

Measure: Quality of Interactions (Goal 4)

General Definition:

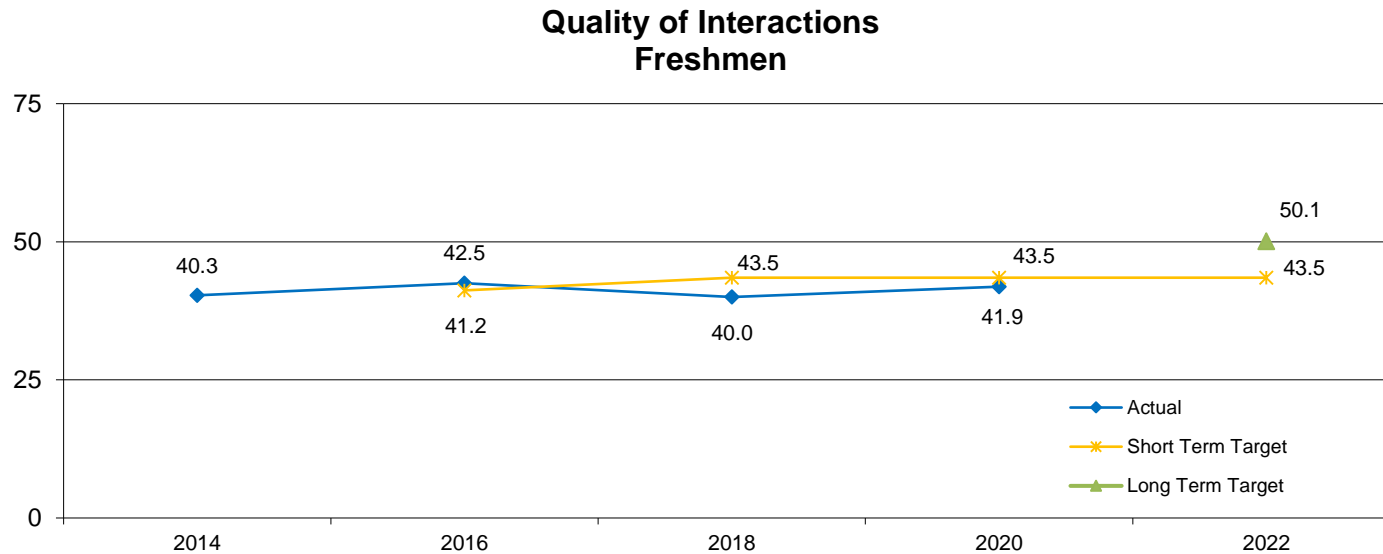
Score of NSSE scale - Supportive Campus Environment (SCE). This scale is supported by the following statement from NSSE: *Students benefit and are more satisfied in supportive settings that cultivate positive relationships among students, faculty, and staff.* The scale measures the quality of interactions with students, academic advisors, faculty, student support services (e.g., career services, student activities, housing, etc.), and other administrative staff and offices (e.g., registrar, financial aid, etc.).

Frame of Reference:

The frame of reference is set by Northeastern's peers who participate in the NSSE. In 2018, eight of the eleven Northeastern's peers participated, with a mean of 42.3. The long term target for the life of Northeastern's Strategic Plan is 50.1. The short term target is 43.5. The survey is administered every other year, at which time the short term target is reviewed and revised, if necessary.

Frequency of Measurement:

This KPI will be measured every other year.



Last updated: 10-2020