express complaints.
- 39 This institution responds quickly to my requests for information.
- 46 This institution provides timely responses to student complaints.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

3.7 The institution's organizational structures and decision-making processes are clear and consistent ...

- 1 Adult students are made to feel welcome at this institution.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 27 This institution has a good reputation within the community.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 33 Channels are readily available for adult students to express complaints.
- 48 I am aware of whom to contact for questions about programs and services.
- 76 Recommendations from family/friends/employer 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.

- 1 Adult students are made to feel welcome at this institution.
- 2 Faculty care about me as an individual.
- 7 The staff at this institution are caring and helpful.
- 27 This institution has a good reputation within the community.
- 29 I seldom get the "run-around" when seeking information at this institution.
- 33 Channels are readily available for adult students to express complaints.
- 38 Career services are adequate and accessible for adult students.

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- 48 I am aware of whom to contact for questions about programs and services.
76 Recommendations from family/friends/employer as factor in decision to enroll.
79 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...

- 30 Academic support services adequately meet the needs of adult students.
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4.5 Appropriate stakeholders including alumni [and] students and others ...are regularly involved in the assessment of educational programs.

- 1 Adult students are made to feel welcome at this institution.
14 Faculty are fair and unbiased in their treatment of individual students.
27 This institution has a good reputation within the community.
76 Recommendations from family/friends/employer as factor in decision to enroll.
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9.2 [The institution itself may determine how this survey item may apply to accreditation standards.]

- 21 Tuition paid is a worthwhile investment.
36 Vending or snack bar food options are readily available.
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.
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65	Campus item 15.
66	Campus item 16.
67	Campus item 17.
68	Campus item 18.
69	Campus item 19.
70	Campus item 20.
