

**2.10.** Regardless of mode of program delivery, the institution regularly identifies the characteristics of its students and assesses their needs, experiences, and levels of satisfaction. This information is used to help shape a learning-centered environment and to actively promote student success. (*Refer to evidence 2.10.a - 2.10.b*)

*{ Guideline: The institution's policy on grading and student evaluation is clearly stated, and provides opportunity for appeal as needed; and periodic analyses of grades and evaluation procedures are conducted to assess the rigor and impact of these policies. }*

The Institutional Research office at Sonoma State University administers many national surveys to help inform the campus community about student learning, needs and levels of satisfaction: the Cooperative Institutional Research Program (CIRP), the National Survey of Student Engagement (NSSE), the Collegiate Learning Assessment (CLA), Your First College Year (YFCY), the Faculty Survey of Student Engagement (FSSE), the Core Alcohol and Drug Survey (CADS), the SSU Alumni Survey, the Campus Climate with respect to diversity, and the College Student Experience Questionnaire (CSEQ). This information is analyzed and written up to create an [Self-Assessment Annual Report](#) that is shared with the President's Extended Cabinet, Senate leadership, and the campus [community](#). An example of the use of these reports was the evaluation of our General Education Program which led the campus to focus on strengthening its program and develop a unique experience for incoming freshmen called the [Freshman Year Experience](#). Another example is tracking the reasons that freshmen choose SSU using the CIRP data. The office is represented on many committees on campus: the Academic Planning Committee, the University Strategic Planning Committee, the WASC Accreditation Review Steering Committee, the Academic Affairs Council, and the Vice President's Budget Advisory Committee.

There are many other forms of assessing student satisfaction. The library conducts the LibQual+ survey. Departments who are undergoing their Program Review process are given the distribution of grades for every class in the department so they can identify unusually high fail rates and compare their department distribution with the university distribution. Freshmen programs – the First Year Experience, the Freshmen Interest Groups, and the Freshmen Seminar – are evaluated for student satisfaction and student learning outcomes. Several departments administer [Customer Satisfaction surveys](#) that are common across all of the CSU campuses and part of the [Quality Improvement Program](#). Our regular monitoring of the student class registration process by the Academic Deans prompts us to open more courses when there is students demand. The School of Social Sciences has had two Cultural Competency Retreats to help faculty with addressing this issue in their class materials and pedagogy. SSU faculty from the School of Education are leaders in universal access for disabled students with funding from the federal government for an [EnAct grant](#).

SSU has a policy on [credit/no credit grading](#) and [grade appeals](#). The evaluation of teaching effectiveness is part of [the retention, tenure and promotion procedures](#) as well as the [evaluation of temporary faculty](#).