



HLC Accreditation Evidence

- Spring 2021 Ruffalo Noel Levitz Satisfaction Priorities Survey

URL:

Office of Origin:

- Institutional Effectiveness

Contact(s):

- Director of Institutional Effectiveness

Spring 2021 Ruffalo Noel Levitz Satisfaction Priorities Survey

Selected Student Services Responses

No	Item	Barton SSI	Ave State/Peer	Difference
1	The campus staff are caring and helpful.	92 %	78 %	14 %
3	My academic advisor is available when I need help.	87 %	70 %	17 %
4	Security staff respond quickly to calls for assistance.	85 %	73 %	12 %
5	Financial aid awards are announced in time to be helpful in college planning.	88 %	71 %	17 %
6	Library resources and services are adequate.	82 %	75 %	7 %
7	Admissions staff provide personalized attention prior to enrollment.	79 %	71 %	8 %
9	I am able to register for the classes I need with few conflicts.	92 %	76 %	16 %
11	Counseling services are available if I need them.	86 %	79 %	7 %
14	My academic advisor is knowledgeable about my program requirements.	91 %	76 %	15 %
15	Financial aid counseling is available if I need it.	86 %	77 %	9 %
16	My advisor helps me apply my program of study to career goals.	87 %	70 %	17 %
17	Admissions counselors accurately portray program offerings in their recruiting practices.	84 %	70 %	14 %
19	Registration processes and procedures are convenient.	90 %	81 %	9 %
20	Students are made to feel welcome here.	89 %	77 %	12 %
22	My academic advisor is knowledgeable about transfer requirements of other schools.	88 %	70 %	18 %
23	This institution helps me identify resources to finance my education.	91 %	78 %	13 %
26	There are adequate services to help me decide upon a career.	88 %	66 %	22 %

27	Tutoring services are readily available.	79 %	76 %	3 %
28	This campus provides online access to services I need.	86 %	78 %	8 %