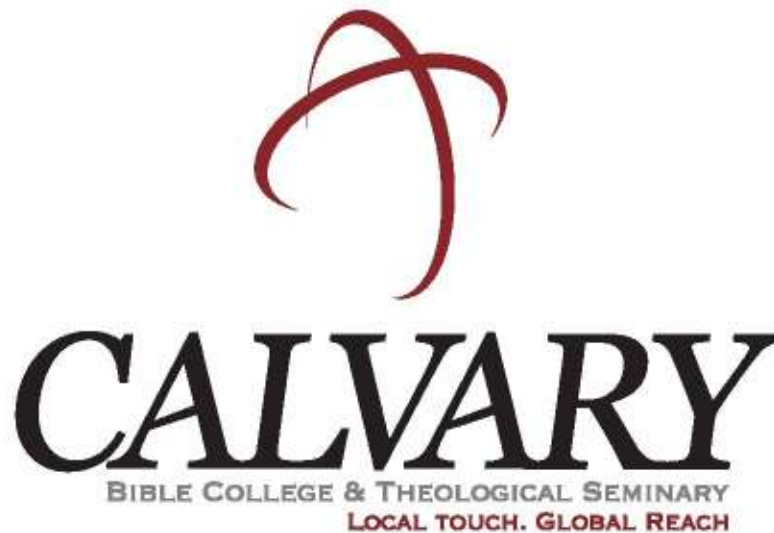


2015
STUDENT SATISFACTION
INVENTORY
REPORT



CALVARY BIBLE COLLEGE AND THEOLOGICAL SEMINARY

MARCH 10, 2015

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March 10, 2015

SUBJECT: 2015 Student Satisfaction Inventory Report

Calvary students took the Noel-Levitz Student Satisfaction Inventory (SSI) on February 6, 2015. This report is the complete results of that survey. Noel-Levitz provided a comparison between Calvary and other four-year private institutions as part of their report. Information from that comparison is provided in tables below.

Following the initial report comparing Calvary with national four-year private colleges is a report comparing Calvary to other ABHE schools that took the same survey.

The final section is the written comments from students that were submitted with the SSI. The comments contained in this report are EDITED.

On the survey, question 74–83 are left blank by Noel-Levitz so that institutions may ask their own specific questions. The Outcomes and Assessment Committee approved for quantifiable measuring on the survey the following Campus items for the 2015 Survey:

Question:

74 – Campus Item 1: The Learning Center contributes to student success in writing.

75 – Campus Item 2: I have a clear idea how my major can be used after I graduate.

76 – Campus Item 3: I have experienced spiritual growth at Calvary.

77 – Campus Item 4: Chapel positively contributes to Calvary life and my spiritual growth.

78 – Campus Item 5: Information about Job opportunities in the KC/Belton area are communicated to students.

79 – Campus Item 6: The employment bulletin board outside The Point is a valuable tool.

80 – Campus Item 7: The weekly Job Opportunities email is a valuable communication.

81 – Campus Item 8: The Learning Center provides a supportive and encouraging environment.

Unedited copies of the 2015 SSI Report will be given to the President's Cabinet. The edited version will be distributed to the Dean's Department, the Retention Committee, and the Outcomes and Assessment Committee. The edited version of the report will also be placed on shared files for use by all departments and committees. The edited version will also be published and made public on the Institutional Research web page.

Any further questions or requests may be directed to the Institutional Research Office.

Respectfully Submitted,

Charles Kurtz
Institutional Research Coordinator

Alix Miller
Institutional Research Office Secretary

DEMOGRAPHICS

Gender

	N	%
Female	53	49.07%
Male	55	50.93%
Total	108	100%
No Answer	3	

Age

	N	%
18 and under	17	15.89%
19 to 24	81	75.70%
25 to 34	7	6.54%
35 to 44	1	0.93%
45 and over	1	0.93%
Total	107	100%
No Answer	4	

Ethnicity/Race

	N	%
African-American	0	0%
American Indian or Alaskan Native	1	0.95%
Asian or Pacific Islander	4	3.81%
Caucasian/White	89	84.76%
Hispanic	1	0.95%
Other race	5	4.76%
Race - Prefer not to respond	5	4.76%
Total	105	100%
No Answer	6	

Current Enrollment Status

	N	%
Day	101	97.12%
Evening	2	1.92%
Weekend	1	0.96%
Total	104	100%
No Answer	7	

Current Residence

	N	%
Residence hall	73	68.87%
Fraternity / Sorority	0	0%
Own house	5	4.72%
Rent room or apt off campus	7	6.60%
Parent's home	17	16.04%
Other residence	4	3.77%
Total	106	100%
No Answer	5	

Residence Classification

	N	%
In-state	49	45.37%
Out-of-state	58	53.70%
International (not U.S. citizen)	1	0.93%
Total	108	100%
No Answer	3	

Disabilities

	N	%
Yes – Disability	6	5.61%
No – Disability	101	94.39%
Total	107	100%
No Answer	4	

Institution Was My

	N	%
1st choice	80	74.77%
2nd choice	19	17.76%
3rd choice or lower	8	7.48%
Total	107	100%
No Answer	4	

Current Class Load

	N	%
Full-time	90	84.91%
Part-time	16	15.09%
Total	106	100%
No Answer	5	

Class Level

	N	%
Freshman	40	37.38%
Sophomore	21	19.63%
Junior	19	17.76%
Senior	22	20.56%
Special student	0	0%
Graduate/Professional	2	1.87%
Other class level	3	2.80%
Total	107	100%
No Answer	4	

Current GPA

	N	%
No credits earned	5	4.72%
1.99 or below	3	2.83%
2.0 - 2.49	13	12.26%
2.5 - 2.99	15	14.15%
3.0 - 3.49	32	30.19%
3.5 or above	38	35.85%
Total	106	100%
No Answer	5	

Employment

	N	%
Full-time off campus	3	2.91%
Part-time off campus	43	41.75%
Full-time on campus	5	4.85%
Part-time on campus	25	24.27%
Not employed	27	26.21%
Total	103	100%
No Answer	8	

Educational Goal

	N	%
Associate degree	7	6.48%
Bachelor's degree	87	80.56%
Master's degree	5	4.63%
Doctorate or professional degree	2	1.85%
Certification (initial/renewal)	0	0%
Self-improvement/pleasure	3	2.78%
Job-related training	1	0.93%
Other educational goal	3	2.78%
Total	108	100%
No Answer	3	

Major

	N	%
Non-Degree Seeking	3	2.83%
Undeclared	9	8.49%
Life Track	1	0.94%
AA-Biblical Studies	3	2.83%
AA-Worship Arts	2	1.89%
AA-Ministry Studies	1	0.94%
Advanced Biblical Studies	16	15.09%
Biblical Counseling	18	16.98%
Elementary Education	10	9.43%
Secondary Education	3	2.83%
Worship Arts	2	1.89%
Music Education	3	2.83%
Pastoral Ministry	5	4.72%
Business Administration	1	0.94%
Children's Ministry	2	1.89%
Intercultural Studies	2	1.89%
Music Performance & Pedagogy	7	6.60%
Professional Directed Studies	2	1.89%
Theatre Arts	5	4.72%
Youth Ministry	5	4.72%
Interdisciplinary	3	2.83%
Double Major	1	0.94%
MA-Biblical Studies	1	0.94%
MA-Biblical Counseling	1	0.94%
Total	106	100%
No Answer	5	

Strategic Planning Report

Strengths and Challenges

Strengths

Strengths are items ranked at or above 6.30 in importance (important to very important), and at or above 6.07 in satisfaction (satisfied to very satisfied).

76. Campus item 3 I have experienced spiritual growth at Calvary.
68. Nearly all of the faculty are knowledgeable in their field.
33. My academic advisor is knowledgeable about requirements in my major.
39. I am able to experience intellectual growth here.
59. This institution shows concern for students as individuals.
2. The campus staff are caring and helpful.
36. Security staff respond quickly in emergencies.
6. My academic advisor is approachable.
51. This institution has a good reputation within the community.
7. The campus is safe and secure for all students.
14. My academic advisor is concerned about my success as an individual.
3. Faculty care about me as an individual.
4. Admissions staff are knowledgeable.

Challenges

Challenges are items ranked at or above 6.30 in importance (important to very important), and below 5.66 in satisfaction (somewhat satisfied), or ranked at or above 6.30 in importance and a performance gap of .65 or higher.

16. The instruction in my major field is excellent.
8. The content of the courses within my major is valuable.
34. I am able to register for classes I need with few conflicts.
58. The quality of instruction I receive in most of my classes is excellent.
75. Campus item 2 I have a clear idea how my major can be used after I graduate.
25. Faculty are fair and unbiased in their treatment of individual students.
45. Students are made to feel welcome on this campus.
69. There is a good variety of courses provided on this campus.
23. The Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air)
17. Adequate financial aid is available for most students.
1. Most students feel a sense of belonging here.
77. Campus item 4 Chapel positively contributes to Calvary life and spiritual growth.
12. Financial aid awards are announced to students in time to be helpful in college planning.
11. Billing policies are reasonable.
72. On the whole, the campus is well-maintained.
47. Faculty provide timely feedback about student progress in a course.
73. Student activities fees are put to good use.
67. Freedom of expression is protected on campus.

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 16. The instruction in my major field is excellent.
- 8. The content of the courses within my major is valuable.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 39. I am able to experience intellectual growth here.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 36. Security staff respond quickly in emergencies.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 6. My academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 25. The faculty are fair and unbiased in their treatment of individual students.
- 7. The campus is safe and secure for all students.
- 66. Tuition paid is a worthwhile investment.
- 29. It is an enjoyable experience to be a student on this campus.
- 55. Major requirements are clear and reasonable.
- 41. There is a commitment to academic excellence on this campus.
- 5. Financial aid counselors are helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air).
- 17. Adequate financial aid is available for most students.
- 3. Faculty care about me as an individual.
- 40. Residence hall regulations are reasonable.
- 4. Admissions staff are knowledgeable.
- 63. Student disciplinary procedures are fair.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 11. Billing policies are reasonable.
- 27. The personnel involved in registration are helpful.
- 47. Faculty provide timely feedback about student progress in a course.
- 73. Student activities fees are put to good use.

Higher Importance vs. National Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 39. I am able to experience intellectual growth here.

- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 36. Security staff respond quickly in emergencies.
- 6. My academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 45. Students are made to feel welcome on this campus.
- 5. Financial aid counselors are helpful.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air).
- 3. Faculty care about me as an individual.
- 40. Residence hall regulations are reasonable.
- 1. Most students feel a sense of belonging here.
- 4. Admissions staff are knowledgeable.
- 63. Student disciplinary procedures are fair.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 11. Billing policies are reasonable.
- 73. Student activities fees are put to good use.

Higher Satisfaction vs. ABHE 2011-2014 Form A

- 33. My academic advisor is knowledgeable about the requirements in my major.
- 34. I am able to register for classes I need with few conflicts.
- 2. The campus staff are caring and helpful.
- 36. Security staff respond quickly in emergencies.
- 6. My academic advisor is approachable.
- 7. The campus is safe and secure for all students.
- 66. Tuition paid is a worthwhile investment.
- 5. Financial Aid counselors are helpful.
- 14. My academic advisor is concerned about my success as an individual.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 40. Residence hall regulations are reasonable.
- 4. Admissions staff are knowledgeable.
- 63. Student Disciplinary procedures are fair.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 11. Billing policies are reasonable.

Higher Importance vs. ABHE 2011-2014 Form A

- 36. Security Staff respond quickly in emergencies.
- 6. My academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 40. Residence hall regulations are reasonable.
- 1. Most students feel a sense of belonging here.

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

Item Report vs. National Four-Year Private Schools

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
1. Most students feel a sense of belonging here.	6.41	5.54	/	1.40	0.87	6.02	5.29	/	1.45	0.73	0.25
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.37	5.60	/	1.35	0.77	0.72***
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.27	5.55	/	1.39	0.72	0.60***
4. Admissions staff are knowledgeable.	6.41	6.20	/	0.98	0.21	6.20	5.40	/	1.47	0.80	0.80***
5. Financial aid counselors are helpful.	6.49	6.00	/	1.29	0.49	6.27	5.14	/	1.65	1.13	0.86***
6. My academic advisor is approachable.	6.62	6.38	/	1.09	0.24	6.43	5.74	/	1.55	0.69	0.64***
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.45	5.75	/	1.39	0.70	0.48***
8. The content of the courses within my major is valuable.	6.71	6.06	/	1.18	0.65	6.62	5.70	/	1.32	0.92	0.36**
9. A variety of intramural activities are offered.	5.14	4.70	/	1.70	0.44	5.11	5.07	/	1.56	0.04	-0.37*
10. Administrators are approachable to students.	6.08	5.90	/	1.02	0.18	6.04	5.36	/	1.42	0.68	0.54***
11. Billing policies are reasonable.	6.36	5.67	/	1.35	0.69	6.16	4.75	/	1.67	1.41	0.92***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.61	/	1.42	0.76	6.28	5.07	/	1.65	1.21	0.54**
13. Library staff are helpful and approachable.	6.02	6.32	/	0.97	-0.30	5.76	5.70	/	1.32	0.06	0.62***

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/	1.25	0.23	6.34	5.54	/	1.59	0.80	0.71***
15. The staff in the health services area are competent.	6.04	5.48	/	1.31	0.56	6.00	5.12	/	1.62	0.88	0.36
16. The instruction in my major field is excellent.	6.71	6.05	/	1.22	0.66	6.59	5.68	/	1.35	0.91	0.37**
17. Adequate financial aid is available for most students.	6.46	5.42	/	1.20	1.04	6.41	4.96	/	1.67	1.45	0.46**
18. Library resources and services are adequate.	6.30	5.86	/	1.12	0.44	6.12	5.61	/	1.33	0.51	0.25
19. My academic advisor helps me set goals to work toward.	6.17	5.68	/	1.33	0.49	6.07	5.13	/	1.69	0.94	0.55***
20. The business office is open during hours which are convenient for most students.	6.16	5.80	/	1.14	0.36	5.96	5.29	/	1.46	0.67	0.51***
21. The amount of student parking space on campus is adequate.	5.87	6.01	/	1.18	-0.14	5.97	4.02	/	2.07	1.95	1.99***
22. Counseling staff care about students as individuals.	6.18	5.84	/	1.24	0.34	6.09	5.31	/	1.49	0.78	0.53***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.47	5.79	/	1.38	0.68	6.14	4.80	/	1.73	1.34	0.99***

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.31	4.96	/	1.47	0.35	5.28	4.53	/	1.82	0.75	0.43*
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/	1.31	0.82	6.40	5.37	/	1.51	1.03	0.41**
26. Computer labs are adequate and accessible.	5.78	5.71	/	1.16	0.07	6.25	5.47	/	1.54	0.78	0.24
27. The personnel involved in registration are helpful.	6.35	6.04	/	1.18	0.31	6.23	5.46	/	1.46	0.77	0.58***
28. Parking lots are well-lighted and secure.	6.11	5.64	/	1.54	0.47	6.04	5.17	/	1.63	0.87	0.47**
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/	1.24	0.52	6.46	5.48	/	1.55	0.98	0.50***
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/	1.18	0.38	5.82	5.11	/	1.66	0.71	0.81***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.56	5.96	/	1.28	-0.40	5.62	5.48	/	1.55	0.14	0.48**
32. Tutoring services are readily available.	5.69	6.29	/	1.00	-0.60	6.00	5.60	/	1.42	0.40	0.69***

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.38	/	1.18	0.29	6.51	5.74	/	1.54	0.77	0.64***
34. I am able to register for classes I need with few conflicts.	6.67	6.01	/	1.07	0.66	6.53	5.16	/	1.74	1.37	0.85***
35. The assessment and course placement procedures are reasonable.	6.24	5.90	/	1.03	0.34	6.24	5.40	/	1.43	0.84	0.50***
36. Security staff respond quickly in emergencies.	6.62	6.27	/	0.99	0.35	6.36	5.30	/	1.60	1.06	0.97***
37. I feel a sense of pride about my campus.	5.94	5.60	/	1.35	0.34	5.96	5.26	/	1.63	0.70	0.34*
38. There is an adequate selection of food available in the cafeteria.	6.16	4.94	/	1.75	1.22	6.07	4.30	/	1.93	1.77	0.64***
39. I am able to experience intellectual growth here.	6.67	6.11	/	1.15	0.56	6.50	5.73	/	1.35	0.77	0.38**
40. Residence hall regulations are reasonable.	6.43	5.81	/	1.36	0.62	5.94	4.98	/	1.70	0.96	0.83***
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.39	5.58	/	1.42	0.81	0.38**
42. There are a sufficient number of weekend activities for students.	5.10	4.80	/	1.44	0.30	5.54	4.69	/	1.74	0.85	0.11

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
43. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.90	/	1.22	0.33	6.06	5.34	/	1.49	0.72	0.56***
44. Academic support services adequately meet the needs of students.	6.23	5.96	/	1.12	0.27	6.16	5.40	/	1.42	0.76	0.56***
45. Students are made to feel welcome on this campus.	6.59	5.91	/	1.16	0.68	6.35	5.64	/	1.44	0.71	0.27
46. I can easily get involved in campus organizations.	6.01	5.77	/	1.16	0.24	5.93	5.43	/	1.51	0.50	0.34*
47. Faculty provide timely feedback about student progress in a course.	6.35	5.58	/	1.27	0.77	6.36	5.24	/	1.52	1.12	0.34*
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.90	/	1.07	0.47	6.15	5.15	/	1.65	1.00	0.75***
49. There are adequate services to help me decide upon a career.	6.06	5.31	/	1.39	0.75	6.28	5.33	/	1.52	0.95	-0.02
50. Class change (drop/add) policies are reasonable.	6.09	5.98	/	1.15	0.11	6.15	5.46	/	1.52	0.69	0.52***
51. This institution has a good reputation within the community.	6.61	6.10	/	1.12	0.51	6.26	5.63	/	1.49	0.63	0.47**

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
52. The student center is a comfortable place for students to spend their leisure time.	6.23	6.00	/	1.28	0.23	5.91	5.17	/	1.66	0.74	0.83***
53. Faculty take into consideration student differences as they teach a course.	6.28	5.87	/	1.17	0.41	6.21	5.22	/	1.52	0.99	0.65***
54. Bookstore staff are helpful.	5.66	5.46	/	1.45	0.20	5.85	5.52	/	1.48	0.33	-0.06
55. Major requirements are clear and reasonable.	6.50	6.07	/	1.01	0.43	6.45	5.63	/	1.39	0.82	0.44**
56. The student handbook provides helpful information about campus life.	6.07	5.98	/	1.14	0.09	5.68	5.25	/	1.49	0.43	0.73***
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	4.90	/	1.77	1.25	0.81***
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.97	/	1.28	0.65	6.53	5.59	/	1.37	0.94	0.38**
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.39	5.40	/	1.56	0.99	0.76***
60. I generally know what's happening on campus.	6.18	5.50	/	1.28	0.68	5.97	5.22	/	1.57	0.75	0.28

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
61. Adjunct faculty are competent as classroom instructors.	6.29	5.99	/	1.12	0.30	6.22	5.46	/	1.44	0.76	0.53***
62. There is a strong commitment to racial harmony on this campus.	6.26	6.08	/	1.13	0.18	6.05	5.59	/	1.44	0.46	0.49***
63. Student disciplinary procedures are fair.	6.41	5.85	/	1.31	0.56	6.13	5.31	/	1.57	0.82	0.54***
64. New student orientation services help students adjust to college.	6.22	5.73	/	1.19	0.49	6.03	5.33	/	1.56	0.70	0.40*
65. Faculty are usually available after class and during office hours.	6.37	5.97	/	1.00	0.40	6.34	5.75	/	1.33	0.59	0.22
66. Tuition paid is a worthwhile investment.	6.56	5.97	/	0.96	0.59	6.49	4.94	/	1.74	1.55	1.03***
67. Freedom of expression is protected on campus.	6.30	5.56	/	1.49	0.74	6.26	5.46	/	1.54	0.80	0.10
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.32	/	0.87	0.41	6.56	5.90	/	1.27	0.66	0.42***
69. There is a good variety of courses provided on this campus.	6.51	5.60	/	1.25	0.91	6.43	5.50	/	1.49	0.93	0.10
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.60	/	1.17	0.36	6.04	5.34	/	1.45	0.70	0.26

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
71. Channels for expressing student complaints are readily available.	6.09	5.47	/	1.45	0.62	6.09	4.88	/	1.71	1.21	0.59***
72. On the whole, the campus is well-maintained.	6.36	5.66	/	1.33	0.70	6.33	5.79	/	1.37	0.54	-0.13
73. Student activities fees are put to good use.	6.34	5.42	/	1.30	0.92	6.12	4.80	/	1.71	1.32	0.62***
74. The Learning Center contributes to student success in writing.	6.17	6.26	/	1.00	-0.09						
75. I have a clear idea how my major can be used after I graduate.	6.61	5.79	/	1.36	0.82						
76. I have experience spiritual growth at Calvary.	6.79	6.30	/	1.13	0.49						
77. Chapel positively contributes to Calvary life and my spiritual growth.	6.40	5.40	/	1.51	1.00						
78. Information about job opportunities in the KC/Belton area are communicated to students.	6.15	6.25	/	0.81	-0.10						
79. The employment bulletin board outside The Point is a valuable tool.	5.82	6.03	/	1.05	-0.21						

Item	Calvary Bible College and Theological Seminary – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
80. The weekly Job Opportunities email is a valuable communication.	5.90	6.10	/	0.99	-0.20						
81. The Learning Center provides a supportive and encouraging environment.	6.26	6.31	/	1.04	-0.05						
84. Institution's commitment to part-time students?		5.70	/	1.33			5.27	/	1.49		0.43*
85. Institution's commitment to evening students?		5.64	/	1.37			5.28	/	1.51		0.36*
86. Institution's commitment to older, returning learners?		5.58	/	1.36			5.41	/	1.46		0.17
87. Institution's commitment to under-represented populations?		5.77	/	1.23			5.33	/	1.49		0.44**
88. Institution's commitment to commuters?		5.55	/	1.30			5.14	/	1.65		0.41*
89. Institution's commitment to students with disabilities?		5.84	/	1.22			5.50	/	1.48		0.34*
90. Cost as factor in decision to enroll.	6.44					6.11					
91. Financial aid as factor in decision to enroll.	5.81					6.26					

Item	Calvary Bible College and Theological Seminary – SSI				National Four-Year Privates				
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
92. Academic reputation as factor in decision to enroll.	6.04				6.17				
93. Size of institution as factor in decision to enroll.	4.97				5.49				
94. Opportunity to play sports as factor in decision to enroll.	3.96				3.73				
95. Recommendations from family/friends as factor in decision to enroll.	5.85				4.92				
96. Geographic setting as factor in decision to enroll.	5.13				5.51				
97. Campus appearance as factor in decision to enroll.	4.97				5.53				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.42				5.71				

- * Difference statistically significant at the .05 level
- ** Difference statistically significant at the .01 level
- *** Difference statistically significant at the .001 level

Scale Report vs. National Four-Year Private Schools

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Student Centeredness	6.47	5.97	/	0.88	0.50	6.27	5.46	/	1.19	0.81	0.51***
1. Most students feel a sense of belonging here.	6.41	5.54	/	1.40	0.87	6.02	5.29	/	1.45	0.73	0.25
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.37	5.60	/	1.35	0.77	0.72***
10. Administrators are approachable to students.	6.08	5.90	/	1.02	0.18	6.04	5.36	/	1.42	0.68	0.54***
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/	1.24	0.52	6.46	5.48	/	1.55	0.98	0.50***
45. Students are made to feel welcome on this campus.	6.59	5.91	/	1.16	0.68	6.35	5.64	/	1.44	0.71	0.27
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.39	5.40	/	1.56	0.99	0.76***
Campus Life	6.00	5.55	/	0.79	0.45	5.84	5.06	/	1.17	0.78	0.49***
9. A variety of intramural activities are offered.	5.14	4.70	/	1.70	0.44	5.11	5.07	/	1.56	0.04	-0.37*
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.47	5.79	/	1.38	0.68	6.14	4.80	/	1.73	1.34	0.99***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.31	4.96	/	1.47	0.35	5.28	4.53	/	1.82	0.75	0.43*
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/	1.18	0.38	5.82	5.11	/	1.66	0.71	0.81***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.56	5.96	/	1.28	0.40	5.62	5.48	/	1.55	0.14	0.48**
38. There is an adequate selection of food available in the cafeteria.	6.16	4.94	/	1.75	1.22	6.07	4.30	/	1.93	1.77	0.64***
40. Residence hall regulations are reasonable.	6.43	5.81	/	1.36	0.62	5.94	4.98	/	1.70	0.96	0.83***
42. There are a sufficient number of weekend activities for students.	5.10	4.80	/	1.44	0.30	5.54	4.69	/	1.74	0.85	0.11
46. I can easily get involved in campus organizations.	6.01	5.77	/	1.16	0.24	5.93	5.43	/	1.51	0.50	0.34*
52. The student center is a comfortable place for students to spend their leisure time.	6.23	6.00	/	1.28	0.23	5.91	5.17	/	1.66	0.74	0.83***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
56. The student handbook provides helpful information about campus life.	6.07	5.98	/	1.14	0.09	5.68	5.25	/	1.49	0.43	0.73***
63. Student disciplinary procedures are fair.	6.41	5.85	/	1.31	0.56	6.13	5.31	/	1.57	0.82	0.54***
64. New student orientation services help students adjust to college.	6.22	5.73	/	1.19	0.49	6.03	5.33	/	1.56	0.70	0.40*
67. Freedom of expression is protected on campus.	6.30	5.56	/	1.49	0.74	6.26	5.46	/	1.54	0.80	0.10
73. Student activities fees are put to good use.	6.34	5.42	/	1.30	0.92	6.12	4.80	/	1.71	1.32	0.62***
Instructional Effectiveness	6.49	5.94	/	0.77	0.55	6.40	5.55	/	1.05	0.85	0.39***
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.27	5.55	/	1.39	0.72	0.60***
8. The content of the courses within my major is valuable.	6.71	6.06	/	1.18	0.65	6.62	5.70	/	1.32	0.92	0.36**
16. The instruction in my major field is excellent.	6.71	6.05	/	1.22	0.66	6.59	5.68	/	1.35	0.91	0.37**
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/	1.31	0.82	6.40	5.37	/	1.51	1.03	0.41**

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
39. I am able to experience intellectual growth here.	6.67	6.11	/	1.15	0.56	6.50	5.73	/	1.35	0.77	0.38**
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.39	5.58	/	1.42	0.81	0.38**
47. Faculty provide timely feedback about student progress in a course.	6.35	5.58	/	1.27	0.77	6.36	5.24	/	1.52	1.12	0.34*
53. Faculty take into consideration student differences as they teach a course.	6.28	5.87	/	1.17	0.41	6.21	5.22	/	1.52	0.99	0.65***
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.97	/	1.28	0.65	6.53	5.59	/	1.37	0.94	0.38**
61. Adjunct faculty are competent as classroom instructors.	6.29	5.99	/	1.12	0.30	6.22	5.46	/	1.44	0.76	0.53***
65. Faculty are usually available after class and during office hours.	6.37	5.97	/	1.00	0.40	6.34	5.75	/	1.33	0.59	0.22
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.32	/	0.87	0.41	6.56	5.90	/	1.27	0.66	0.42***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
69. There is a good variety of courses provided on this campus.	6.51	5.60	/	1.25	0.91	6.43	5.50	/	1.49	0.93	0.10
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.60	/	1.17	0.36	6.04	5.34	/	1.45	0.70	0.26
Recruitment and Financial Aid	6.39	5.84	/	0.89	0.55	6.23	5.18	/	1.25	1.05	0.66***
4. Admissions staff are knowledgeable.	6.41	6.20	/	0.98	0.21	6.20	5.40	/	1.47	0.80	0.80***
5. Financial aid counselors are helpful.	6.49	6.00	/	1.29	0.49	6.27	5.14	/	1.65	1.13	0.86***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.61	/	1.42	0.76	6.28	5.07	/	1.65	1.21	0.54**
17. Adequate financial aid is available for most students.	6.46	5.42	/	1.20	1.04	6.41	4.96	/	1.67	1.45	0.46**
43. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.90	/	1.22	0.33	6.06	5.34	/	1.49	0.72	0.56***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.90	/	1.07	0.47	6.15	5.15	/	1.65	1.00	0.75***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Campus Support Services	5.98	5.87	/	0.79	0.11	6.06	5.52	/	1.04	0.54	0.35***
13. Library staff are helpful and approachable.	6.02	6.32	/	0.97	-0.30	5.76	5.70	/	1.32	0.06	0.62***
18. Library resources and services are adequate.	6.30	5.86	/	1.12	0.44	6.12	5.61	/	1.33	0.51	0.25
26. Computer labs are adequate and accessible.	5.78	5.71	/	1.16	0.07	6.25	5.47	/	1.54	0.78	0.24
32. Tutoring services are readily available.	5.69	6.29	/	1.00	-0.60	6.00	5.60	/	1.42	0.40	0.69***
44. Academic support services adequately meet the needs of students.	6.23	5.96	/	1.12	0.27	6.16	5.40	/	1.42	0.76	0.56***
49. There are adequate services to help me decide upon a career.	6.06	5.31	/	1.39	0.75	6.28	5.33	/	1.52	0.95	-0.02
54. Bookstore staff are helpful.	5.66	5.46	/	1.45	0.20	5.85	5.52	/	1.48	0.33	-0.06
Academic Advising	6.49	6.15	/	0.86	0.34	6.36	5.56	/	1.28	0.80	0.59***
6. My academic advisor is approachable.	6.62	6.38	/	1.09	0.24	6.43	5.74	/	1.55	0.69	0.64***
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/	1.25	0.23	6.34	5.54	/	1.59	0.80	0.71***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
19. My academic advisor helps me set goals to work toward.	6.17	5.68	/	1.33	0.49	6.07	5.13	/	1.69	0.94	0.55***
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.38	/	1.18	0.29	6.51	5.74	/	1.54	0.77	0.64***
55. Major requirements are clear and reasonable.	6.50	6.07	/	1.01	0.43	6.45	5.63	/	1.39	0.82	0.44**
Registration Effectiveness	6.33	5.90	/	0.84	0.43	6.21	5.22	/	1.18	0.99	0.68***
11. Billing policies are reasonable.	6.36	5.67	/	1.35	0.69	6.16	4.75	/	1.67	1.41	0.92***
20. The business office is open during hours which are convenient for most students.	6.16	5.80	/	1.14	0.36	5.96	5.29	/	1.46	0.67	0.51***
27. The personnel involved in registration are helpful.	6.35	6.04	/	1.18	0.31	6.23	5.46	/	1.46	0.77	0.58***
34. I am able to register for classes I need with few conflicts.	6.67	6.01	/	1.07	0.66	6.53	5.16	/	1.74	1.37	0.85***
50. Class change (drop/add) policies are reasonable.	6.09	5.98	/	1.15	0.11	6.15	5.46	/	1.52	0.69	0.52***
Safety and Security	6.30	6.04	/	0.86	0.26	6.21	5.07	/	1.28	1.14	0.97***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.45	5.75	/	1.39	0.70	0.48***
21. The amount of student parking space on campus is adequate.	5.87	6.01	/	1.18	0.14	5.97	4.02	/	2.07	1.95	1.99***
28. Parking lots are well-lighted and secure.	6.11	5.64	/	1.54	0.47	6.04	5.17	/	1.63	0.87	0.47**
36. Security staff respond quickly in emergencies.	6.62	6.27	/	0.99	0.35	6.36	5.30	/	1.60	1.06	0.97***
Concern for the Individual	6.44	6.02	/	0.88	0.42	6.24	5.40	/	1.18	0.84	0.62***
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.27	5.55	/	1.39	0.72	0.60***
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/	1.25	0.23	6.34	5.54	/	1.59	0.80	0.71***
22. Counseling staff care about students as individuals.	6.18	5.84	/	1.24	0.34	6.09	5.31	/	1.49	0.78	0.53***
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/	1.31	0.82	6.40	5.37	/	1.51	1.03	0.41**
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/	1.18	0.38	5.82	5.11	/	1.66	0.71	0.81***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.39	5.40	/	1.56	0.99	0.76***
Service Excellence	6.23	5.86	/	0.83	0.37	6.09	5.28	/	1.11	0.81	0.58***
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.37	5.60	/	1.35	0.77	0.72***
13. Library staff are helpful and approachable.	6.02	6.32	/	0.97	0.30	5.76	5.70	/	1.32	0.06	0.62***
15. The staff in the health services area are competent.	6.04	5.48	/	1.31	0.56	6.00	5.12	/	1.62	0.88	0.36
22. Counseling staff care about students as individuals.	6.18	5.84	/	1.24	0.34	6.09	5.31	/	1.49	0.78	0.53***
27. The personnel involved in registration are helpful.	6.35	6.04	/	1.18	0.31	6.23	5.46	/	1.46	0.77	0.58***
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	4.90	/	1.77	1.25	0.81***
60. I generally know what's happening on campus.	6.18	5.50	/	1.28	0.68	5.97	5.22	/	1.57	0.75	0.28
71. Channels for expressing student complaints are readily available.	6.09	5.47	/	1.45	0.62	6.09	4.88	/	1.71	1.21	0.59***

Scale / Item	Calvary Bible College and Theological Seminary - SSI				National Four-Year Privates						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Responsiveness to Diverse Populations		5.67	/	1.12			5.32	/	1.39		0.35*
84. Institution's commitment to part-time students?		5.70	/	1.33			5.27	/	1.49		0.43*
85. Institution's commitment to evening students?		5.64	/	1.37			5.28	/	1.51		0.36*
86. Institution's commitment to older, returning learners?		5.58	/	1.36			5.41	/	1.46		0.17
87. Institution's commitment to under-represented populations?		5.77	/	1.23			5.33	/	1.49		0.44**
88. Institution's commitment to commuters?		5.55	/	1.30			5.14	/	1.65		0.41*
89. Institution's commitment to students with disabilities?		5.84	/	1.22			5.50	/	1.48		0.34*
Campus Climate	6.39	5.89	/	0.78	0.50	6.24	5.39	/	1.11	0.85	0.50***
1. Most students feel a sense of belonging here.	6.41	5.54	/	1.40	0.87	6.02	5.29	/	1.45	0.73	0.25
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.37	5.60	/	1.35	0.77	0.72***
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.27	5.55	/	1.39	0.72	0.60***
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.45	5.75	/	1.39	0.70	0.48***

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
10. Administrators are approachable to students.	6.08	5.90	/	1.02	0.18	6.04	5.36	/	1.42	0.68	0.54***
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/	1.24	0.52	6.46	5.48	/	1.55	0.98	0.50***
37. I feel a sense of pride about my campus.	5.94	5.60	/	1.35	0.34	5.96	5.26	/	1.63	0.70	0.34*
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.39	5.58	/	1.42	0.81	0.38**
45. Students are made to feel welcome on this campus.	6.59	5.91	/	1.16	0.68	6.35	5.64	/	1.44	0.71	0.27
51. This institution has a good reputation within the community.	6.61	6.10	/	1.12	0.51	6.26	5.63	/	1.49	0.63	0.47**
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	4.90	/	1.77	1.25	0.81***
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.39	5.40	/	1.56	0.99	0.76***
60. I generally know what's happening on campus.	6.18	5.50	/	1.28	0.68	5.97	5.22	/	1.57	0.75	0.28

Scale / Item	Calvary Bible College and Theological Seminary - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
62. There is a strong commitment to racial harmony on this campus.	6.26	6.08	/	1.13	0.18	6.05	5.59	/	1.44	0.46	0.49***
66. Tuition paid is a worthwhile investment.	6.56	5.97	/	0.96	0.59	6.49	4.94	/	1.74	1.55	1.03***
67. Freedom of expression is protected on campus.	6.30	5.56	/	1.49	0.74	6.26	5.46	/	1.54	0.80	0.10
71. Channels for expressing student complaints are readily available.	6.09	5.47	/	1.45	0.62	6.09	4.88	/	1.71	1.21	0.59***

- * Difference statistically significant at the .05 level
- ** Difference statistically significant at the .01 level
- *** Difference statistically significant at the .001 level

Summary Report
Compared to National Four-Year Privates and ABHE Schools

Summary	Calvary Bible College and Theological Seminary - SSI	National Four-Year Privates	Difference	ABHE 2011-2014 Form A	Difference
So far, how has your college experience met your expectations?	5.16	4.65	0.51***	5.01	0.15
1=Much worse than expected	0%	2%		1%	
2=Quite a bit worse than I expected	0%	2%		1%	
3=Worse than I expected	3%	11%		7%	
4=About what I expected	28%	31%		26%	
5=Better than I expected	28%	25%		29%	
6=Quite a bit better than I expected	23%	13%		15%	
7=Much better than expected	15%	12%		17%	
Rate your overall satisfaction with your experience here thus far.	5.83	5.31	0.52***	5.69	0.14
1=Not satisfied at all	0%	1%		0%	
2=Not very satisfied	1%	4%		2%	
3=Somewhat dissatisfied	0%	8%		5%	
4=Neutral	9%	10%		6%	
5=Somewhat satisfied	14%	17%		15%	
6=Satisfied	47%	37%		40%	
7=Very satisfied	26%	20%		28%	
All in all, if you had to do it over, would you enroll here again?	6.18	5.24	0.94***	5.79	0.39*
1=Definitely not	0%	4%		2%	
2=Probably not	1%	7%		4%	
3=Maybe not	1%	6%		4%	
4=I don't know	2%	10%		6%	
5=Maybe yes	13%	11%		8%	
6=Probably yes	30%	26%		26%	
7=Definitely yes	49%	32%		46%	

Item Percentage Report vs. National Four-Year Privates

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey. 6 is considered “important” or “satisfied” and 7 is considered “very important” or “very satisfied.”

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
1. Most students feel a sense of belonging here.	87%	67%	20%	74%	53%	21%	14%
2. The campus staff are caring and helpful.	95%	87%	8%	86%	63%	23%	24%
3. Faculty care about me as an individual.	88%	82%	6%	82%	60%	22%	22%
4. Admissions staff are knowledgeable.	87%	85%	2%	79%	57%	22%	28%
5. Financial aid counselors are helpful.	89%	74%	15%	82%	50%	32%	24%
6. My academic advisor is approachable.	95%	85%	10%	87%	68%	19%	17%
7. The campus is safe and secure for all students.	91%	84%	7%	87%	68%	19%	16%
8. The content of the courses within my major is valuable.	96%	75%	21%	92%	66%	26%	9%
9. A variety of intramural activities are offered.	46%	37%	9%	47%	46%	1%	-9%
10. Administrators are approachable to students.	76%	69%	7%	74%	54%	20%	15%
11. Billing policies are reasonable.	87%	66%	21%	78%	39%	39%	27%
12. Financial aid awards are announced to students in time to be helpful in college planning.	84%	64%	20%	82%	48%	34%	16%
13. Library staff are helpful and approachable.	72%	84%	-12%	63%	65%	-2%	19%
14. My academic advisor is concerned about my success as an individual.	90%	81%	9%	84%	62%	22%	19%
15. The staff in the health services area are competent.	74%	56%	18%	73%	49%	24%	7%
16. The instruction in my major field is excellent.	96%	77%	19%	91%	65%	26%	12%
17. Adequate financial aid is available for most students.	90%	50%	40%	86%	45%	41%	5%

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
18. Library resources and services are adequate.	83%	69%	14%	77%	62%	15%	7%
19. My academic advisor helps me set goals to work toward.	83%	66%	17%	75%	50%	25%	16%
20. The business office is open during hours which are convenient for most students.	77%	66%	11%	71%	52%	19%	14%
21. The amount of student parking space on campus is adequate.	66%	75%	-9%	73%	31%	42%	44%
22. Counseling staff care about students as individuals.	82%	71%	11%	76%	53%	23%	18%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	88%	65%	23%	80%	42%	38%	23%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	51%	38%	13%	54%	35%	19%	3%
25. Faculty are fair and unbiased in their treatment of individual students.	92%	69%	23%	86%	57%	29%	12%
26. Computer labs are adequate and accessible.	71%	64%	7%	81%	60%	21%	4%
27. The personnel involved in registration are helpful.	88%	79%	9%	81%	59%	22%	20%
28. Parking lots are well-lighted and secure.	76%	68%	8%	75%	51%	24%	17%
29. It is an enjoyable experience to be a student on this campus.	93%	75%	18%	87%	60%	27%	15%
30. Residence hall staff are concerned about me as an individual.	85%	71%	14%	68%	48%	20%	23%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	63%	72%	-9%	63%	60%	3%	12%
32. Tutoring services are readily available.	69%	84%	-15%	73%	62%	11%	22%

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
33. My academic advisor is knowledgeable about requirements in my major.	94%	86%	8%	89%	68%	21%	18%
34. I am able to register for classes I need with few conflicts.	95%	73%	22%	90%	53%	37%	20%
35. The assessment and course placement procedures are reasonable.	84%	68%	16%	81%	56%	25%	12%
36. Security staff respond quickly in emergencies.	90%	86%	4%	84%	54%	30%	32%
37. I feel a sense of pride about my campus.	71%	61%	10%	72%	53%	19%	8%
38. There is an adequate selection of food available in the cafeteria.	79%	43%	36%	76%	32%	44%	11%
39. I am able to experience intellectual growth here.	94%	82%	12%	89%	67%	22%	15%
40. Residence hall regulations are reasonable.	89%	74%	15%	73%	46%	27%	28%
41. There is a commitment to academic excellence on this campus.	92%	73%	19%	86%	62%	24%	11%
42. There are a sufficient number of weekend activities for students.	41%	31%	10%	59%	38%	21%	-7%
43. Admissions counselors respond to prospective students' unique needs and requests.	86%	74%	12%	75%	54%	21%	20%
44. Academic support services adequately meet the needs of students.	81%	77%	4%	79%	56%	23%	21%
45. Students are made to feel welcome on this campus.	93%	69%	24%	84%	64%	20%	5%
46. I can easily get involved in campus organizations.	77%	64%	13%	71%	57%	14%	7%
47. Faculty provide timely feedback about student progress in a course.	88%	64%	24%	85%	51%	34%	13%
48. Admissions counselors accurately portray the campus in their recruiting practices.	87%	69%	18%	78%	51%	27%	18%

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
49. There are adequate services to help me decide upon a career.	79%	47%	32%	83%	54%	29%	-7%
50. Class change (drop/add) policies are reasonable.	76%	72%	4%	78%	60%	18%	12%
51. This institution has a good reputation within the community.	94%	78%	16%	81%	64%	17%	14%
52. The student center is a comfortable place for students to spend their leisure time.	80%	74%	6%	70%	51%	19%	23%
53. Faculty take into consideration student differences as they teach a course.	86%	69%	17%	80%	50%	30%	19%
54. Bookstore staff are helpful.	62%	55%	7%	67%	60%	7%	-5%
55. Major requirements are clear and reasonable.	94%	81%	13%	88%	64%	24%	17%
56. The student handbook provides helpful information about campus life.	76%	74%	2%	63%	51%	12%	23%
57. I seldom get the "run-around" when seeking information on this campus.	86%	63%	23%	78%	45%	33%	18%
58. The quality of instruction I receive in most of my classes is excellent.	94%	76%	18%	90%	62%	28%	14%
59. This institution shows concern for students as individuals.	95%	82%	13%	86%	58%	28%	24%
60. I generally know what's happening on campus.	77%	55%	22%	72%	51%	21%	4%
61. Adjunct faculty are competent as classroom instructors.	84%	77%	7%	80%	58%	22%	19%
62. There is a strong commitment to racial harmony on this campus.	84%	79%	5%	75%	62%	13%	17%
63. Student disciplinary procedures are fair.	88%	70%	18%	78%	55%	23%	15%

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
64. New student orientation services help students adjust to college.	81%	67%	14%	75%	54%	21%	13%
65. Faculty are usually available after class and during office hours.	86%	78%	8%	85%	67%	18%	11%
66. Tuition paid is a worthwhile investment.	90%	75%	15%	88%	45%	43%	30%
67. Freedom of expression is protected on campus.	82%	65%	17%	81%	60%	21%	5%
68. Nearly all of the faculty are knowledgeable in their field.	97%	84%	13%	91%	73%	18%	11%
69. There is a good variety of courses provided on this campus.	92%	60%	32%	87%	60%	27%	0%
70. Graduate teaching assistants are competent as classroom instructors.	73%	60%	13%	75%	53%	22%	7%
71. Channels for expressing student complaints are readily available.	75%	63%	12%	76%	43%	33%	20%
72. On the whole, the campus is well-maintained.	86%	65%	21%	84%	69%	15%	-4%
73. Student activities fees are put to good use.	84%	58%	26%	77%	40%	37%	18%
74. The Learning Center contributes to student success in writing.	82%	85%	-3%				
75. I have a clear idea how my major can be used after I graduate.	93%	65%	28%				
76. I have experienced spiritual growth at Calvary.	97%	79%	18%				
77. Chapel positively contributes to Calvary life and my spiritual growth.	85%	55%	30%				
78. Information about job opportunities in the KC/Belton area are communicated to Students.	75%	83%	-8%				
79. The employment bulletin board outside The Point is a valuable tool.	67%	77%	-10%				

Item	Calvary Bible College and Theological Seminary - SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
80. The weekly Job Opportunities email is a valuable communication.	65%	77%	-12%				
81. The Learning Center provides a supportive and encouraging environment.	81%	85%	-4%				
84. Institution's commitment to part-time students?		62%			52%		10%
85. Institution's commitment to evening students?		61%			53%		8%
86. Institution's commitment to older, returning learners?		60%			57%		3%
87. Institution's commitment to under-represented populations?		68%			54%		14%
88. Institution's commitment to commuters?		59%			51%		8%
89. Institution's commitment to students with disabilities?		71%			60%		11%
90. Cost as factor in decision to enroll.	85%			77%			
91. Financial aid as factor in decision to enroll.	71%			82%			
92. Academic reputation as factor in decision to enroll.	76%			79%			
93. Size of institution as factor in decision to enroll.	39%			59%			
94. Opportunity to play sports as factor in decision to enroll.	36%			30%			
95. Recommendations from family/friends as factor in decision to enroll.	68%			45%			
96. Geographic setting as factor in decision to enroll.	49%			60%			
97. Campus appearance as factor in decision to enroll.	43%			59%			
98. Personalized attention prior to enrollment as factor in decision to enroll.	55%			65%			

Item Report vs ABHE

Item	Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
1. Most students feel a sense of belonging here.	6.41	5.54	/	1.40	0.87	6.25	5.61	/	1.29	0.64	-0.07
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.48	6.04	/	1.09	0.44	0.28**
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.35	6.00	/	1.11	0.35	0.15
4. Admissions staff are knowledgeable.	6.41	6.20	/	0.98	0.21	6.34	5.82	/	1.22	0.52	0.38**
5. Financial aid counselors are helpful.	6.49	6.00	/	1.29	0.49	6.37	5.62	/	1.43	0.75	0.38**
6. My academic advisor is approachable.	6.62	6.38	/	1.09	0.24	6.45	6.06	/	1.28	0.39	0.32**
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.44	5.96	/	1.27	0.48	0.27*
8. The content of the courses within my major is valuable.	6.71	6.06	/	1.18	0.65	6.64	5.84	/	1.23	0.80	0.22
9. A variety of intramural activities are offered.	5.14	4.70	/	1.70	0.44	4.99	5.18	/	1.50	-0.19	-0.48**
10. Administrators are approachable to students.	6.08	5.90	/	1.02	0.18	6.11	5.81	/	1.17	0.30	0.09
11. Billing policies are reasonable.	6.36	5.67	/	1.35	0.69	6.27	5.30	/	1.46	0.97	0.37**
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.61	/	1.42	0.76	6.35	5.44	/	1.45	0.91	0.17

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A					
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference	
13. Library staff are helpful and approachable.	6.02	6.32	/ 0.97	-0.30	5.91	6.05	/ 1.15	-0.14	0.27*	
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/ 1.25	0.23	6.41	6.01	/ 1.24	0.40	0.24*	
15. The staff in the health services area are competent.	6.04	5.48	/ 1.31	0.56	5.93	5.39	/ 1.50	0.54	0.09	
16. The instruction in my major field is excellent.	6.71	6.05	/ 1.22	0.66	6.60	5.87	/ 1.24	0.73	0.18	
17. Adequate financial aid is available for most students.	6.46	5.42	/ 1.20	1.04	6.50	5.35	/ 1.48	1.15	0.07	
18. Library resources and services are adequate.	6.30	5.86	/ 1.12	0.44	6.24	5.84	/ 1.19	0.40	0.02	
19. My academic advisor helps me set goals to work toward.	6.17	5.68	/ 1.33	0.49	6.05	5.45	/ 1.45	0.60	0.23	
20. The business office is open during hours which are convenient for most students.	6.16	5.80	/ 1.14	0.36	6.10	5.77	/ 1.23	0.33	0.03	
21. The amount of student parking space on campus is adequate.	5.87	6.01	/ 1.18	-0.14	5.99	4.75	/ 1.92	1.24	1.26***	
22. Counseling staff care about students as individuals.	6.18	5.84	/ 1.24	0.34	6.21	5.75	/ 1.28	0.46	0.09	

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.47	5.79	/ 1.38	0.68	6.26	5.11	/ 1.66	1.15	0.68***		
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.31	4.96	/ 1.47	0.35	5.45	5.15	/ 1.52	0.30	-0.19		
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/ 1.31	0.82	6.44	5.66	/ 1.35	0.78	0.12		
26. Computer labs are adequate and accessible.	5.78	5.71	/ 1.16	0.07	5.89	5.57	/ 1.44	0.32	0.14		
27. The personnel involved in registration are helpful.	6.35	6.04	/ 1.18	0.31	6.27	5.82	/ 1.22	0.45	0.22		
28. Parking lots are well-lighted and secure.	6.11	5.64	/ 1.54	0.47	6.01	5.41	/ 1.52	0.60	0.23		
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/ 1.24	0.52	6.53	5.91	/ 1.34	0.62	0.07		
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/ 1.18	0.38	6.14	5.66	/ 1.47	0.48	0.26		
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.56	5.96	/ 1.28	-0.40	5.50	5.74	/ 1.36	-0.24	0.22		

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
32. Tutoring services are readily available.	5.69	6.29	/	1.00	0.60	5.70	5.71	/	1.30	0.01	0.58***
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.38	/	1.18	0.29	6.55	5.98	/	1.33	0.57	0.40**
34. I am able to register for classes I need with few conflicts.	6.67	6.01	/	1.07	0.66	6.52	5.71	/	1.40	0.81	0.30*
35. The assessment and course placement procedures are reasonable.	6.24	5.90	/	1.03	0.34	6.17	5.71	/	1.20	0.46	0.19
36. Security staff respond quickly in emergencies.	6.62	6.27	/	0.99	0.35	6.33	5.50	/	1.49	0.83	0.77***
37. I feel a sense of pride about my campus.	5.94	5.60	/	1.35	0.34	6.01	5.55	/	1.48	0.46	0.05
38. There is an adequate selection of food available in the cafeteria.	6.16	4.94	/	1.75	1.22	6.10	4.75	/	1.81	1.35	0.19
39. I am able to experience intellectual growth here.	6.67	6.11	/	1.15	0.56	6.56	6.01	/	1.19	0.55	0.10
40. Residence hall regulations are reasonable.	6.43	5.81	/	1.36	0.62	6.10	5.29	/	1.63	0.81	0.52**
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.43	5.79	/	1.27	0.64	0.17

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A					
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference	
42. There are a sufficient number of weekend activities for students.	5.10	4.80	/ 1.44	0.30	5.47	4.74	/ 1.68	0.73	0.06	
43. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.90	/ 1.22	0.33	6.11	5.68	/ 1.29	0.43	0.22	
44. Academic support services adequately meet the needs of students.	6.23	5.96	/ 1.12	0.27	6.13	5.70	/ 1.20	0.43	0.26*	
45. Students are made to feel welcome on this campus.	6.59	5.91	/ 1.16	0.68	6.46	5.99	/ 1.22	0.47	-0.08	
46. I can easily get involved in campus organizations.	6.01	5.77	/ 1.16	0.24	5.92	5.59	/ 1.40	0.33	0.18	
47. Faculty provide timely feedback about student progress in a course.	6.35	5.58	/ 1.27	0.77	6.33	5.40	/ 1.42	0.93	0.18	
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.90	/ 1.07	0.47	6.17	5.58	/ 1.41	0.59	0.32*	
49. There are adequate services to help me decide upon a career.	6.06	5.31	/ 1.39	0.75	6.18	5.31	/ 1.46	0.87	0.00	
50. Class change (drop/add) policies are reasonable.	6.09	5.98	/ 1.15	0.11	6.10	5.79	/ 1.26	0.31	0.19	

Item	Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
51. This institution has a good reputation within the community.	6.61	6.10	/	1.12	0.51	6.38	5.98	/	1.24	0.40	0.12
52. The student center is a comfortable place for students to spend their leisure time.	6.23	6.00	/	1.28	0.23	6.01	5.69	/	1.36	0.32	0.31*
53. Faculty take into consideration student differences as they teach a course.	6.28	5.87	/	1.17	0.41	6.24	5.52	/	1.35	0.72	0.35**
54. Bookstore staff are helpful.	5.66	5.46	/	1.45	0.20	5.87	5.80	/	1.34	0.07	-0.34*
55. Major requirements are clear and reasonable.	6.50	6.07	/	1.01	0.43	6.46	5.84	/	1.20	0.62	0.23
56. The student handbook provides helpful information about campus life.	6.07	5.98	/	1.14	0.09	5.80	5.57	/	1.36	0.23	0.41**
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	5.33	/	1.55	0.82	0.38*
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.97	/	1.28	0.65	6.55	5.84	/	1.23	0.71	0.13
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.48	6.00	/	1.20	0.48	0.16

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
60. I generally know what's happening on campus.	6.18	5.50	/ 1.28	0.68	6.02	5.48	/ 1.49	0.54	0.02		
61. Adjunct faculty are competent as classroom instructors.	6.29	5.99	/ 1.12	0.30	6.24	5.74	/ 1.28	0.50	0.25		
62. There is a strong commitment to racial harmony on this campus.	6.26	6.08	/ 1.13	0.18	6.23	5.87	/ 1.34	0.36	0.21		
63. Student disciplinary procedures are fair.	6.41	5.85	/ 1.31	0.56	6.26	5.53	/ 1.51	0.73	0.32*		
64. New student orientation services help students adjust to college.	6.22	5.73	/ 1.19	0.49	6.11	5.63	/ 1.43	0.48	0.10		
65. Faculty are usually available after class and during office hours.	6.37	5.97	/ 1.00	0.40	6.34	5.99	/ 1.11	0.35	-0.02		
66. Tuition paid is a worthwhile investment.	6.56	5.97	/ 0.96	0.59	6.52	5.48	/ 1.47	1.04	0.49***		
67. Freedom of expression is protected on campus.	6.30	5.56	/ 1.49	0.74	6.25	5.45	/ 1.55	0.80	0.11		
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.32	/ 0.87	0.41	6.60	6.18	/ 1.05	0.42	0.14		
69. There is a good variety of courses provided on this campus.	6.51	5.60	/ 1.25	0.91	6.43	5.48	/ 1.45	0.95	0.12		

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.60	/ 1.17	0.36	5.99	5.51	/ 1.34	0.48	0.09		
71. Channels for expressing student complaints are readily available.	6.09	5.47	/ 1.45	0.62	6.07	5.12	/ 1.60	0.95	0.35*		
72. On the whole, the campus is well-maintained.	6.36	5.66	/ 1.33	0.70	6.31	5.80	/ 1.34	0.51	-0.14		
73. Student activities fees are put to good use.	6.34	5.42	/ 1.30	0.92	6.20	5.20	/ 1.55	1.00	0.22		
74. The Learning Center contributes to student success in writing.	6.17	6.26	/ 1.00	-0.09							
75. I have a clear idea how my major can be used after I graduate.	6.61	5.79	/ 1.36	0.82							
76. I have experienced spiritual growth at Calvary.	6.79	6.30	/ 1.13	0.49							
77. Chapel positively contributes to Calvary life and my spiritual growth.	6.40	5.40	/ 1.51	1.00							
78. Information about job opportunities in the KC/Belton area are communicated to Students.	6.15	6.25	/ 0.81	-0.10							

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A				
Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
79. The employment bulletin board outside the Point is a valuable communication.	5.82	6.03	/ 1.05	-0.21					
80. The weekly Job Opportunities email is a valuable communication.	5.90	6.10	/ 0.99	-0.20					
81. The Learning Center provides a supportive and encouraging environment.	6.26	6.31	/ 1.04	-0.05					
84. Institution's commitment to part-time students?		5.70	/ 1.33			5.55	/ 1.32		0.15
85. Institution's commitment to evening students?		5.64	/ 1.37			5.44	/ 1.40		0.20
86. Institution's commitment to older, returning learners?		5.58	/ 1.36			5.66	/ 1.30		-0.08
87. Institution's commitment to under-represented populations?		5.77	/ 1.23			5.53	/ 1.37		0.24
88. Institution's commitment to commuters?		5.55	/ 1.30			5.41	/ 1.47		0.14
89. Institution's commitment to students with disabilities?		5.84	/ 1.22			5.49	/ 1.50		0.35*
90. Cost as factor in decision to enroll.	6.44				6.19				

Item	Calvary Bible College and Theological Seminary				ABHE 2011-2014 Form A				
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
91. Financial aid as factor in decision to enroll.	5.81				6.22				
92. Academic reputation as factor in decision to enroll.	6.04				5.96				
93. Size of institution as factor in decision to enroll.	4.97				5.01				
94. Opportunity to play sports as factor in decision to enroll.	3.96				3.91				
95. Recommendations from family/friends as factor in decision to enroll.	5.85				5.37				
96. Geographic setting as factor in decision to enroll.	5.13				5.20				
97. Campus appearance as factor in decision to enroll.	4.97				5.10				
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.42				5.57				

* Difference statistically significant at the .05 level

** Difference statistically significant at the .01 level

*** Difference statistically significant at the .001 level

Scale Report vs. ABHE

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A					
Scale / Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference	
Student Centeredness	6.47	5.97	/ 0.88	0.50	6.38	5.89	/ 0.97	0.49	0.08	
1. Most students feel a sense of belonging here.	6.41	5.54	/ 1.40	0.87	6.25	5.61	/ 1.29	0.64	-0.07	
2. The campus staff are caring and helpful.	6.62	6.32	/ 0.79	0.30	6.48	6.04	/ 1.09	0.44	0.28**	
10. Administrators are approachable to students.	6.08	5.90	/ 1.02	0.18	6.11	5.81	/ 1.17	0.30	0.09	
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/ 1.24	0.52	6.53	5.91	/ 1.34	0.62	0.07	
45. Students are made to feel welcome on this campus.	6.59	5.91	/ 1.16	0.68	6.46	5.99	/ 1.22	0.47	-0.08	
59. This institution shows concern for students as individuals.	6.63	6.16	/ 1.10	0.47	6.48	6.00	/ 1.20	0.48	0.16	
Campus Life	6.00	5.55	/ 0.79	0.45	5.90	5.36	/ 1.02	0.54	0.19	
9. A variety of intramural activities are offered.	5.14	4.70	/ 1.70	0.44	4.99	5.18	/ 1.50	-0.19	-0.48**	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.47	5.79	/ 1.38	0.68	6.26	5.11	/ 1.66	1.15	0.68***	

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.31	4.96	/	1.47	0.35	5.45	5.15	/	1.52	0.30	-0.19
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/	1.18	0.38	6.14	5.66	/	1.47	0.48	0.26
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.56	5.96	/	1.28	0.40	5.50	5.74	/	1.36	0.24	0.22
38. There is an adequate selection of food available in the cafeteria.	6.16	4.94	/	1.75	1.22	6.10	4.75	/	1.81	1.35	0.19
40. Residence hall regulations are reasonable.	6.43	5.81	/	1.36	0.62	6.10	5.29	/	1.63	0.81	0.52**
42. There are a sufficient number of weekend activities for students.	5.10	4.80	/	1.44	0.30	5.47	4.74	/	1.68	0.73	0.06
46. I can easily get involved in campus organizations.	6.01	5.77	/	1.16	0.24	5.92	5.59	/	1.40	0.33	0.18
52. The student center is a comfortable place for students to spend their leisure time.	6.23	6.00	/	1.28	0.23	6.01	5.69	/	1.36	0.32	0.31*

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
56. The student handbook provides helpful information about campus life.	6.07	5.98	/	1.14	0.09	5.80	5.57	/	1.36	0.23	0.41**
63. Student disciplinary procedures are fair.	6.41	5.85	/	1.31	0.56	6.26	5.53	/	1.51	0.73	0.32*
64. New student orientation services help students adjust to college.	6.22	5.73	/	1.19	0.49	6.11	5.63	/	1.43	0.48	0.10
67. Freedom of expression is protected on campus.	6.30	5.56	/	1.49	0.74	6.25	5.45	/	1.55	0.80	0.11
73. Student activities fees are put to good use.	6.34	5.42	/	1.30	0.92	6.20	5.20	/	1.55	1.00	0.22
Instructional Effectiveness	6.49	5.94	/	0.77	0.55	6.42	5.78	/	0.90	0.64	0.16
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.35	6.00	/	1.11	0.35	0.15
8. The content of the courses within my major is valuable.	6.71	6.06	/	1.18	0.65	6.64	5.84	/	1.23	0.80	0.22
16. The instruction in my major field is excellent.	6.71	6.05	/	1.22	0.66	6.60	5.87	/	1.24	0.73	0.18
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/	1.31	0.82	6.44	5.66	/	1.35	0.78	0.12

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
39. I am able to experience intellectual growth here.	6.67	6.11	/	1.15	0.56	6.56	6.01	/	1.19	0.55	0.10
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.43	5.79	/	1.27	0.64	0.17
47. Faculty provide timely feedback about student progress in a course.	6.35	5.58	/	1.27	0.77	6.33	5.40	/	1.42	0.93	0.18
53. Faculty take into consideration student differences as they teach a course.	6.28	5.87	/	1.17	0.41	6.24	5.52	/	1.35	0.72	0.35**
58. The quality of instruction I receive in most of my classes is excellent.	6.62	5.97	/	1.28	0.65	6.55	5.84	/	1.23	0.71	0.13
61. Adjunct faculty are competent as classroom instructors.	6.29	5.99	/	1.12	0.30	6.24	5.74	/	1.28	0.50	0.25
65. Faculty are usually available after class and during office hours.	6.37	5.97	/	1.00	0.40	6.34	5.99	/	1.11	0.35	-0.02
68. Nearly all of the faculty are knowledgeable in their field.	6.73	6.32	/	0.87	0.41	6.60	6.18	/	1.05	0.42	0.14

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
69. There is a good variety of courses provided on this campus.	6.51	5.60	/	1.25	0.91	6.43	5.48	/	1.45	0.95	0.12
70. Graduate teaching assistants are competent as classroom instructors.	5.96	5.60	/	1.17	0.36	5.99	5.51	/	1.34	0.48	0.09
Recruitment and Financial Aid	6.39	5.84	/	0.89	0.55	6.31	5.58	/	1.04	0.73	0.26**
4. Admissions staff are knowledgeable.	6.41	6.20	/	0.98	0.21	6.34	5.82	/	1.22	0.52	0.38**
5. Financial aid counselors are helpful.	6.49	6.00	/	1.29	0.49	6.37	5.62	/	1.43	0.75	0.38**
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.61	/	1.42	0.76	6.35	5.44	/	1.45	0.91	0.17
17. Adequate financial aid is available for most students.	6.46	5.42	/	1.20	1.04	6.50	5.35	/	1.48	1.15	0.07
43. Admissions counselors respond to prospective students' unique needs and requests.	6.23	5.90	/	1.22	0.33	6.11	5.68	/	1.29	0.43	0.22
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.37	5.90	/	1.07	0.47	6.17	5.58	/	1.41	0.59	0.32*

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Campus Support Services	5.98	5.87	/	0.79	0.11	5.99	5.71	/	0.90	0.28	0.16
13. Library staff are helpful and approachable.	6.02	6.32	/	0.97	-0.30	5.91	6.05	/	1.15	-0.14	0.27*
18. Library resources and services are adequate.	6.30	5.86	/	1.12	0.44	6.24	5.84	/	1.19	0.40	0.02
26. Computer labs are adequate and accessible.	5.78	5.71	/	1.16	0.07	5.89	5.57	/	1.44	0.32	0.14
32. Tutoring services are readily available.	5.69	6.29	/	1.00	-0.60	5.70	5.71	/	1.30	-0.01	0.58***
44. Academic support services adequately meet the needs of students.	6.23	5.96	/	1.12	0.27	6.13	5.70	/	1.20	0.43	0.26*
49. There are adequate services to help me decide upon a career.	6.06	5.31	/	1.39	0.75	6.18	5.31	/	1.46	0.87	0.00
54. Bookstore staff are helpful.	5.66	5.46	/	1.45	0.20	5.87	5.80	/	1.34	0.07	-0.34*
Academic Advising	6.49	6.15	/	0.86	0.34	6.38	5.87	/	1.03	0.51	0.28**
6. My academic advisor is approachable.	6.62	6.38	/	1.09	0.24	6.45	6.06	/	1.28	0.39	0.32**
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/	1.25	0.23	6.41	6.01	/	1.24	0.40	0.24*

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
19. My academic advisor helps me set goals to work toward.	6.17	5.68	/	1.33	0.49	6.05	5.45	/	1.45	0.60	0.23
33. My academic advisor is knowledgeable about requirements in my major.	6.67	6.38	/	1.18	0.29	6.55	5.98	/	1.33	0.57	0.40**
55. Major requirements are clear and reasonable.	6.50	6.07	/	1.01	0.43	6.46	5.84	/	1.20	0.62	0.23
Registration Effectiveness	6.33	5.90	/	0.84	0.43	6.25	5.68	/	0.96	0.57	0.22*
11. Billing policies are reasonable.	6.36	5.67	/	1.35	0.69	6.27	5.30	/	1.46	0.97	0.37**
20. The business office is open during hours which are convenient for most students.	6.16	5.80	/	1.14	0.36	6.10	5.77	/	1.23	0.33	0.03
27. The personnel involved in registration are helpful.	6.35	6.04	/	1.18	0.31	6.27	5.82	/	1.22	0.45	0.22
34. I am able to register for classes I need with few conflicts.	6.67	6.01	/	1.07	0.66	6.52	5.71	/	1.40	0.81	0.30*
50. Class change (drop/add) policies are reasonable.	6.09	5.98	/	1.15	0.11	6.10	5.79	/	1.26	0.31	0.19

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Safety and Security	6.30	6.04	/	0.86	0.26	6.19	5.41	/	1.15	0.78	0.63***
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.44	5.96	/	1.27	0.48	0.27*
21. The amount of student parking space on campus is adequate.	5.87	6.01	/	1.18	0.14	5.99	4.75	/	1.92	1.24	1.26***
28. Parking lots are well-lighted and secure.	6.11	5.64	/	1.54	0.47	6.01	5.41	/	1.52	0.60	0.23
36. Security staff respond quickly in emergencies.	6.62	6.27	/	0.99	0.35	6.33	5.50	/	1.49	0.83	0.77***
Concern for the Individual	6.44	6.02	/	0.88	0.42	6.34	5.86	/	0.93	0.48	0.16
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.35	6.00	/	1.11	0.35	0.15
14. My academic advisor is concerned about my success as an individual.	6.48	6.25	/	1.25	0.23	6.41	6.01	/	1.24	0.40	0.24*
22. Counseling staff care about students as individuals.	6.18	5.84	/	1.24	0.34	6.21	5.75	/	1.28	0.46	0.09
25. Faculty are fair and unbiased in their treatment of individual students.	6.60	5.78	/	1.31	0.82	6.44	5.66	/	1.35	0.78	0.12
30. Residence hall staff are concerned about me as an individual.	6.30	5.92	/	1.18	0.38	6.14	5.66	/	1.47	0.48	0.26

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.48	6.00	/	1.20	0.48	0.16
Service Excellence	6.23	5.86	/	0.83	0.37	6.13	5.64	/	0.93	0.49	0.22*
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.48	6.04	/	1.09	0.44	0.28**
13. Library staff are helpful and approachable.	6.02	6.32	/	0.97	-0.30	5.91	6.05	/	1.15	-0.14	0.27*
15. The staff in the health services area are competent.	6.04	5.48	/	1.31	0.56	5.93	5.39	/	1.50	0.54	0.09
22. Counseling staff care about students as individuals.	6.18	5.84	/	1.24	0.34	6.21	5.75	/	1.28	0.46	0.09
27. The personnel involved in registration are helpful.	6.35	6.04	/	1.18	0.31	6.27	5.82	/	1.22	0.45	0.22
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	5.33	/	1.55	0.82	0.38*
60. I generally know what's happening on campus.	6.18	5.50	/	1.28	0.68	6.02	5.48	/	1.49	0.54	0.02
71. Channels for expressing student complaints are readily available.	6.09	5.47	/	1.45	0.62	6.07	5.12	/	1.60	0.95	0.35*

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Responsiveness to Diverse Populations		5.67	/	1.12			5.51	/	1.23		0.16
84. Institution's commitment to part-time students?		5.70	/	1.33			5.55	/	1.32		0.15
85. Institution's commitment to evening students?		5.64	/	1.37			5.44	/	1.40		0.20
86. Institution's commitment to older, returning learners?		5.58	/	1.36			5.66	/	1.30		-0.08
87. Institution's commitment to under-represented populations?		5.77	/	1.23			5.53	/	1.37		0.24
88. Institution's commitment to commuters?		5.55	/	1.30			5.41	/	1.47		0.14
89. Institution's commitment to students with disabilities?		5.84	/	1.22			5.49	/	1.50		0.35*
Campus Climate	6.39	5.89	/	0.78	0.50	6.31	5.73	/	0.93	0.58	0.16
1. Most students feel a sense of belonging here.	6.41	5.54	/	1.40	0.87	6.25	5.61	/	1.29	0.64	-0.07
2. The campus staff are caring and helpful.	6.62	6.32	/	0.79	0.30	6.48	6.04	/	1.09	0.44	0.28**
3. Faculty care about me as an individual.	6.45	6.15	/	0.97	0.30	6.35	6.00	/	1.11	0.35	0.15
7. The campus is safe and secure for all students.	6.59	6.23	/	0.94	0.36	6.44	5.96	/	1.27	0.48	0.27*

Calvary Bible College and Theological Seminary

ABHE 2011-2014 Form A

Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
10. Administrators are approachable to students.	6.08	5.90	/	1.02	0.18	6.11	5.81	/	1.17	0.30	0.09
29. It is an enjoyable experience to be a student on this campus.	6.50	5.98	/	1.24	0.52	6.53	5.91	/	1.34	0.62	0.07
37. I feel a sense of pride about my campus.	5.94	5.60	/	1.35	0.34	6.01	5.55	/	1.48	0.46	0.05
41. There is a commitment to academic excellence on this campus.	6.49	5.96	/	1.16	0.53	6.43	5.79	/	1.27	0.64	0.17
45. Students are made to feel welcome on this campus.	6.59	5.91	/	1.16	0.68	6.46	5.99	/	1.22	0.47	-0.08
51. This institution has a good reputation within the community.	6.61	6.10	/	1.12	0.51	6.38	5.98	/	1.24	0.40	0.12
57. I seldom get the "run-around" when seeking information on this campus.	6.28	5.71	/	1.36	0.57	6.15	5.33	/	1.55	0.82	0.38*
59. This institution shows concern for students as individuals.	6.63	6.16	/	1.10	0.47	6.48	6.00	/	1.20	0.48	0.16
60. I generally know what's happening on campus.	6.18	5.50	/	1.28	0.68	6.02	5.48	/	1.49	0.54	0.02

Calvary Bible College and Theological Seminary					ABHE 2011-2014 Form A						
Scale / Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
62. There is a strong commitment to racial harmony on this campus.	6.26	6.08	/ 1.13	0.18	6.23	5.87	/ 1.34	0.36	0.21		
66. Tuition paid is a worthwhile investment.	6.56	5.97	/ 0.96	0.59	6.52	5.48	/ 1.47	1.04	0.49***		
67. Freedom of expression is protected on campus.	6.30	5.56	/ 1.49	0.74	6.25	5.45	/ 1.55	0.80	0.11		
71. Channels for expressing student complaints are readily available.	6.09	5.47	/ 1.45	0.62	6.07	5.12	/ 1.60	0.95	0.35*		

- * Difference statistically significant at the .05 level
- ** Difference statistically significant at the .01 level
- *** Difference statistically significant at the .001 level

Item Percentage Report vs. ABHE

This report provides a look at the percentage of responses that indicated an answer of 6 or 7. 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

Item	Calvary Bible College and Theological Seminary			ABHE 2011-2014 Form A			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
1. Most students feel a sense of belonging here.	87%	67%	20%	83%	62%	21%	5%
2. The campus staff are caring and helpful.	95%	87%	8%	90%	78%	12%	9%
3. Faculty care about me as an individual.	88%	82%	6%	85%	75%	10%	7%
4. Admissions staff are knowledgeable.	87%	85%	2%	84%	69%	15%	16%
5. Financial aid counselors are helpful.	89%	74%	15%	86%	63%	23%	11%
6. My academic advisor is approachable.	95%	85%	10%	88%	77%	11%	8%
7. The campus is safe and secure for all students.	91%	84%	7%	87%	75%	12%	9%
8. The content of the courses within my major is valuable.	96%	75%	21%	93%	70%	23%	5%
9. A variety of intramural activities are offered.	46%	37%	9%	42%	49%	-7%	-12%
10. Administrators are approachable to students.	76%	69%	7%	77%	68%	9%	1%
11. Billing policies are reasonable.	87%	66%	21%	83%	52%	31%	14%
12. Financial aid awards are announced to students in time to be helpful in college planning.	84%	64%	20%	85%	58%	27%	6%
13. Library staff are helpful and approachable.	72%	84%	-12%	68%	76%	-8%	8%
14. My academic advisor is concerned about my success as an individual.	90%	81%	9%	86%	75%	11%	6%
15. The staff in the health services area are competent.	74%	56%	18%	72%	56%	16%	0%
16. The instruction in my major field is excellent.	96%	77%	19%	92%	70%	22%	7%
17. Adequate financial aid is available for most students.	90%	50%	40%	89%	55%	34%	-5%
18. Library resources and services are adequate.	83%	69%	14%	82%	70%	12%	-1%

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19. My academic advisor helps me set goals to work toward.	83%	66%	17%	74%	56%	18%	10%
20. The business office is open during hours which are convenient for most students.	77%	66%	11%	76%	68%	8%	-2%
21. The amount of student parking space on campus is adequate.	66%	75%	-9%	73%	44%	29%	31%
22. Counseling staff care about students as individuals.	82%	71%	11%	80%	66%	14%	5%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	88%	65%	23%	83%	50%	33%	15%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	51%	38%	13%	57%	48%	9%	-10%
25. Faculty are fair and unbiased in their treatment of individual students.	92%	69%	23%	88%	65%	23%	4%
26. Computer labs are adequate and accessible.	71%	64%	7%	70%	62%	8%	2%
27. The personnel involved in registration are helpful.	88%	79%	9%	82%	69%	13%	10%
28. Parking lots are well-lighted and secure.	76%	68%	8%	74%	58%	16%	10%
29. It is an enjoyable experience to be a student on this campus.	93%	75%	18%	90%	72%	18%	3%
30. Residence hall staff are concerned about me as an individual.	85%	71%	14%	79%	65%	14%	6%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	63%	72%	-9%	60%	67%	-7%	5%
32. Tutoring services are readily available.	69%	84%	-15%	64%	65%	-1%	19%
33. My academic advisor is knowledgeable about requirements in my major.	94%	86%	8%	91%	74%	17%	12%

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34. I am able to register for classes I need with few conflicts.	95%	73%	22%	91%	67%	24%	6%
35. The assessment and course placement procedures are reasonable.	84%	68%	16%	80%	65%	15%	3%
36. Security staff respond quickly in emergencies.	90%	86%	4%	83%	60%	23%	26%
37. I feel a sense of pride about my campus.	71%	61%	10%	73%	60%	13%	1%
38. There is an adequate selection of food available in the cafeteria.	79%	43%	36%	77%	41%	36%	2%
39. I am able to experience intellectual growth here.	94%	82%	12%	91%	76%	15%	6%
40. Residence hall regulations are reasonable.	89%	74%	15%	78%	56%	22%	18%
41. There is a commitment to academic excellence on this campus.	92%	73%	19%	88%	68%	20%	5%
42. There are a sufficient number of weekend activities for students.	41%	31%	10%	56%	38%	18%	-7%
43. Admissions counselors respond to prospective students' unique needs and requests.	86%	74%	12%	77%	64%	13%	10%
44. Academic support services adequately meet the needs of students.	81%	77%	4%	78%	65%	13%	12%
45. Students are made to feel welcome on this campus.	93%	69%	24%	89%	74%	15%	-5%
46. I can easily get involved in campus organizations.	77%	64%	13%	71%	61%	10%	3%
47. Faculty provide timely feedback about student progress in a course.	88%	64%	24%	85%	55%	30%	9%
48. Admissions counselors accurately portray the campus in their recruiting practices.	87%	69%	18%	80%	62%	18%	7%
49. There are adequate services to help me decide upon a career.	79%	47%	32%	79%	52%	27%	-5%

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50. Class change (drop/add) policies are reasonable.	76%	72%	4%	77%	69%	8%	3%
51. This institution has a good reputation within the community.	94%	78%	16%	86%	74%	12%	4%
52. The student center is a comfortable place for students to spend their leisure time.	80%	74%	6%	73%	65%	8%	9%
53. Faculty take into consideration student differences as they teach a course.	86%	69%	17%	82%	60%	22%	9%
54. Bookstore staff are helpful.	62%	55%	7%	68%	70%	-2%	-15%
55. Major requirements are clear and reasonable.	94%	81%	13%	89%	70%	19%	11%
56. The student handbook provides helpful information about campus life.	76%	74%	2%	67%	61%	6%	13%
57. I seldom get the "run-around" when seeking information on this campus.	86%	63%	23%	79%	55%	24%	8%
58. The quality of instruction I receive in most of my classes is excellent.	94%	76%	18%	91%	70%	21%	6%
59. This institution shows concern for students as individuals.	95%	82%	13%	89%	75%	14%	7%
60. I generally know what's happening on campus.	77%	55%	22%	74%	60%	14%	-5%
61. Adjunct faculty are competent as classroom instructors.	84%	77%	7%	82%	66%	16%	11%
62. There is a strong commitment to racial harmony on this campus.	84%	79%	5%	81%	72%	9%	7%
63. Student disciplinary procedures are fair.	88%	70%	18%	82%	63%	19%	7%
64. New student orientation services help students adjust to college.	81%	67%	14%	77%	63%	14%	4%
65. Faculty are usually available after class and during office hours.	86%	78%	8%	85%	74%	11%	4%

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66. Tuition paid is a worthwhile investment.	90%	75%	15%	90%	59%	31%	16%
67. Freedom of expression is protected on campus.	82%	65%	17%	81%	61%	20%	4%
68. Nearly all of the faculty are knowledgeable in their field.	97%	84%	13%	93%	81%	12%	3%
69. There is a good variety of courses provided on this campus.	92%	60%	32%	88%	58%	30%	2%
70. Graduate teaching assistants are competent as classroom instructors.	73%	60%	13%	74%	60%	14%	0%
71. Channels for expressing student complaints are readily available.	75%	63%	12%	76%	50%	26%	13%
72. On the whole, the campus is well-maintained.	86%	65%	21%	85%	70%	15%	-5%
73. Student activities fees are put to good use.	84%	58%	26%	80%	50%	30%	8%
74. The Learning Center contributes to student success in writing.	82%	85%	-3%				
75. I have a clear idea how my major can be used after I graduate.	93%	65%	28%				
76. I have experienced spiritual growth at Calvary.	97%	79%	18%				
77. Chapel positively contributes to Calvary life and my spiritual growth.	85%	55%	30%				
78. Information about job opportunities in the KC/Belton area are communicated to students.	75%	83%	-8%				
79. The employment bulletin board outside The Point is a valuable tool.	67%	77%	-10%				
80. The weekly Job Opportunities email is a valuable communication.	65%	77%	-12%				
81. The Learning Center provides a supportive and encouraging environment.	81%	85%	-4%				

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84. Institution's commitment to part-time students?		62%			60%		2%
85. Institution's commitment to evening students?		61%			57%		4%
86. Institution's commitment to older, returning learners?		60%			64%		-4%
87. Institution's commitment to under-represented populations?		68%			60%		8%
88. Institution's commitment to commuters?		59%			57%		2%
89. Institution's commitment to students with disabilities?		71%			60%		11%
90. Cost as factor in decision to enroll.	85%			80%			
91. Financial aid as factor in decision to enroll.	71%			81%			
92. Academic reputation as factor in decision to enroll.	76%			73%			
93. Size of institution as factor in decision to enroll.	39%			46%			
94. Opportunity to play sports as factor in decision to enroll.	36%			33%			
95. Recommendations from family/friends as factor in decision to enroll.	68%			57%			
96. Geographic setting as factor in decision to enroll.	49%			52%			
97. Campus appearance as factor in decision to enroll.	43%			46%			
98. Personalized attention prior to enrollment as factor in decision to enroll.	55%			62%			