

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

Survey Requirements by the WASC Senior College and University Commission (WSCUC)

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.
 - 42 Students are free to express their ideas on this campus.
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1.4 [It] demonstrates an appropriate response to the increasing diversity of society through ... its educational and co-curricular programs...

- 14 Faculty are fair and unbiased in their treatment of individual students.
 - 31 Students are made to feel welcome here.
 - 37 There is a strong commitment to diversity on this campus.
 - 45 Student activity fees are put to good use.
 - 60 Personal recommendations as factor in decision to enroll.
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1.6 The institution truthfully represents its academic goals, programs, services, and costs to students...[It] treats students fairly and equitably...

- 1 The campus staff are caring and helpful.
 - 2 Registration processes and procedures are convenient.
 - 7 Admissions staff provide personalized attention prior to enrollment.
 - 8 Financial aid awards are announced in time to be helpful in college planning.
 - 9 Library resources and services are adequate.
 - 10 My academic advisor helps me set goals to work toward.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 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.
 - 27 This institution helps me identify resources to finance my education.
 - 33 Admissions counselors accurately portray the campus in their recruiting practices.
 - 37 There is a strong commitment to diversity on this campus.
 - 39 Student disciplinary procedures are fair.
 - 43 Mentors are available to guide my life and career goals.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form B

- 56 Cost as factor in decision to enroll.
 - 57 Financial assistance as factor in decision to enroll.
 - 58 Academic reputation 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...

- 6 Billing policies are reasonable.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 19 Residence hall staff are concerned about me as an individual.
 - 23 I am able to register for classes I need with few conflicts.
 - 25 I am able to take care of college-related business at times that are convenient for me.
 - 31 Students are made to feel welcome here.
 - 39 Student disciplinary procedures are fair.
 - 58 Academic reputation as factor in decision to enroll.
 - 60 Personal recommendations 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.
 - 23 I am able to register for classes I need with few conflicts.
 - 58 Academic reputation as factor in decision to enroll.
-

2.10 Students make timely progress toward the completion of their degrees, and an acceptable proportions of students complete their degrees ...

- 17 There are sufficient courses within my program of study available each term.
 - 23 I am able to register for classes I need with few conflicts.
 - 38 I receive ongoing feedback about progress toward my academic goals.
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2.10b The institution regularly identifies the characteristics of students; assesses their preparation, needs, and experiences; and uses the data...

- 11 Financial aid counseling is available if I need it.
 - 12 The amount of student parking space on campus is adequate.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form B

- 13 Living conditions in the residence halls are comfortable.
 - 15 Computer labs are adequate and accessible.
 - 17 There are sufficient courses within my program of study available each term.
 - 18 Parking lots are well-lighted and secure.
 - 20 Tutoring services are readily available.
 - 22 This campus provides online access to services I need.
 - 23 I am able to register for classes I need with few conflicts.
 - 26 Counseling services are available if I need them.
 - 31 Students are made to feel welcome here.
 - 34 There are adequate services to help me decide upon a career.
 - 45 Student activity fees are put to good use.
 - 57 Financial assistance as factor in decision to enroll.
 - 60 Personal recommendations as factor in decision to enroll.
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2.11 The institution offers co-curricular programs ...designed to support all students' personal and professional development.

- 20 Tutoring services are readily available.
 - 31 Students are made to feel welcome here.
 - 34 There are adequate services to help me decide upon a career.
 - 45 Student activity fees are put to good use.
 - 60 Personal recommendations as factor in decision to enroll.
-

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

- 2 Registration processes and procedures are convenient.
 - 10 My academic advisor helps me set goals to work toward.
 - 14 Faculty are fair and unbiased in their treatment of individual students.
 - 16 My academic advisor is available when I need help.
 - 21 My academic advisor is knowledgeable about requirements in my major.
 - 23 I am able to register for classes I need with few conflicts.
 - 24 I receive the help I need to apply my academic major to my career goals.
 - 32 Faculty provide timely feedback about my academic progress.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form B

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

43 Mentors are available to guide my life and career goals.

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

1 The campus staff are caring and helpful.

2 Registration processes and procedures are convenient.

7 Admissions staff provide personalized attention prior to enrollment.

8 Financial aid awards are announced in time to be helpful in college planning.

9 Library resources and services are adequate.

10 My academic advisor helps me set goals to work toward.

11 Financial aid counseling is available if I need it.

16 My academic advisor is available when I need help.

20 Tutoring services are readily available.

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

22 This campus provides online access to services I need.

24 I receive the help I need to apply my academic major to my career goals.

26 Counseling services are available if I need them.

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

31 Students are made to feel welcome here.

32 Faculty provide timely feedback about my academic progress.

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

34 There are adequate services to help me decide upon a career.

43 Mentors are available to guide my life and career goals.

57 Financial assistance as factor in decision to enroll.

59 Future career opportunities as factor in decision to enroll.

60 Personal recommendations as factor in decision to enroll.

2.14 Institutions that serve transfer students provide clear, accurate, and timely information...

2 Registration processes and procedures are convenient.

7 Admissions staff provide personalized attention prior to enrollment.

8 Financial aid awards are announced in time to be helpful in college planning.

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

- 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.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 43 Mentors are available to guide my life and career goals.
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2.2 All degrees ...are clearly defined in terms of entry requirements and levels of student achievement necessary for graduation ...

- 58 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.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 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.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation as factor in decision to enroll.
-

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.
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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.
- 32 Faculty provide timely feedback about my academic progress.
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Ruffalo Noel Levitz Student Satisfaction Inventory™ Four-year College and University – Form B

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

- 32 Faculty provide timely feedback about my academic progress
- 36 The quality of instruction I receive in most of my classes is excellent.

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

- 58 Academic reputation as factor in decision to enroll.
- 59 Future career opportunities as factor in decision to enroll.

2.8 The institution actively values and promotes scholarship, creative activity, and curricular and instructional innovation...

- 36 The quality of instruction I receive in most of my classes is excellent.
- 58 Academic reputation 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 ...

- 1 The campus staff are caring and helpful.
- 2 Registration processes and procedures are convenient.
- 7 Admissions staff provide personalized attention prior to enrollment.
- 9 Library resources and services are adequate.
- 10 My academic advisor helps me set goals to work toward.
- 16 My academic advisor is available when I need help.
- 20 Tutoring services are readily available.
- 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.
- 32 Faculty provide timely feedback about my academic progress.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 34 There are adequate services to help me decide upon a career.
- 36 The quality of instruction I receive in most of my classes is excellent.
- 40 Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).
- 43 Mentors are available to guide my life and career goals.

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

3.4 Resources are aligned with educational purposes and objectives.

- 3 The campus is safe and secure for all students.
- 6 Billing policies are reasonable.
- 8 Financial aid awards are announced in time to be helpful in college planning.
- 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.
- 18 Parking lots are well-lighted and secure.
- 25 I am able to take care of college-related business at times that are convenient for me.
- 28 Security staff respond quickly to calls for assistance.
- 30 There is an adequate selection of food available on campus.
- 31 Students are made to feel welcome here.
- 34 There are adequate services to help me decide upon a career.
- 44 On the whole, the campus is well-maintained.
- 60 Personal recommendations as factor in decision to enroll.
- 63 Campus visits as factor in decision to enroll.

3.5 [It has] information and technology resources sufficient in scope, quality, currency, and kind at sites and online, to support its academic offerings...

- 15 Computer labs are adequate and accessible.
- 29 Faculty use a variety of technology and media in the classroom.
- 62 Information on the campus Web site as factor in decision to enroll.

3.6 The institution's leadership at all levels is characterized by integrity, high performance, appropriate responsibility, and accountability.

- 3 The campus is safe and secure for all students.
- 5 Administrators are available to hear students' concerns.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 19 Residence hall staff are concerned about me as an individual.
- 31 Students are made to feel welcome here.
- 33 Admissions counselors accurately portray the campus in their recruiting practices.
- 35 I seldom get the "run-around" when seeking information on this campus.

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

- 37 There is a strong commitment to diversity on this campus.
39 Student disciplinary procedures are fair.
60 Personal recommendations as factor in decision to enroll.
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3.7 The institution's organizational structures and decision-making processes are clear and consistent ...

- 5 Administrators are available to hear students' concerns.
14 Faculty are fair and unbiased in their treatment of individual students.
31 Students are made to feel welcome here.
35 I seldom get the "run-around" when seeking information on this campus.
37 There is a strong commitment to diversity on this campus.
39 Student disciplinary procedures are fair.
60 Personal recommendations as factor in decision to enroll.
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3.8 The institution has a sufficient number of other qualified administrators to provide effective educational leadership and management.

- 1 The campus staff are caring and helpful.
5 Administrators are available to hear students' concerns.
19 Residence hall staff are concerned about me as an individual.
31 Students are made to feel welcome here.
34 There are adequate services to help me decide upon a career.
35 I seldom get the "run-around" when seeking information on this campus.
37 There is a strong commitment to diversity on this campus.
39 Student disciplinary procedures are fair.
60 Personal recommendations as factor in decision to enroll.
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4.5 Appropriate stakeholders including alumni [and] students and others ...are regularly involved in the assessment of educational programs.

- 14 Faculty are fair and unbiased in their treatment of individual students.
31 Students are made to feel welcome here.
60 Personal recommendations as factor in decision to enroll.
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9.Z [The institution itself may determine how this survey item may apply to accreditation standards.]

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| 41 | Tuition paid is a worthwhile investment. |
| 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 |