

APPENDIX A

Complete findings

2017 National Student Satisfaction
and Priorities Report



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ABOUT APPENDIX A

Appendix A is a companion to RNL’s 2017 *National Student Satisfaction and Priorities Report* and, like the main report, is based on a national sample of 683,000 students from 970 colleges and universities who completed RNL Satisfaction-Priorities Surveys over a three-year period, 2014 to 2017. Included here are the complete findings for the six groups examined in the study. Please see Appendix B for a list of the 970 participating colleges and universities.

COLOR KEY

Green percentages = strengths (see definition below).

Red percentages = challenges (see below).

Items that are neither a strength nor a weakness are indicated in **black**.

DEFINITIONS

Strengths: Survey items that students rated in the top half of importance and in the top quartile of satisfaction, relative to the other survey items.

Challenges: Survey items in the top half of importance and the bottom quartile of satisfaction or in the top half of importance and the top quartile of the performance gaps for the data set.

Performance gaps: The difference between the importance score and the satisfaction score.

SCORING

Level of importance

- 1 - Not important at all
- 2 - Not very important
- 3 - Somewhat unimportant
- 4 - Neutral
- 5 - Somewhat important

6 - Important

7 - Very important

Level of satisfaction

- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied

6 - Satisfied

7 - Very satisfied

Percentages indicate the proportions of students with scores of 6 or 7.

DOWNLOAD THE MAIN REPORT AND APPENDIX B

Download the 2017 National Student Satisfaction and Priorities Report and Appendix B at www.RuffaloNL.com/Benchmark.

Four-Year Private Institutions: Complete National Findings

Based on 217,956 student records from 332 institutions that used the 73-item RNL Student Satisfaction Inventory™ Form A over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
08. The content of the courses within my major is valuable.	91%	65%
16. The instruction in my major field is excellent.	90%	64%
68. Nearly all of the faculty are knowledgeable in their field.	90%	72%
34. I am able to register for classes I need with few conflicts.	89%	53%
58. The quality of instruction I receive in most of my classes is excellent.	89%	61%
33. My academic advisor is knowledgeable about requirements in my major.	88%	69%
39. I am able to experience intellectual growth here.	88%	67%
07. The campus is safe and secure for all students.	87%	67%
55. Major requirements are clear and reasonable.	87%	63%
66. Tuition paid is a worthwhile investment.	87%	44%
06. My academic advisor is approachable.	86%	69%
29. It is an enjoyable experience to be a student on this campus.	86%	58%
69. There is a good variety of courses provided on this campus.	86%	60%
02. The campus staff are caring and helpful.	85%	62%
17. Adequate financial aid is available for most students.	85%	45%
25. Faculty are fair and unbiased in their treatment of individual students.	85%	56%
36. Security staff respond quickly in emergencies.	85%	55%
41. There is a commitment to academic excellence on this campus.	85%	62%
59. This institution shows concern for students as individuals.	85%	57%
14. My academic advisor is concerned about my success as an individual.	84%	63%
45. Students are made to feel welcome on this campus.	84%	63%
47. Faculty provide timely feedback about student progress in a course.	84%	51%
65. Faculty are usually available after class and during office hours.	84%	67%
49. There are adequate services to help me decide upon a career.	83%	54%
72. On the whole, the campus is well-maintained.	83%	67%
03. Faculty care about me as an individual.	81%	60%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
05. Financial aid counselors are helpful.	81%	50%
12. Financial aid awards are announced to students in time to be helpful in college planning.	81%	50%
35. The assessment and course placement procedures are reasonable.	81%	57%
51. This institution has a good reputation within the community.	81%	63%
67. Freedom of expression is protected on campus.	81%	60%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	80%	40%
27. The personnel involved in registration are helpful.	80%	59%
53. Faculty take into consideration student differences as they teach a course.	80%	50%
61. Adjunct faculty are competent as classroom instructors.	80%	58%
04. Admissions staff are knowledgeable.	79%	57%
26. Computer labs are adequate and accessible.	79%	60%
44. Academic support services adequately meet the needs of students.	79%	56%
48. Admissions counselors accurately portray the campus in their recruiting practices.	78%	51%
63. Student disciplinary procedures are fair.	78%	55%
11. Billing policies are reasonable.	77%	39%
22. Counseling staff care about students as individuals.	77%	54%
50. Class change (drop/add) policies are reasonable.	77%	60%
62. There is a strong commitment to racial harmony on this campus.	77%	61%
73. Student activities fees are put to good use.	77%	41%
38. There is an adequate selection of food available in the cafeteria.	76%	31%
57. I seldom get the "run-around" when seeking information on this campus.	76%	45%
71. Channels for expressing student complaints are readily available.	76%	43%
01. Most students feel a sense of belonging here.	75%	51%
15. The staff in the health services area are competent.	75%	50%
18. Library resources and services are adequate.	75%	63%
19. My academic advisor helps me set goals to work toward.	75%	51%
28. Parking lots are well-lighted and secure.	75%	50%
32. Tutoring services are readily available.	75%	62%
43. Admissions counselors respond to prospective students' unique needs and requests.	75%	55%
64. New student orientation services help students adjust to college.	75%	54%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
70. Graduate teaching assistants are competent as classroom instructors.	75%	54%
10. Administrators are approachable to students.	74%	54%
21. The amount of student parking space on campus is adequate.	74%	30%
40. Residence hall regulations are reasonable.	72%	47%
60. I generally know what's happening on campus.	72%	51%
20. The business office is open during hours which are convenient for most students.	71%	52%
37. I feel a sense of pride about my campus.	71%	53%
46. I can easily get involved in campus organizations.	71%	57%
52. The student center is a comfortable place for students to spend their leisure time.	70%	52%
30. Residence hall staff are concerned about me as an individual.	68%	48%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	68%	62%
54. Bookstore staff are helpful.	67%	61%
13. Library staff are helpful and approachable.	64%	65%
56. The student handbook provides helpful information about campus life.	64%	51%
42. There are a sufficient number of weekend activities for students.	60%	38%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	55%	36%
09. A variety of intramural activities are offered.	49%	46%

Four-Year Public Institutions: Complete National Findings

Based on 71,029 student records from 73 institutions that used the 73-item RNL Student Satisfaction Inventory™ Form A over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
08. The content of the courses within my major is valuable.	89%	60%
16. The instruction in my major field is excellent.	88%	59%
33. My academic advisor is knowledgeable about requirements in my major.	88%	65%
34. I am able to register for classes I need with few conflicts.	88%	51%
68. Nearly all of the faculty are knowledgeable in their field.	88%	67%
07. The campus is safe and secure for all students.	87%	60%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
58. The quality of instruction I receive in most of my classes is excellent.	87%	55%
06. My academic advisor is approachable.	86%	64%
39. I am able to experience intellectual growth here.	86%	63%
55. Major requirements are clear and reasonable.	86%	59%
66. Tuition paid is a worthwhile investment.	85%	50%
69. There is a good variety of courses provided on this campus.	85%	61%
25. Faculty are fair and unbiased in their treatment of individual students.	84%	53%
36. Security staff respond quickly in emergencies.	84%	56%
14. My academic advisor is concerned about my success as an individual.	83%	57%
17. Adequate financial aid is available for most students.	83%	43%
41. There is a commitment to academic excellence on this campus.	83%	58%
47. Faculty provide timely feedback about student progress in a course.	83%	47%
65. Faculty are usually available after class and during office hours.	83%	65%
72. On the whole, the campus is well-maintained.	83%	64%
02. The campus staff are caring and helpful.	82%	53%
12. Financial aid awards are announced to students in time to be helpful in college planning.	82%	45%
29. It is an enjoyable experience to be a student on this campus.	82%	55%
59. This institution shows concern for students as individuals.	82%	50%
45. Students are made to feel welcome on this campus.	81%	58%
49. There are adequate services to help me decide upon a career.	81%	50%
04. Admissions staff are knowledgeable.	80%	51%
35. The assessment and course placement procedures are reasonable.	80%	53%
51. This institution has a good reputation within the community.	80%	62%
05. Financial aid counselors are helpful.	79%	43%
26. Computer labs are adequate and accessible.	79%	61%
27. The personnel involved in registration are helpful.	79%	53%
50. Class change (drop/add) policies are reasonable.	79%	58%
61. Adjunct faculty are competent as classroom instructors.	79%	55%
67. Freedom of expression is protected on campus.	79%	61%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
11. Billing policies are reasonable.	78%	40%
21. The amount of student parking space on campus is adequate.	78%	20%
44. Academic support services adequately meet the needs of students.	78%	52%
53. Faculty take into consideration student differences as they teach a course.	78%	45%
70. Graduate teaching assistants are competent as classroom instructors.	78%	52%
18. Library resources and services are adequate.	77%	63%
19. My academic advisor helps me set goals to work toward.	77%	50%
28. Parking lots are well-lighted and secure.	77%	44%
32. Tutoring services are readily available.	77%	61%
57. I seldom get the "run-around" when seeking information on this campus.	77%	42%
63. Student disciplinary procedures are fair.	77%	57%
73. Student activities fees are put to good use.	77%	38%
03. Faculty care about me as an individual.	76%	47%
22. Counseling staff care about students as individuals.	76%	49%
15. The staff in the health services area are competent.	75%	53%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	75%	40%
62. There is a strong commitment to racial harmony on this campus.	75%	59%
71. Channels for expressing student complaints are readily available.	75%	43%
43. Admissions counselors respond to prospective students' unique needs and requests.	74%	49%
48. Admissions counselors accurately portray the campus in their recruiting practices.	74%	49%
38. There is an adequate selection of food available in the cafeteria.	73%	34%
64. New student orientation services help students adjust to college.	73%	51%
10. Administrators are approachable to students.	72%	47%
20. The business office is open during hours which are convenient for most students.	72%	50%
46. I can easily get involved in campus organizations.	71%	55%
52. The student center is a comfortable place for students to spend their leisure time.	71%	56%
37. I feel a sense of pride about my campus.	69%	52%
54. Bookstore staff are helpful.	69%	60%
60. I generally know what's happening on campus.	69%	45%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
01. Most students feel a sense of belonging here.	68%	47%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	68%	58%
40. Residence hall regulations are reasonable.	68%	47%
13. Library staff are helpful and approachable.	66%	62%
30. Residence hall staff are concerned about me as an individual.	65%	43%
56. The student handbook provides helpful information about campus life.	64%	50%
42. There are a sufficient number of weekend activities for students.	59%	36%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	56%	39%
09. A variety of intramural activities are offered.	48%	50%

Community and Technical Colleges: Complete National Findings

Based on 162,081 student records from 195 institutions that used the 70-item RNL Student Satisfaction Inventory™ Form A over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
18. The quality of instruction I receive in most of my classes is excellent.	88%	64%
08. Classes are scheduled at times that are convenient for me.	87%	62%
15. I am able to register for classes I need with few conflicts.	87%	64%
70. I am able to experience intellectual growth here.	87%	72%
31. The campus is safe and secure for all students.	86%	70%
32. My academic advisor is knowledgeable about my program requirements.	86%	64%
58. Nearly all of the faculty are knowledgeable in their fields.	86%	70%
66. Program requirements are clear and reasonable.	85%	66%
69. There is a good variety of courses provided on this campus.	85%	69%
29. Faculty are fair and unbiased in their treatment of individual students.	84%	63%
06. My academic advisor is approachable.	83%	65%
07. Adequate financial aid is available for most students.	83%	59%
46. Faculty provide timely feedback about student progress in a course.	83%	59%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
52. This school does whatever it can to help me reach my educational goals.	83%	58%
61. Faculty are usually available after class and during office hours.	83%	68%
05. The personnel involved in registration are helpful.	82%	62%
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	82%	63%
36. Students are made to feel welcome on this campus.	82%	68%
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	82%	58%
41. Admissions staff are knowledgeable.	82%	63%
51. There are convenient ways of paying my school bill.	82%	65%
68. On the whole, the campus is well-maintained.	82%	74%
20. Financial aid counselors are helpful.	81%	55%
23. Faculty are understanding of students' unique life circumstances.	81%	58%
25. My academic advisor is concerned about my success as an individual.	81%	56%
34. Computer labs are adequate and accessible.	81%	70%
39. The amount of student parking space on campus is adequate.	81%	50%
42. The equipment in the lab facilities is kept up to date.	81%	63%
65. Students are notified early in the term if they are doing poorly in a class.	81%	52%
13. Financial aid awards are announced to students in time to be helpful in college planning.	80%	52%
14. Library resources and services are adequate.	80%	70%
27. The campus staff are caring and helpful.	80%	65%
28. It is an enjoyable experience to be a student on this campus.	80%	64%
43. Class change (drop/add) policies are reasonable.	80%	66%
60. Billing policies are reasonable.	80%	61%
03. The quality of instruction in the vocational/technical programs is excellent.	79%	59%
16. The college shows concern for students as individuals.	79%	54%
24. Parking lots are well-lighted and secure.	79%	59%
37. Faculty take into consideration student differences as they teach a course.	79%	55%
47. There are adequate services to help me decide upon a career.	79%	57%
48. Counseling staff care about students as individuals.	79%	59%
50. Tutoring services are readily available.	79%	65%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
53. The assessment and course placement procedures are reasonable.	79%	61%
55. Academic support services adequately meet the needs of students.	79%	60%
64. Nearly all classes deal with practical experiences and applications.	79%	61%
45. This institution has a good reputation within the community.	78%	68%
54. Faculty are interested in my academic problems.	78%	56%
56. The business office is open during hours which are convenient for most students.	78%	62%
57. Administrators are approachable to students.	78%	61%
02. Faculty care about me as an individual.	77%	60%
11. Security staff respond quickly in emergencies.	77%	53%
12. My academic advisor helps me set goals to work toward.	77%	55%
21. There are a sufficient number of study areas on campus.	77%	66%
22. People on this campus respect and are supportive of each other.	77%	60%
49. Admissions counselors respond to prospective students' unique needs and requests.	77%	57%
62. Bookstore staff are helpful.	77%	68%
63. I seldom get the "run-around" when seeking information on this campus.	77%	55%
26. Library staff are helpful and approachable.	75%	68%
30. The career services office provides students with the help they need to get a job.	75%	52%
67. Channels for expressing student complaints are readily available.	75%	50%
09. Internships or practical experiences are provided in my degree/certificate program.	74%	50%
33. Admissions counselors accurately portray the campus in their recruiting practices.	73%	56%
59. New student orientation services help students adjust to college.	73%	58%
04. Security staff are helpful.	69%	56%
38. The student center is a comfortable place for students to spend their leisure time.	69%	60%
01. Most students feel a sense of belonging here.	64%	57%
44. I generally know what's happening on campus.	64%	51%
19. This campus provides effective support services for displaced homemakers.	58%	43%
17. Personnel in the Veterans' Services program are helpful.	55%	42%
10. Child care facilities are available on campus.	44%	33%

Two-Year Career and Private Schools: Complete National Findings

Based on 31,412 student records from 53 institutions that used the 70-item RNL Student Satisfaction Inventory™ Form A over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
18. The quality of instruction I receive in most of my classes is excellent.	91%	70%
08. Classes are scheduled at times that are convenient for me.	90%	75%
09. Internships or practical experiences are provided in my degree/certificate program.	90%	78%
58. Nearly all of the faculty are knowledgeable in their fields.	90%	76%
70. I am able to experience intellectual growth here.	90%	76%
03. The quality of instruction in the academic programs is excellent.	89%	67%
31. The school is safe and secure for all students.	89%	73%
32. My academic advisor is knowledgeable about my program requirements.	89%	75%
36. Students are made to feel welcome at this school.	89%	76%
66. Program requirements are clear and reasonable.	89%	75%
06. My academic advisor is approachable.	88%	76%
20. Financial aid counselors are helpful.	88%	69%
28. It is an enjoyable experience to be a student at this school.	88%	71%
29. Faculty are fair and unbiased in their treatment of individual students.	88%	67%
46. Faculty provide timely feedback about student progress in a course.	88%	69%
52. This school does whatever it can to help me reach my educational goals.	88%	67%
68. On the whole, the school is well-maintained.	88%	73%
07. Adequate financial aid is available for most students.	87%	66%
23. Faculty are understanding of students' unique life circumstances.	87%	64%
30. The career services office provides students with the help they need to get a job.	87%	68%
34. Computer labs are adequate and accessible.	87%	72%
41. Admissions staff are knowledgeable.	87%	71%
42. The equipment in the lab facilities is kept up to date.	87%	66%
47. There are adequate services to help me decide upon a career.	87%	70%
57. Administrators are approachable to students.	87%	72%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
64. Nearly all classes deal with practical experiences and applications.	87%	72%
65. Students are notified early in the term if they are doing poorly in a class.	87%	67%
15. I am able to register for classes I need with few conflicts.	86%	71%
16. The school shows concern for students as individuals.	86%	66%
25. My academic advisor is concerned about my success as an individual.	86%	68%
27. The school staff are caring and helpful.	86%	72%
33. Admissions counselors accurately portray the school in their recruiting practices.	86%	66%
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	86%	71%
48. Advising staff care about students as individuals.	86%	69%
53. The assessment and course placement procedures are reasonable.	86%	70%
54. Faculty are interested in my academic problems.	86%	68%
61. Faculty are usually available after class and during office hours.	86%	71%
69. There is a good variety of courses provided at this school.	86%	72%
05. The personnel involved in registration are helpful.	85%	74%
22. People at this school respect and are supportive of each other.	85%	66%
37. Faculty take into consideration student differences as they teach a course.	85%	64%
45. This institution has a good reputation within the community.	85%	65%
51. There are convenient ways of paying my school bill.	85%	66%
55. Academic support services adequately meet the needs of students.	85%	67%
02. Faculty care about me as an individual.	84%	69%
49. Admissions counselors respond to prospective students' unique needs and requests.	84%	66%
56. The business office is open during hours which are convenient for most students.	84%	72%
60. Billing policies are reasonable.	84%	64%
39. The amount of student parking space is adequate.	83%	56%
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	83%	62%
50. Tutoring services are readily available.	83%	65%
59. New student orientation services help students adjust to school.	83%	69%
67. Channels for expressing student complaints are readily available.	83%	61%
14. Library resources and services are adequate.	82%	65%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
24. Parking lots are well-lighted and secure.	82%	59%
43. Class change (drop/add) policies are reasonable.	82%	64%
63. I seldom get the "run-around" when seeking information at this school.	82%	61%
13. Financial aid awards are announced to students in time to be helpful in planning.	81%	57%
12. My academic advisor helps me set goals to work toward.	80%	62%
21. There are a sufficient number of study areas on campus.	79%	56%
44. I generally know what's happening at this school.	79%	61%
11. Security staff respond quickly in emergencies.	78%	54%
26. Library staff are helpful and approachable.	78%	66%
62. Bookstore staff are helpful.	78%	61%
38. The student center is a comfortable place for students to spend their leisure time.	77%	60%
01. Most students feel a sense of belonging here.	76%	66%
04. Security staff are helpful.	70%	55%
19. This campus provides effective support services for displaced homemakers.	68%	52%
17. Personnel in the Veterans' Services program are helpful.	64%	50%
10. Child care facilities are available on campus.	48%	26%

Adult Learners: Complete National Findings

Based on 72,124 adult learner records from 153 institutions that used the 50-item RNL Adult Student Priorities Survey™ over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
35. The quality of instruction I receive in my program is excellent.	95%	73%
42. Nearly all faculty are knowledgeable in their field.	95%	82%
04. The content of the courses within my major is valuable.	94%	75%
24. There is a commitment to academic excellence at this institution.	93%	75%
41. Major requirements are clear and reasonable.	93%	75%
16. I am able to register for classes I need with few conflicts.	92%	72%
19. My academic advisor is knowledgeable about requirements in my major.	92%	77%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
21. Tuition paid is a worthwhile investment.	92%	60%
14. Faculty are fair and unbiased in their treatment of individual students.	91%	74%
26. Faculty provide timely feedback about my progress.	91%	66%
03. Classes are scheduled at times that are convenient for me.	90%	68%
07. The staff at this institution are caring and helpful.	90%	75%
20. Registration processes are reasonable and convenient for adults.	90%	77%
40. Faculty are usually available for adult students outside the classroom by phone, by email, or in-person.	90%	78%
44. When students enroll at this institution, they develop a plan to complete their degree.	90%	74%
23. Adequate financial aid is available for most adult students.	89%	60%
28. My academic advisor is accessible by telephone and email.	89%	78%
29. I seldom get the "run-around" when seeking information at this institution.	89%	65%
37. Part-time faculty are competent as classroom instructors.	89%	71%
39. This institution responds quickly to my requests for information.	89%	70%
45. I am able to complete most of my enrollment tasks in one location.	89%	82%
49. There are sufficient options within my program of study.	89%	64%
02. Faculty care about me as an individual.	88%	71%
05. Classroom locations are safe and secure for all students.	88%	86%
11. My academic advisor is concerned about my success as an individual.	87%	70%
27. This institution has a good reputation within the community.	87%	73%
30. Academic support services adequately meet the needs of adult students.	87%	71%
31. I am able to register for classes by personal computer, fax, or telephone.	87%	80%
34. I receive complete information on the availability of financial aid.	87%	59%
10. Admissions representatives are knowledgeable.	86%	73%
22. Security staff respond quickly in emergencies.	86%	66%
46. This institution provides timely responses to student complaints.	86%	60%
48. I am aware of whom to contact for questions about programs and services.	86%	66%
50. My advisor helps me apply my academic major to specific career goals.	86%	63%
08. My academic advisor is available at times that are convenient for me.	85%	71%
15. Library resources and services are adequate for adults.	85%	73%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
25. Admissions representatives respond to adult students' unique needs.	85%	72%
01. Adult students are made to feel welcome at this institution.	84%	77%
06. Financial aid counselors are helpful to adult students.	84%	62%
09. Billing policies are reasonable for adult students.	84%	61%
43. This institution offers a variety of payment plans for adult students.	84%	63%
18. Parking lots are well-lighted and secure.	82%	68%
38. Career services are adequate and accessible for adult students.	82%	63%
17. Business office hours are convenient for adult students.	81%	68%
33. Channels are readily available for adult students to express complaints.	79%	56%
12. Computer labs are adequate and accessible for adult students.	77%	68%
13. The amount of student parking is adequate.	76%	60%
47. Bookstore hours are convenient for adult students.	75%	60%
32. My classes provide opportunities to improve my technology skills.	74%	66%
36. Vending or snack bar food options are readily available.	59%	57%

Online Learners: Complete National Findings

Based on 128,988 online learner records from 164 institutions that used the 26-item RNL Priorities Survey for Online Learners™ over the three years 2014-15, 2015-16, or 2016-17.

Survey Number and Item	IMPORTANCE %	SATISFACTION %
11. Student assignments are clearly defined in the syllabus.	95%	75%
20. The quality of online instruction is excellent.	95%	72%
25. Faculty are responsive to student needs.	95%	75%
03. Instructional materials are appropriate for program content.	94%	75%
07. Program requirements are clear and reasonable.	94%	75%
04. Faculty provide timely feedback about student progress.	93%	71%
18. Registration for online courses is convenient.	93%	87%
06. Tuition paid is a worthwhile investment.	92%	69%
10. This institution responds quickly when I request information.	92%	77%

Survey Number and Item	IMPORTANCE %	SATISFACTION %
12. There are sufficient offerings within my program of study.	92%	74%
17. Assessment and evaluation procedures are clear and reasonable.	91%	77%
23. Billing and payment procedures are convenient for me.	91%	82%
21. Adequate online library resources are provided.	90%	79%
22. I am aware of whom to contact for questions about programs and services.	90%	75%
16. Appropriate technical assistance is readily available.	89%	79%
01. This institution has a good reputation.	88%	76%
02. My program advisor is accessible by telephone and email.	88%	79%
09. Adequate financial aid is available.	87%	70%
14. I receive timely information on the availability of financial aid.	87%	71%
13. The frequency of student and instructor interactions is adequate.	85%	72%
26. The bookstore provides timely service to students.	84%	78%
15. Channels are available for providing timely responses to student complaints.	83%	64%
05. My program advisor helps me work toward career goals.	82%	66%
19. Online career services are available.	77%	67%
24. Tutoring services are readily available for online courses.	77%	66%
08. Student-to-student collaborations are valuable to me.	51%	57%



See survey samples at
RuffaloNL.com/SatisfactionSurveys