

**2017
STUDENT SATISFACTION
INVENTORY
REPORT**



CALVARY UNIVERSITY

March 17, 2017

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March 17, 2017

SUBJECT: 2017 Student Satisfaction Inventory Report

Calvary students took the Noel-Levitz Student Satisfaction Inventory (SSI) on February 6, 2017. 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 2017 Survey:

Question:

74 – Campus Item 1: I have a clear idea how my major can be used after I graduate.

75 – Campus Item 2: I have experienced spiritual growth at Calvary.

76 – Campus Item 3: I am challenged spiritually by chapel theatre scenes

77 – Campus Item 4: I gain insight into our culture from theatre performances.

78 – Campus Item 5: Chapel positively contributes to my spiritual growth.

79 – Campus Item 6: Information about job opportunities is communicated to students

80 – Campus Item 7: The employment bulletin board outside the Warrior Café is a valuable tool.

81 – Campus Item 8: The Clark Academic Center contributes to student academic success.

Unedited copies of the 2017 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

Ana Sharp
Institutional Research Office Assistant

DEMOGRAPHICS

Gender

	N	%
Female	39	43.33%
Male	51	56.67%
Total	90	100%
No Answer	1	

Age

	N	%
18 and under	16	17.58%
19 to 24	69	75.82%
25 to 34	4	4.40%
35 to 44	1	1.10%
45 and over	1	1.10%
Total	91	100%
No Answer	0	

Ethnicity/Race

	N	%
African-American	4	4.44%
American Indian or Alaskan Native	1	1.11%
Asian or Pacific Islander	3	3.33%
Caucasian/White	74	82.22%
Hispanic	0	0%
Other race	4	4.44%
Race - Prefer not to respond	4	4.44%
Total	90	100%
No Answer	1	

Current Enrollment Status

	N	%
Day	83	95.40%
Evening	4	4.60%
Weekend	0	0%
Total	87	100%
No Answer	4	

Current Residence

	N	%
Residence hall	69	75.82%
Fraternity / Sorority	0	0%
Own house	7	7.69%
Rent room or apt off campus	4	4.40%
Parent's home	10	10.99%
Other residence	1	1.10%
Total	91	100%
No Answer	0	

Residence Classification

	N	%
In-state	41	45.05%
Out-of-state	49	53.85%
International (not U.S. citizen)	1	1.10%
Total	91	100%
No Answer	0	

Disabilities

	N	%
Yes – Disability	8	8.79%
No – Disability	83	91.21%
Total	91	100%
No Answer	4	

Institution Was My

	N	%
1st choice	62	68.89%
2nd choice	19	21.11%
3rd choice or lower	9	10%
Total	90	100%
No Answer	1	

Current Class Load

	N	%
Full-time	79	88.76%
Part-time	10	11.24%
Total	89	100%
No Answer	2	

Class Level

	N	%
Freshman	30	32.97%
Sophomore	29	31.87%
Junior	23	25.27%
Senior	5	5.49%
Special student	1	1.10%
Graduate/Professional	1	1.10%
Other Class Level	2	2.20%
Total	91	100%
No Answer	0	

Current GPA

	N	%
No credits earned	6	6.59%
1.99 or below	4	4.40%
2.0 - 2.49	5	5.49%
2.5 - 2.99	15	16.48%
3.0 - 3.49	17	18.68%
3.5 or above	44	48.35%
Total	91	100%
No Answer	5	

Employment

	N	%
Full-time off campus	8	9.09%
Part-time off campus	27	30.68%
Full-time on campus	3	3.41%
Part-time on campus	23	26.14%
Not employed	27	30.68%
Total	88	100%
No Answer	3	

Educational Goal

	N	%
Associate degree	9	10%
Bachelor's degree	66	73.33%
Master's degree	9	10%
Doctorate or professional degree	1	1.11%
Certification (initial/renewal)	0	0%
Self-improvement/pleasure	3	3.33%
Job-related training	0	0%
Other educational goal	2	2.22%
Total	90	100%
No Answer	1	

Major

	N	%
Non-Degree Seeking	1	1.20%
Undeclared	8	9.64%
Life Track	1	1.20%
AA-Biblical Studies	1	1.20%
AA-Worship Arts	1	1.20%
AA-Ministry Studies	0	0%
Advanced Biblical Studies	5	6.02%
Biblical Counseling	13	15.66%
Elementary Education	4	4.82%
Secondary Education	4	4.82%
Worship Arts	2	2.41%
Music Education	3	3.61%
Pastoral Ministry	7	8.43%
Business Administration	6	7.23%
Children's Ministry	2	2.41%
Intercultural Studies	0	0%
Music Performance & Pedagogy	2	2.41%
Professional Directed Studies	5	6.02%
Theatre Arts	12	14.46%
Youth Ministry	1	1.20%
Interdisciplinary	0	0%
Double Major	1	1.20%
MA-Biblical Studies	1	1.20%
MA-Biblical Counseling	1	1.20%
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).

- 68. Nearly all of the faculty are knowledgeable in their field.
- 39. I am able to experience intellectual growth here.
- 29. It is an enjoyable experience to be a student on this campus.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 45. Students are made to feel welcome on this campus.
- 2. The campus staff are caring and helpful.
- 59. This institution shows concern for students as individuals.
- 75. Campus item 2: I have experienced spiritual growth at Calvary.
- 14. My academic advisor is concerned about my success as an individual.
- 7. The campus is safe and secure for all students.
- 51. This institution has a good reputation within the community.
- 6. My academic advisor is approachable.
- 27. The personnel involved in registration are helpful.
- 4. Admissions staff are knowledgeable.
- 61. Adjunct faculty are competent as classroom instructors.
- 3. Faculty care about me as an individual.

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.
- 36. Security staff respond quickly in emergencies.
- 66. Tuition paid is a worthwhile investment.
- 34. I am able to register for classes I need with few conflicts.
- 17. Adequate financial aid is available for most students.
- 69. There is a good variety of courses provided on this campus.
- 72. On the whole, the campus is well-maintained.
- 38. There is an adequate selection of food available in the cafeteria.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 73. Student activities fees are put to good use.
- 11. Billing policies are reasonable.
- 47. Faculty provide timely feedback about student progress in a course.

Benchmarks

Higher Satisfaction vs. National Four-Year Privates

- 8. The content of the courses within my major is valuable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 29. It is an enjoyable experience to be a student on this campus.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 45. Students are made to feel welcome on this campus.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 36. Security staff respond quickly in emergencies.
- 2. The campus staff are caring and helpful.
- 66. Tuition paid is a worthwhile investment.
- 59. This institution shows concern for students as individuals.
- 14. My academic advisor is concerned about my success as an individual.
- 34. I am able to register for classes I need with few conflicts.
- 7. The campus is safe and secure for all students.
- 51. This institution has a good reputation within the community.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 6. My academic advisor is approachable.
- 27. The personnel involved in registration are helpful.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 4. Admissions staff are knowledgeable.
- 5. Financial aid counselors are helpful.
- 38. There is an adequate selection of food available in the cafeteria.
- 44. Academic support services adequately meet the needs of students.
- 61. Adjunct faculty are competent as classroom instructors.
- 3. Faculty care about me as an individual.
- 40. Residence hall regulations are reasonable.
- 1. Most students feel a sense of belonging here.
- 73. Student activities fees are put to good use.
- 11. Billing policies are reasonable.

Higher Importance vs. National Four-Year Privates

- 16. The instruction in my major field is excellent.
- 29. It is an enjoyable experience to be a student on this campus.
- 45. Students are made to feel welcome on this campus.
- 36. Security staff respond quickly in emergencies.
- 2. The campus staff are caring and helpful.
- 41. There is a commitment to academic excellence on this campus.
- 14. My academic advisor is concerned about my success as an individual.

- 51. This institution has a good reputation within the community.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 27. The personnel involved in registration are helpful.
- 63. Student disciplinary procedures are fair.
- 62. There is a strong commitment to racial harmony on this campus.
- 4. Admissions staff are knowledgeable.
- 38. There is an adequate selection of food available in the cafeteria.
- 44. Academic support services adequately meet the needs of students.
- 40. Residence hall regulations are reasonable.
- 1. Most students feel a sense of belonging here.
- 73. Student activities fees are put to good use.
- 11. Billing policies are reasonable.

Higher Satisfaction vs. ABHE 2013-2016 Form A

- 29. It is an enjoyable experience to be a student on this campus.
- 2. The campus staff are caring and helpful.
- 7. The campus is safe and secure for all students.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 27. The personnel involved in registration are helpful.
- 61. Adjunct faculty are competent as classroom instructors.
- 1. Most students feel a sense of belonging here.

Higher Importance vs. ABHE 2013-2016 Form A

- 16. The instruction in my major field is excellent.
- 36. Security staff respond quickly in emergencies.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 63. Student disciplinary procedures are fair.
- 62. There is a strong commitment to racial harmony on this campus.
- 38. There is an adequate selection of food available in the cafeteria.
- 44. Academic support services adequately meet the needs of students.
- 40. Residence hall regulations are reasonable.
- 73. Student activities fees are put to good use.

Item Report vs. National Four-Year Private Schools

Item	Calvary University – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
1. Most students feel a sense of belonging here.	6.34	5.86	/	1.01	0.48	6.03	5.27	/	1.46	0.67	0.59***
2. The campus staff are caring and helpful.	6.54	6.34	/	0.87	0.20	6.36	5.61	/	1.34	0.75	0.73***
3. Faculty care about me as an individual.	6.36	6.20	/	0.96	0.16	6.26	5.56	/	1.39	0.70	0.64***
4. Admissions staff are knowledgeable.	6.40	6.06	/	0.98	0.34	6.18	5.42	/	1.46	0.76	0.64***
5. Financial aid counselors are helpful.	6.40	5.86	/	1.08	0.54	6.25	5.16	/	1.64	1.09	0.70***
6. My academic advisor is approachable.	6.44	6.16	/	0.97	0.28	6.41	5.77	/	1.53	0.64	0.39*
7. The campus is safe and secure for all students.	6.49	6.42	/	0.72	0.07	6.45	5.74	/	1.40	0.71	0.68***
8. The content of the courses within my major is valuable.	6.72	5.98	/	0.98	0.74	6.60	5.69	/	1.33	0.91	0.29*
9. A variety of intramural activities are offered.	5.48	4.68	/	1.67	0.80	5.15	5.10	/	1.56	0.05	-0.42*
10. Administrators are approachable to students.	6.31	5.92	/	1.09	0.39	6.05	5.37	/	1.43	0.68	0.55***
11. Billing policies are reasonable.	6.33	5.23	/	1.13	0.90	6.14	4.77	/	1.67	1.37	0.66***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.35	/	1.26	1.02	6.27	5.13	/	1.63	1.14	0.22
13. Library staff are helpful and approachable.	5.93	6.01	/	1.19	-0.08	5.74	5.70	/	1.33	0.04	0.31

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.33	5.57	/	1.57	0.76	0.67***
15. The staff in the health services area are competent.	5.86	4.84	/	1.72	1.02	6.02	5.15	/	1.61	0.87	-0.31
16. The instruction in my major field is excellent.	6.76	5.95	/	1.25	0.81	6.57	5.68	/	1.37	0.89	0.27
17. Adequate financial aid is available for most students.	6.45	5.04	/	1.39	1.41	6.39	4.99	/	1.65	1.40	0.05
18. Library resources and services are adequate.	6.32	5.32	/	1.43	0.91	6.08	5.63	/	1.33	0.45	-0.31
19. My academic advisor helps me set goals to work toward.	6.13	5.43	/	1.40	0.70	6.07	5.18	/	1.69	0.89	0.25
20. The business office is open during hours which are convenient for most students.	6.12	5.58	/	1.18	0.54	5.95	5.29	/	1.47	0.66	0.29
21. The amount of student parking space on campus is adequate.	5.87	5.92	/	1.16	-0.05	5.98	4.01	/	2.08	1.97	1.91***
22. Counseling staff care about students as individuals.	6.12	5.77	/	1.07	0.35	6.12	5.33	/	1.51	0.79	0.44
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	5.64	/	1.13	0.80	6.14	4.80	/	1.73	1.34	0.84***
24. The intercollegiate	5.59	5.44	/	1.24	0.15	5.29	4.55	/	1.82	0.74	0.89***

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
athletic programs contribute to a strong sense of school spirit.											
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/	1.13	0.60	6.39	5.38	/	1.51	1.01	0.42
26. Computer labs are adequate and accessible.	5.95	5.57	/	1.16	0.38	6.20	5.49	/	1.53	0.71	0.08
27. The personnel involved in registration are helpful.	6.43	6.14	/	1.00	0.29	6.21	5.48	/	1.45	0.73	0.66***
28. Parking lots are well-lighted and secure.	6.08	6.14	/	0.92	-0.06	6.04	5.16	/	1.64	0.88	0.98***
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/	1.08	0.40	6.44	5.47	/	1.55	0.97	0.73***
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/	1.22	0.29	5.83	5.13	/	1.66	0.70	0.84***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.67	/	1.36	-0.03	5.70	5.53	/	1.53	0.17	0.14
32. Tutoring services are readily available.	6.15	6.05	/	1.09	0.10	6.02	5.61	/	1.43	0.41	0.44**
33. My academic advisor is knowledgeable about requirements in my major.	6.60	6.30	/	1.10	0.30	6.50	5.76	/	1.53	0.74	0.54***
34. I am able to register for	6.51	5.70	/	1.30	0.81	6.51	5.18	/	1.73	1.33	0.52**

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
classes I need with few conflicts.											
35. The assessment and course placement procedures are reasonable.	6.13	5.53	/	1.05	0.60	6.23	5.42	/	1.43	0.81	0.11
36. Security staff respond quickly in emergencies.	6.58	5.74	/	1.37	0.84	6.38	5.34	/	1.60	1.04	0.40*
37. I feel a sense of pride about my campus.	6.00	5.22	/	1.55	0.78	5.95	5.26	/	1.64	0.69	-0.04
38. There is an adequate selection of food available in the cafeteria.	6.39	4.73	/	1.72	1.66	6.08	4.30	/	1.93	1.78	0.43*
39. I am able to experience intellectual growth here.	6.63	6.01	/	1.06	0.62	6.49	5.74	/	1.36	0.75	0.27
40. Residence hall regulations are reasonable.	6.35	5.63	/	1.37	0.72	5.94	5.00	/	1.70	0.94	0.63
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/	0.95	0.73	6.37	5.60	/	1.41	0.77	0.21
42. There are a sufficient number of weekend activities for students.	5.72	4.63	/	1.63	1.09	5.56	4.72	/	1.75	0.84	-0.09
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.71	/	1.02	0.56	6.05	5.37	/	1.48	0.68	0.34*
44. Academic support services adequately meet	6.39	5.91	/	1.07	0.48	6.17	5.43	/	1.42	1.74	1.48**

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
the needs of students.											
45. Students are made to feel welcome on this campus.	6.59	6.02	/	1.14	0.57	6.35	5.63	/	1.45	0.72	0.39
46. I can easily get involved in campus organizations.	6.01	5.56	/	1.39	0.35	5.94	5.43	/	1.51	0.51	0.23
47. Faculty provide timely feedback about student progress in a course.	6.32	5.47	/	1.23	0.85	6.35	5.25	/	1.51	1.10	0.22
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.61	/	1.29	0.71	6.14	5.17	/	1.64	0.97	0.44
49. There are adequate services to help me decide upon a career.	6.31	5.49	/	1.15	0.82	6.28	5.35	/	1.52	0.93	0.14
50. Class change (drop/add) policies are reasonable.	6.23	5.76	/	1.11	0.47	6.13	5.48	/	1.51	0.65	0.28
51. This institution has a good reputation within the community.	6.45	6.16	/	1.09	0.29	6.24	5.60	/	1.52	0.64	0.56***
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.39	/	1.47	0.76	5.91	5.21	/	1.65	0.70	0.18
53. Faculty take into consideration student differences as	6.29	5.27	/	1.41	1.02	6.21	5.22	/	1.53	0.99	0.05

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
they teach a course.											
54. Bookstore staff are helpful.	5.94	5.12	/	1.61	0.82	5.81	5.52	/	1.48	0.29	-0.40*
55. Major requirements are clear and reasonable.	6.55	5.78	/	0.99	0.77	6.43	5.63	/	1.40	0.80	0.15
56. The student handbook provides helpful information about campus life.	6.14	5.65	/	1.32	0.49	5.67	5.26	/	1.50	0.41	0.39
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/	1.32	0.87	6.12	4.93	/	1.75	1.19	0.44*
58. The quality of instruction I receive in most of my classes is excellent.	6.59	5.89	/	1.00	0.70	6.51	5.59	/	1.37	0.92	0.30*
59. This institution shows concern for students as individuals.	6.52	6.00	/	1.03	0.52	6.38	5.40	/	1.57	0.98	0.60***
60. I generally know what's happening on campus.	6.03	5.22	/	1.36	0.81	5.97	5.22	/	1.57	0.75	0.00
61. Adjunct faculty are competent as classroom instructors.	6.37	6.12	/	0.91	0.25	6.22	5.47	/	1.45	0.75	0.65***
62. There is a strong commitment to racial harmony on this campus.	6.42	5.71	/	1.29	0.71	6.08	5.57	/	1.46	1.51	0.14
63. Student disciplinary procedures are fair.	6.43	5.64	/	1.25	0.79	6.15	5.32	/	1.57	0.83	0.32

Item	Calvary University – SSI					National Four-Year Privates					Difference
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	
64. New student orientation services help students adjust to college.	6.19	5.61	/	1.41	0.58	6.04	5.33	/	1.57	0.71	0.28
65. Faculty are usually available after class and during office hours.	6.30	5.94	/	1.08	0.36	6.32	5.75	/	1.33	0.57	0.19
66. Tuition paid is a worthwhile investment.	6.53	5.66	/	1.15	0.87	6.47	4.94	/	1.73	1.53	0.72***
67. Freedom of expression is protected on campus.	6.30	5.26	/	1.49	1.04	6.26	5.46	/	1.55	0.80	-0.20
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.40	/	0.72	0.28	6.54	5.90	/	1.28	0.64	0.50***
69. There is a good variety of courses provided on this campus.	6.44	5.58	/	1.37	0.86	6.42	5.51	/	1.49	0.91	0.07
70. Graduate teaching assistants are competent as classroom instructors.	6.03	5.60	/	1.27	0.43	6.05	5.36	/	1.45	0.69	0.24
71. Channels for expressing student complaints are readily available.	6.13	5.15	/	1.45	0.98	6.10	4.89	/	1.72	1.21	1.26
72. On the whole, the campus is well-maintained.	6.44	4.76	/	1.59	1.68	6.32	5.75	/	1.41	0.57	-0.99***
73. Student activities fees are put to good use.	6.34	5.27	/	1.32	1.07	6.11	4.82	/	1.70	1.29	0.45*
74. I have a clear idea how my major can be used after I graduate.	6.53	5.98	/	0.23	0.55						

Item	Calvary University – SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
75. I have experienced spiritual growth at Calvary.	6.52	6.00	/	1.31	0.52						
76. I am challenged spiritually by Chapel Theatre scenes.	5.93	5.67	/	1.39	0.26						
77. I gain insight into our culture from theatre performances.	5.60	5.53	/	1.54	0.07						
78. Chapel positively contributes to my spiritual growth.	6.27	5.59	/	1.35	0.68						
79. Information about job opportunities are communicated to students.	6.17	5.62	/	1.36	0.55						
80. The employment bulletin board outside the Warrior Café is a valuable tool.	5.69	4.94	/	1.53	0.75						
81. The Clark Academic Center contributes to student academic success.	6.23	5.99	/	1.12	0.24						
84. Institution's commitment to part-time students?		5.52	/	1.36			5.30	/	1.50		0.22
85. Institution's commitment to evening students?		5.42	/	1.35			5.30	/	1.52		0.12
86. Institution's commitment to older, returning learners?		5.57	/	1.13			5.43	/	1.47		0.14
87. Institution's commitment to		5.38	/	1.24			5.33	/	1.52		0.05

Item	Calvary University – SSI				National Four-Year Privates						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
under-represented populations?											
88. Institution's commitment to commuters?		5.34	/	1.21			5.15	/	1.66		0.19
89. Institution's commitment to students with disabilities?		5.66	/	1.21			5.51	/	1.50		0.15
90. Cost as factor in decision to enroll.	6.31					6.11					
91. Financial aid as factor in decision to enroll.	5.83					6.24					
92. Academic reputation as factor in decision to enroll.	5.83					6.15					
93. Size of institution as factor in decision to enroll.	4.87					5.47					
94. Opportunity to play sports as factor in decision to enroll.	3.88					3.79					
95. Recommendations from family/friends as factor in decision to enroll.	5.60					4.92					
96. Geographic setting as factor in decision to enroll.	4.92					5.51					
97. Campus appearance as factor in decision to enroll.	4.80					5.52					

Item	Calvary University – SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.43				5.70				

- * 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 University - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
Student Centeredness	6.48	6.06	/	0.81	0.42	6.27	5.46	/	1.20	0.81	0.60***
1. Most students feel a sense of belonging here.	6.34	5.86	/	1.01	0.48	6.03	5.27	/	1.46	0.76	0.59***
2. The campus staff are caring and helpful.	6.54	6.34	/	0.87	0.20	6.36	5.61	/	1.34	0.75	0.73***
10. Administrators are approachable to students.	6.31	5.92	/	1.09	0.39	6.05	5.37	/	1.43	0.68	0.55***
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/	1.08	0.40	6.44	5.47	/	1.55	0.97	0.73***
45. Students are made to feel welcome on this campus.	6.59	6.02	/	1.14	0.57	6.35	5.63	/	1.45	0.72	0.39*
59. This institution shows concern for students as individuals.	6.52	6.00	/	1.03	0.52	6.38	5.40	/	1.57	0.98	0.60***
Campus Life			/					/			
9. A variety of intramural activities are offered.	5.48	4.68	/	1.67	0.80	5.15	5.10	/	1.56	0.05	-0.42*
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	5.64	/	1.13	0.80	6.14	4.80	/	1.73	1.34	0.84***

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.44	/ 1.24	0.15	5.29	4.55	/ 1.82	0.74	0.89***
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/ 1.22	0.29	5.83	5.13	/ 1.66	0.70	0.84***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.67	/ 1.36	-0.03	5.70	5.53	/ 1.53	0.17	0.14
38. There is an adequate selection of food available in the cafeteria.	6.39	4.73	/ 1.72	1.66	6.08	4.30	/ 1.93	1.78	0.43*
40. Residence hall regulations are reasonable.	6.35	5.63	/ 1.37	0.72	5.94	5.00	/ 1.70	0.94	0.63
42. There are a sufficient number of weekend activities for students.	5.72	4.63	/ 1.63	1.09	5.56	4.72	/ 1.75	0.84	-0.09
46. I can easily get involved in campus organizations.	6.01	5.66	/ 1.39	0.35	5.94	5.43	/ 1.51	0.51	0.23
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.39	/ 1.47	0.76	5.91	5.21	/ 1.65	0.70	0.18

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
56. The student handbook provides helpful information about campus life.	6.14	5.65	/ 1.32	0.49	5.67	5.26	/ 1.50	0.41	0.39*
63. Student disciplinary procedures are fair.	6.43	5.64	/ 1.25	0.79	6.15	5.32	/ 1.57	0.83	0.32
64. New student orientation services help students adjust to college.	6.19	5.61	/ 1.41	0.58	6.04	5.33	/ 1.57	0.71	0.28
67. Freedom of expression is protected on campus.	6.30	5.26	/ 1.49	1.04	6.26	5.46	/ 1.55	0.80	-0.20
73. Student activities fees are put to good use.	6.34	5.27	/ 1.32	1.07	6.11	4.82	/ 1.70	1.29	0.45*
Instructional Effectiveness	6.46	5.86	/ 0.70	0.60	6.39	5.56	/ 1.07	0.83	0.30**
3. Faculty care about me as an individual.	6.36	6.20	/ 0.96	0.16	6.26	5.56	/ 1.39	0.70	0.64***
8. The content of the courses within my major is valuable.	6.72	5.98	/ 0.98	0.74	6.60	5.69	/ 1.33	0.91	0.29*
16. The instruction in my major field is excellent.	6.76	5.95	/ 1.25	0.81	6.57	5.68	/ 1.37	0.89	0.27
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/ 1.13	0.60	6.39	5.38	/ 1.51	1.01	0.42**

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
39. I am able to experience intellectual growth here.	6.63	6.01	/ 1.06	0.62	6.49	5.74	/ 1.36	0.75	0.27
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/ 0.95	0.73	6.37	5.60	/ 1.41	0.77	0.21
47. Faculty provide timely feedback about student progress in a course.	6.32	5.47	/ 1.23	0.85	6.35	5.25	/ 1.51	1.10	0.22
53. Faculty take into consideration student differences as they teach a course.	6.29	5.27	/ 1.41	1.02	6.21	5.22	/ 1.53	0.99	0.05
58. The quality of instruction I receive in most of my classes is excellent.	6.59	5.89	/ 1.00	0.70	6.51	5.59	/ 1.37	0.92	0.30*
61. Adjunct faculty are competent as classroom instructors.	6.37	6.12	/ 0.91	0.25	6.22	5.47	/ 1.45	0.75	0.65***
65. Faculty are usually available after class and during office hours.	6.30	5.94	/ 1.08	0.36	6.32	5.75	/ 1.33	0.57	0.19
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.40	/ 0.72	0.28	6.54	5.90	/ 1.28	0.64	0.50***
69. There is a good variety of courses provided on this campus.	6.44	5.58	/ 1.37	0.86	6.41	5.51	/ 1.49	0.91	0.07

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
70. Graduate teaching assistants are competent as classroom instructors.	6.03	5.60	/ 1.27	0.43	6.05	5.36	/ 1.45	0.69	0.24
Recruitment and Financial Aid	6.37	5.61	/ 0.80	0.76	6.22	5.20	/ 1.25	1.02	0.41**
4. Admissions staff are knowledgeable.	6.40	6.06	/ 0.98	0.34	6.18	5.42	/ 1.46	0.76	0.64***
5. Financial aid counselors are helpful.	6.40	5.86	/ 1.08	0.54	6.25	5.16	/ 1.64	1.09	0.70***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.35	/ 1.26	1.02	6.27	5.13	/ 1.63	1.14	0.22
17. Adequate financial aid is available for most students.	6.45	5.04	/ 1.39	1.41	6.39	4.99	/ 1.65	1.40	0.05
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.71	/ 1.02	0.56	6.05	5.37	/ 1.48	0.68	0.34*
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.61	/ 1.29	0.71	6.14	5.17	/ 1.64	1.97	0.44*
Campus Support Services	6.13	5.66	/ 0.78	0.47	6.04	5.53	/ 1.06	0.51	0.13
13. Library staff are helpful and approachable.	5.93	6.01	/ 1.19	-0.08	5.74	5.70	/ 1.33	0.04	0.31*

Scale / Item	Calvary University - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
18. Library resources and services are adequate.	6.23	5.32	/	1.43	0.91	6.08	5.63	/	1.33	0.45	-0.31*
26. Computer labs are adequate and accessible.	5.95	5.57	/	1.16	0.38	6.20	5.49	/	1.53	0.71	0.08
32. Tutoring services are readily available.	6.15	6.05	/	1.09	0.10	6.02	5.61	/	1.43	0.41	0.44**
44. Academic support services adequately meet the needs of students.	6.39	5.91	/	1.07	0.48	6.17	5.43	/	1.42	0.74	0.48**
49. There are adequate services to help me decide upon a career.	6.31	5.49	/	1.15	0.82	6.28	5.35	/	1.52	0.93	0.14
54. Bookstore staff are helpful.	5.94	5.12	/	1.61	0.82	5.81	5.52	/	1.48	0.29	-0.40
Academic Advising	6.45	5.99	/	0.84	0.46	6.53	5.58	/	1.28	0.77	0.41**
6. My academic advisor is approachable.	6.44	6.16	/	0.97	0.28	6.41	5.77	/	1.53	0.64	0.39*
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.33	5.57	/	1.57	0.76	0.67***
19. My academic advisor helps me set goals to work toward.	6.13	5.43	/	1.40	0.70	6.07	5.18	/	1.69	0.89	0.25
33. My academic advisor is knowledgeable	6.60	6.30	/	1.10	0.30	6.50	5.76	/	1.53	0.74	0.54***

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
about requirements in my major.									
55. Major requirements are clear and reasonable.	6.55	5.78	/ 0.99	0.77	6.43	5.63	/ 1.40	0.80	0.15
Registration Effectiveness	6.33	5.72	/ 1.78	0.61	6.19	5.24	/ 1.19	0.95	0.48***
11. Billing policies are reasonable.	6.33	5.43	/ 1.13	0.90	6.14	4.77	/ 1.67	1.37	0.66***
20. The business office is open during hours which are convenient for most students.	6.12	5.58	/ 1.18	0.54	5.95	5.29	/ 1.47	0.66	0.29
27. The personnel involved in registration are helpful.	6.43	6.14	/ 1.00	0.29	6.21	5.48	/ 1.45	0.73	0.66***
34. I am able to register for classes I need with few conflicts.	6.51	5.70	/ 1.30	0.81	6.51	5.18	/ 1.73	1.33	0.52**
50. Class change (drop/add) policies are reasonable.	6.23	5.76	/ 1.11	0.47	6.13	5.48	/ 1.51	0.65	0.28
Safety and Security	6.26	6.07	/ 1.68	0.19	6.22	5.07	/ 1.30	1.15	1.00***
7. The campus is safe and secure for all students.	6.49	6.42	/ 0.72	0.07	6.45	5.74	/ 1.40	0.71	0.68***
21. The amount of student parking space on campus is adequate.	5.87	5.92	/ 1.16	-0.05	5.98	4.01	/ 2.08	1.97	1.91***

Scale / Item	Calvary University - SSI					National Four-Year Privates					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
28. Parking lots are well-lighted and secure.	6.08	6.14	/	0.92	-0.06	6.04	5.16	/	1.64	0.88	0.98
36. Security staff respond quickly in emergencies.	6.58	5.74	/	1.37	0.84	6.38	5.34	/	1.60	1.04	0.40*
Concern for the Individual	6.37	6.01	/	0.75	0.36	6.23	5.41	/	1.19	0.82	0.60***
3. Faculty care about me as an individual.	6.36	6.20	/	0.96	0.16	6.26	5.56	/	1.39	0.70	0.64***
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.33	5.57	/	1.57	0.76	0.67***
22. Counseling staff care about students as individuals.	6.12	5.77	/	1.07	0.35	6.12	5.33	/	1.51	0.79	0.44*
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/	1.13	0.60	6.39	5.38	/	1.51	1.01	0.42**
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/	1.22	0.29	5.83	5.13	/	1.66	0.70	0.84***
59. This institution shows concern for students as individuals.	6.52	6.00	/	1.03	0.52	6.38	5.40	/	1.57	0.98	0.60***
Service Excellence	6.17	5.63	/	0.76	0.54	6.08	5.30	/	1.12	0.78	0.33**
2. The campus staff are caring and helpful.	6.54	6.34	/	0.87	0.20	6.36	5.61	/	1.34	0.75	0.73***
13. Library staff are	5.93	6.01	/	1.19	-0.08	5.74	5.70	/	1.33	0.04	0.31*

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
helpful and approachable.									
15. The staff in the health services area are competent.	5.86	4.48	/ 1.72	1.02	6.02	5.15	/ 1.61	0.87	-0.31
22. Counseling staff care about students as individuals.	6.12	5.77	/ 1.07	0.35	6.12	5.33	/ 1.51	0.79	0.44*
27. The personnel involved in registration are helpful.	6.43	6.14	/ 1.00	0.29	6.21	5.48	/ 1.45	0.73	0.66***
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/ 1.32	0.87	6.12	4.93	/ 1.75	1.19	0.44*
60. I generally know what's happening on campus.	6.03	5.22	/ 1.36	0.81	5.97	5.22	/ 1.57	0.75	0.00
71. Channels for expressing student complaints are readily available.	6.13	5.15	/ 1.45	0.98	6.10	4.89	/ 1.72	0.21	0.26
Responsiveness to Diverse Populations		5.48	/ 1.08			5.33	/ 1.41		0.15
84. Institution's commitment to part-time students?		5.52	/ 1.36			5.30	/ 1.50		0.22
85. Institution's commitment to evening students?		5.42	/ 1.35			5.30	/ 1.52		0.12
86. Institution's commitment to older, returning learners?		5.57	/ 1.13			5.43	/ 1.47		0.14

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
87. Institution's commitment to under-represented populations?		5.38	/ 1.24			5.33	/ 1.52		0.05
88. Institution's commitment to commuters?		5.34	/ 1.21			5.15	/ 1.66		0.19
89. Institution's commitment to students with disabilities?		5.66	/ 1.21			5.51	/ 1.50		0.15
Campus Climate	6.38	5.99	/ 0.84	0.46	6.35	5.58	/ 1.28	0.77	0.41**
1. Most students feel a sense of belonging here.	6.34	5.86	/ 1.01	0.48	6.03	5.27	/ 1.46	0.76	0.59***
2. The campus staff are caring and helpful.	6.54	6.34	/ 0.87	0.20	6.36	5.61	/ 1.34	0.75	0.73***
3. Faculty care about me as an individual.	6.36	6.20	/ 0.96	0.16	6.26	5.56	/ 1.39	0.70	0.64***
7. The campus is safe and secure for all students.	6.49	6.42	/ 0.72	0.07	6.45	5.74	/ 1.40	0.71	0.68***
10. Administrators are approachable to students.	6.31	5.92	/ 1.09	0.39	6.005	5.37	/ 1.43	0.68	0.55***
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/ 1.08	0.40	6.44	5.47	/ 1.55	0.97	0.73***
37. I feel a sense of pride about my campus.	6.54	5.81	/ 0.95	0.73	6.37	5.60	/ 1.41	0.77	0.21
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/ 0.95	0.73	6.37	5.60	/ 1.41	0.77	0.21

Scale / Item	Calvary University - SSI				National Four-Year Privates				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
45. Students are made to feel welcome on this campus.	6.59	6.02	/ 1.14	0.57	6.35	5.63	/ 1.45	0.72	0.39*
51. This institution has a good reputation within the community.	6.45	6.16	/ 1.09	0.29	6.24	5.60	/ 1.52	0.64	0.56***
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/ 1.32	0.87	6.12	4.93	/ 1.75	1.19	0.44*
59. This institution shows concern for students as individuals.	6.52	6.00	/ 1.03	0.52	6.38	5.40	/ 1.57	0.98	0.60***
60. I generally know what's happening on campus.	6.03	5.22	/ 1.36	0.81	5.97	5.22	/ 1.57	0.75	0.00
62. There is a strong commitment to racial harmony on this campus.	6.42	5.71	/ 1.29	0.71	6.08	5.57	/ 1.46	0.51	0.14
66. Tuition paid is a worthwhile investment.	6.53	5.66	/ 1.15	0.87	6.47	4.94	/ 1.73	1.53	0.72***
67. Freedom of expression is protected on campus.	6.30	5.26	/ 1.49	1.04	6.26	5.46	/ 1.55	0.80	-0.20
71. Channels for expressing student complaints are readily available.	6.13	5.15	/ 1.45	0.98	6.10	4.89	/ 1.72	1.21	0.26

* 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 University- SSI	National Four-Year Privates	Difference	ABHE 2013-2016 Form A	Difference
So far, how has your college experience met your expectations?	5.20	4.64	0.56***	5.02	0.19
1=Much worse than expected	0%	2%		1%	
2=Quite a bit worse than I expected	1%	2%		1%	
3=Worse than I expected	3%	11%		7%	
4=About what I expected	22%	31%		26%	
5=Better than I expected	35%	25%		28%	
6=Quite a bit better than I expected	21%	13%		15%	
7=Much better than expected	15%	12%		19%	
Rate your overall satisfaction with your experience here thus far.	5.74	5.29	0.45**	5.70	0.04
1=Not satisfied at all	0%	1%		1%	
2=Not very satisfied	1%	4%		1%	
3=Somewhat dissatisfied	6%	8%		5%	
4=Neutral	5%	10%		8%	
5=Somewhat satisfied	12%	17%		15%	
6=Satisfied	51%	37%		38%	
7=Very satisfied	22%	19%		29%	
All in all, if you had to do it over, would you enroll here again?	6.11	5.21	0.90***	5.79	0.32
1=Definitely not	0%	4%		2%	
2=Probably not	1%	7%		5%	
3=Maybe not	4%	6%		3%	
4=I don't know	4%	10%		7%	
5=Maybe yes	12%	12%		9%	
6=Probably yes	26%	26%		25%	
7=Definitely yes	51%	31%		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 University- SSI			National Four-Year Privates			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
1. Most students feel a sense of belonging here.	86%	66%	20%	74%	52%	22	
2. The campus staff are caring and helpful.	90%	88%	2%	85%	63%	22	
3. Faculty care about me as an individual.	86%	81%	5%	81%	60%	21	
4. Admissions staff are knowledgeable.	86%	78%	8%	78%	57%	21	
5. Financial aid counselors are helpful.	64%	68%	16%	81%	50%	31	
6. My academic advisor is approachable.	68%	78%	8%	86%	69%	17	
7. The campus is safe and secure for all students.	92%	89%	3%	87%	68%	19	
8. The content of the courses within my major is valuable.	94%	74%	20%	91%	65%	26	
9. A variety of intramural activities are offered.	55%	37%	18%	48%	46%	2	
10. Administrators are approachable to students.	83%	73%	10%	74%	54%	20	
11. Billing policies are reasonable.	81%	56%	25%	77%	39%	38	
12. Financial aid awards are announced to students in time to be helpful in college planning.	85%	50%	35%	81%	49%	32	
13. Library staff are helpful and approachable.	70%	74%	-4%	62%	64%	-2	
14. My academic advisor is concerned about my success as an individual.	92%	80%	12%	83%	62%	21	
15. The staff in the health services area are competent.	70%	39%	31%	74%	50%	24	
16. The instruction in my major field is excellent.	95%	70%	25%	90%	65%	25	
17. Adequate financial aid is available for most students.	88%	39%	49%	85%	45%	40	
18. Library resources and services are adequate.							
19. My academic advisor helps me set goals to work toward.	77%	56%	21%	75%	51%	24%	5%

Item	Calvary University- SSI			National Four-Year Privates			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
20. The business office is open during hours which are convenient for most students.	79%	64%	15%	71%	52%	19%	12%
21. The amount of student parking space on campus is adequate.	68%	72%	-4%	74%	30%	44%	42%
22. Counseling staff care about students as individuals.	77%	67%	10%	77%	54%	23%	13%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	89%	60%	29%	80%	41%	39%	19%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	55%	53%	2%	55%	35%	20%	18%
25. Faculty are fair and unbiased in their treatment of individual students.	86%	71%	15%	86%	57%	29%	14%
26. Computer labs are adequate and accessible.	69%	59%	10%	79%	60%	19%	-1%
27. The personnel involved in registration are helpful.	86%	79%	7%	80%	59%	21%	20%
28. Parking lots are well-lighted and secure.	78%	74%	4%	74%	51%	23%	23%
29. It is an enjoyable experience to be a student on this campus.	90%	81%	9%	87%	59%	28%	22%
30. Residence hall staff are concerned about me as an individual.	83%	72%	11%	68%	49%	19%	23%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	63%	65%	-2%	66%	61%	5%	4%
32. Tutoring services are readily available.	78%	77%	1%	73%	62%	11%	15%
33. My academic advisor is knowledgeable about requirements in my major.	90%	84%	6%	88%	68%	20%	16%
34. I am able to register for classes I need with few conflicts.	88%	64%	24%	89%	53%	36%	11%
35. The assessment and course placement procedures are reasonable.	74%	55%	19%	81%	57%	24%	-2%

Item	Calvary University- SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
36. Security staff respond quickly in emergencies.	88%	70%	18%	84%	56%	28%	14%
37. I feel a sense of pride about my campus.	69%	48%	21%	71%	53%	18%	-5%
38. There is an adequate selection of food available in the cafeteria.	85%	35%	50%	76%	32%	44%	3%
39. I am able to experience intellectual growth here.	90%	79%	11%	88%	67%	21%	12%
40. Residence hall regulations are reasonable.	82%	66%	16%	72%	47%	25%	19%
41. There is a commitment to academic excellence on this campus.	93%	65%	28%	85%	62%	23%	3%
42. There are a sufficient number of weekend activities for students.	59%	34%	25%	59%	39%	20%	-5%
43. Admissions counselors respond to prospective students' unique needs and requests.	82%	65%	17%	75%	55%	20%	10%
44. Academic support services adequately meet the needs of students.	85%	74%	11%	79%	56%	23%	18%
45. Students are made to feel welcome on this campus.	93%	74%	19%	84%	63%	21%	11%
46. I can easily get involved in campus organizations.	70%	60%	10%	71%	57%	14%	3%
47. Faculty provide timely feedback about student progress in a course.	84%	56%	28%	85%	51%	34%	5%
48. Admissions counselors accurately portray the campus in their recruiting practices.	81%	61%	20%	78%	51%	27%	10%
49. There are adequate services to help me decide upon a career.	81%	52%	29%	82%	54%	28%	-2%
50. Class change (drop/add) policies are reasonable.	77%	73%	4%	77%	60%	17%	13%
51. This institution has a good reputation within the community.	86%	84%	2%	81%	63%	18%	21%
52. The student center is a comfortable place for students to spend their leisure time.	75%	55%	20%	70%	52%	18%	3%
53. Faculty take into consideration student	81%	54%	27%	80%	50%	30%	4%

Item	Calvary University- SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
differences as they teach a course.							
54. Bookstore staff are helpful.	69%	47%	22%	66%	60%	6%	-13%
55. Major requirements are clear and reasonable.	90%	67%	23%	87%	64%	23%	3%
56. The student handbook provides helpful information about campus life.	73%	64%	9%	63%	51%	12%	13%
57. I seldom get the "run-around" when seeking information on this campus.	77%	56%	21%	77%	46%	31%	10%
58. The quality of instruction I receive in most of my classes is excellent.	91%	71%	20%	89%	62%	27%	9%
59. This institution shows concern for students as individuals.	88%	79%	9%	85%	57%	28%	22%
60. I generally know what's happening on campus.	74%	51%	23%	72%	51%	21%	0%
61. Adjunct faculty are competent as classroom instructors.	84%	79%	5%	80%	58%	22%	21%
62. There is a strong commitment to racial harmony on this campus.	80%	61%	24%	76%	62%	14%	-1%
63. Student disciplinary procedures are fair.	83%	67%	17%	78%	55%	23%	12%
64. New student orientation services help students adjust to college.	89%	61%	19%	75%	54%	21%	7%
65. Faculty are usually available after class and during office hours.	79%	78%	5%	84%	67%	17%	11%
66. Tuition paid is a worthwhile investment.	95%	64%	25%	87%	45%	42%	19%
67. Freedom of expression is protected on campus.	86%	58%	21%	81%	59%	22%	-1%
68. Nearly all of the faculty are knowledgeable in their field.	71%	92%	3%	90%	72%	18%	20%
69. There is a good variety of courses provided on this campus.	86%	64%	22%	87%	60%	27%	4%
70. Graduate teaching assistants are competent as classroom instructors.	71%	59%	12%	75%	54%	21%	5%

Item	Calvary University- SSI			National Four-Year Privates			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
71. Channels for expressing student complaints are readily available.	73%	47%	26%	76%	43%	33%	4%
72. On the whole, the campus is well-maintained.	90%	33%	57%	84%	68%	16%	-35%
73. Student activities fees are put to good use.	81%	52%	29%	77%	41%	36%	11%
74. The Learning Center contributes to student success in writing.	86%	73%	13%				
75. I have a clear idea how my major can be used after I graduate.	87%	78%	9%				
76. I have experienced spiritual growth at Calvary.	67%	58%	9%				
77. Chapel positively contributes to Calvary life and my spiritual growth.	59%	59%	0%				
78. Information about job opportunities in the KC/Belton area are communicated to Students.	83%	61%	22%				
79. The employment bulletin board outside The Point is a valuable tool.	76%	62%	14%				
80. The weekly Job Opportunities email is a valuable communication.	61%	41%	20%				
81. The Learning Center provides a supportive and encouraging environment.	79%	74%	5%				
84. Institution's commitment to part-time students?	50%				52%		12%
85. Institution's commitment to evening students?	64%				53%		7%
86. Institution's commitment to older, returning learners?		64%			57%		5%
87. Institution's commitment to under-represented populations?		60%			54%		0%
88. Institution's commitment to commuters?		53%			51%		2%
89. Institution's commitment to students with disabilities?		64%			30%		4%
90. Cost as factor in decision to enroll.	81%						

Item	Calvary University- SSI			National Four-Year Privates			Difference
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	
91. Financial aid as factor in decision to enroll.	67%						
92. Academic reputation as factor in decision to enroll.	70%						
93. Size of institution as factor in decision to enroll.	43%						
94. Opportunity to play sports as factor in decision to enroll.	31%						
95. Recommendations from family/friends as factor in decision to enroll.	64%						
96. Geographic setting as factor in decision to enroll.	42%						
97. Campus appearance as factor in decision to enroll.	39%						
98. Personalized attention prior to enrollment as factor in decision to enroll.	60%						

Item Report vs ABHE

Item	Calvary University				ABHE 2013-2016 Form A				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
1. Most students feel a sense of belonging here.	6.34	5.86	/ 1.01	0.48	6.23	5.57	/ 1.35	0.66	0.29*
2. The campus staff are caring and helpful.	6.54	6.34	/ 0.87	0.20	6.52	6.11	/ 1.07	0.41	0.23
3. Faculty care about me as an individual.	6.36	6.20	/ 0.96	0.16	6.39	6.06	/ 1.11	0.33	0.14
4. Admissions staff are knowledgeable.	6.40	6.06	/ 0.98	0.34	6.35	5.86	/ 1.24	0.75	0.27
5. Financial aid counselors are helpful.	6.40	5.86	/ 1.08	0.54	6.34	5.59	/ 1.45	0.75	0.27
6. My academic advisor is approachable.	6.44	6.16	/ 0.97	0.28	6.50	4.18	/ 1.21	0.32	-0.02
7. The campus is safe and secure for all students.	6.49	6.42	/ 0.72	0.07	6.50	5.94	/ 1.31	0.56	0.48***
8. The content of the courses within my major is valuable.	6.72	5.98	/ 0.98	0.74	6.66	5.94	/ 1.19	0.72	0.04
9. A variety of intramural activities are offered.	5.48	4.68	/ 1.67	0.80	4.99	4.99	/ 1.53	0.00	-0.31
10. Administrators are approachable to students.	6.31	5.92	/ 1.09	0.39	6.15	5.83	/ 1.20	0.32	0.09
11. Billing policies are reasonable.	6.33	5.43	/ 1.13	0.90	6.21	5.36	/ 1.46	0.85	0.07
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.35	/ 1.26	1.02	6.32	5.50	/ 0.45	0.82	-0.15
13. Library staff are helpful and approachable.	5.93	6.01	/ 1.19	-0.08	5.94	6.03	/ 1.18	-0.09	-0.02

Item	Calvary University					ABHE 2013-2016 Form A					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.42	6.06	/	1.25	0.36	0.18
15. The staff in the health services area are competent.	5.86	4.84	/	1.72	1.02	5.92	5.38	/	1.52	0.54	-0.54**
16. The instruction in my major field is excellent.	6.76	5.95	/	1.25	0.81	6.59	5.93	/	1.24	0.66	0.02
17. Adequate financial aid is available for most students.	6.45	5.04	/	1.39	0.41	6.46	5.43	/	1.48	1.03	-0.39*
18. Library resources and services are adequate.	6.23	5.32	/	1.43	0.91	6.26	5.87	/	1.19	0.39	-0.55***
19. My academic advisor helps me set goals to work toward.	6.13	5.43	/	1.40	0.70	6.70	5.50	/	1.45	0.57	-0.07
20. The business office is open during hours which are convenient for most students.	6.12	5.58	/	1.18	0.54	6.12	5.70	/	1.28	0.42	-0.12
21. The amount of student parking space on campus is adequate.	5.87	5.92	/	1.16	-0.05	6.05	4.42	/	2.02	1.63	1.50***
22. Counseling staff care about students as individuals.	6.12	5.77	/	1.07	0.35	6.22	5.71	/	1.36	0.51	0.06
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	5.64	/	1.13	0.80	6.19	4.94	/	1.72	1.25	0.70***

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.59	5.44	/ 1.24	0.15	5.39	4.97	/ 1.60	0.42	0.47**		
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/ 1.13	0.60	6.45	5.64	/ 1.44	0.81	0.16		
26. Computer labs are adequate and accessible.	5.95	5.57	/ 1.16	0.38	5.86	5.61	/ 1.42	0.25	-0.04		
27. The personnel involved in registration are helpful.	6.43	6.14	/ 1.00	0.29	6.29	5.79	/ 1.34	0.50	0.35		
28. Parking lots are well-lighted and secure.	6.08	6.14	/ 0.92	-0.06	6.07	5.32	/ 1.56	0.75	0.82***		
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/ 1.08	0.40	6.50	5.83	/ 1.40	0.67	0.37		
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/ 1.22	0.29	6.06	5.53	/ 1.56	0.53	0.44*		
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.67	/ 0.36	-0.03	5.60	5.69	/ 1.42	-0.09	-0.02		
32. Tutoring services are readily available.	6.15	6.05	/ 1.09	0.10	5.81	5.75	/ 1.34	0.06	0.30*		
33. My academic advisor is knowledgeable about requirements in my major.	6.60	6.30	/ 0.10	0.30	6.55	6.04	/ 1.30	0.51	0.26		

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
34. I am able to register for classes I need with few conflicts.	6.51	5.70	/	1.30	0.81	6.53	5.60	/	1.53	0.93	0.10
35. The assessment and course placement procedures are reasonable.	6.13	5.53	/	1.05	0.60	6.19	5.70	/	1.29	0.49	-0.17
36. Security staff respond quickly in emergencies.	6.58	5.74	/	1.37	0.84	6.33	5.41	/	1.58	0.92	0.33
37. I feel a sense of pride about my campus.	6.00	5.22	/	1.55	0.78	5.97	5.53	/	1.50	0.44	-0.31
38. There is an adequate selection of food available in the cafeteria.	6.39	4.73	/	1.72	1.66	6.09	4.68	/	1.93	1.41	0.05
39. I am able to experience intellectual growth here.	6.63	6.01	/	1.06	0.62	6.55	6.01	/	1.22	0.54	0.00
40. Residence hall regulations are reasonable.	6.35	5.63	/	1.37	0.72	6.04	5.26	/	1.66	0.78	0.37
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/	0.95	0.73	6.42	5.86	/	1.25	0.56	-0.05
42. There are a sufficient number of weekend activities for students.	5.72	4.63	/	1.63	1.09	5.39	4.60	/	1.76	0.79	0.03
43. Admissions counselors respond to prospective students' unique needs and requests.	6.27	5.71	/	1.02	0.56	6.12	5.68	/	1.34	0.44	0.03
44. Academic support services	6.39	5.91	/	1.07	0.48	6.19	5.71	/	1.28	0.48	0.20

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
adequately meet the needs of students.											
45. Students are made to feel welcome on this campus.	6.59	6.02	/	1.14	0.57	6.47	5.91	/	1.33	0.56	0.11
46. I can easily get involved in campus organizations.	6.01	5.66	/	1.39	0.35	5.89	5.44	/	1.50	0.45	0.22
47. Faculty provide timely feedback about student progress in a course.	6.32	5.47	/	1.23	0.85	6.32	5.42	/	1.44	0.90	0.05
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.61	/	1.29	0.71	6.16	5.59	/	1.42	0.57	0.02
49. There are adequate services to help me decide upon a career.	6.31	5.49	/	1.15	0.82	6.14	5.36	/	1.47	0.78	0.13
50. Class change (drop/add) policies are reasonable.	6.23	5.76	/	1.11	0.47	6.12	5.73	/	1.39	0.39	0.03
51. This institution has a good reputation within the community.	6.45	6.16	/	1.09	0.29	6.38	5.98	/	1.18	0.40	0.18
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.39	/	1.47	0.76	6.01	5.58	/	1.46	0.43	-0.19
53. Faculty take into consideration student	6.29	5.27	/	1.41	1.02	6.26	5.54	/	1.39	0.72	-0.27

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
differences as they teach a course.											
54. Bookstore staff are helpful.	5.94	5.12	/	1.61	0.82	5.89	5.79	/	1.36	0.10	-0.67
55. Major requirements are clear and reasonable.	6.55	5.78	/	0.99	0.77	6.45	5.84	/	1.27	0.61	-0.06
56. The student handbook provides helpful information about campus life.	6.14	5.65	/	1.32	0.87	6.10	5.36	/	1.56	0.74	0.01
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/	1.32	0.87	6.10	5.36	/	1.56	0.74	0.01
58. The quality of instruction I receive in most of my classes is excellent.	6.59	5.89	/	1.00	0.70	6.53	5.88	/	1.24	0.65	0.01
59. This institution shows concern for students as individuals.	6.52	6.00	/	1.03	0.52	6.49	6.00	/	1.24	0.49	0.00
60. I generally know what's happening on campus.	6.03	5.22	/	1.36	0.81	6.02	5.39	/	1.54	0.63	-0.17
61. Adjunct faculty are competent as classroom instructors.	6.37	6.12	/	0.91	0.25	6.25	5.73	/	1.32	0.52	0.39
62. There is a strong commitment to racial harmony on this campus.	6.42	5.71	/	1.29	0.71	6.22	5.84	/	1.36	0.38	-0.13
63. Student disciplinary procedures are fair.	6.43	5.64	/	1.25	0.79	6.24	5.56	/	1.49	0.68	0.08

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
64. New student orientation services help students adjust to college.	6.19	5.61	/	1.41	0.58	6.13	5.66	/	1.42	0.47	-0.05
65. Faculty are usually available after class and during office hours.	6.30	5.94	/	1.08	0.36	6.34	6.03	/	1.13	0.31	-0.09
66. Tuition paid is a worthwhile investment.	6.53	5.66	/	1.15	0.87	6.50	5.53	/	1.52	0.97	0.13
67. Freedom of expression is protected on campus.	6.30	5.26	/	1.49	1.04	6.26	5.48	/	1.55	0.78	-0.22
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.40	/	0.72	0.28	6.60	6.19	/	1.09	0.41	0.21
69. There is a good variety of courses provided on this campus.	6.44	5.58	/	1.37	0.86	6.42	5.50	/	1.47	0.92	0.08
70. Graduate teaching assistants are competent as classroom instructors.	6.03	5.60	/	1.27	0.43	5.94	5.47	/	1.36	0.47	0.13
71. Channels for expressing student complaints are readily available.	6.13	5.15	/	1.45	0.98	6.06	5.18	/	1.62	0.88	-0.13
72. On the whole, the campus is well-maintained.	6.44	4.76	/	1.59	1.68	6.34	5.81	/	1.35	0.53	-1.05***
73. Student activities fees are put to good use.	6.34	5.27	/	1.32	1.07	6.14	5.18	/	1.60	0.96	0.09
74. The Learning Center contributes to student success in writing.	6.53	5.98	/	1.32	1.07						

Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
75. I have a clear idea how my major can be used after I graduate.	6.52	6.00	/	1.31	0.52						
76. I have experienced spiritual growth at Calvary.	5.93	5.67	/	1.39	0.26						
77. Chapel positively contributes to Calvary life and my spiritual growth.	5.60	5.53	/	1.54	0.07						
78. Information about job opportunities in the KC/Belton area are communicated to Students.	6.27	5.59	/	1.35	0.55						
79. The employment bulletin board outside the Point is a valuable communication.	6.17	5.62	/	1.36	0.55						
80. The weekly Job Opportunities email is a valuable communication.	5.69	4.94	/	1.53	0.75						
81. The Learning Center provides a supportive and encouraging environment.	6.23	5.99	/	1.12	0.24						
84. Institution's commitment to part-time students?		5.52	/	1.36		5.55	/	1.37			-0.03
85. Institution's commitment to evening students?		5.42	/	1.35		5.43	/	1.45			-0.01

Item	Calvary University				ABHE 2013-2016 Form A				
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
86. Institution's commitment to older, returning learners?		5.57	/ 1.13			5.65	/ 1.35		-0.08
87. Institution's commitment to under-represented populations?		5.38	/ 1.24			5.53	/ 1.43		-0.15
88. Institution's commitment to commuters?		5.34	/ 1.21			5.37	/ 1.56		-0.03
89. Institution's commitment to students with disabilities?		5.66	/ 1.21			5.46	/ 1.54		0.20
90. Cost as factor in decision to enroll.	6.31				6.23				
91. Financial aid as factor in decision to enroll.	5.83				6.24				
92. Academic reputation as factor in decision to enroll.	5.83				5.96				
93. Size of institution as factor in decision to enroll.	4.87				5.06				
94. Opportunity to play sports as factor in decision to enroll.	3.88				4.04				
95. Recommendations from family/friends as factor in decision to enroll.	5.60				5.34				
96. Geographic setting as factor in decision to enroll.	4.92				5.18				
97. Campus appearance as	4.80				5.16				

Item	Calvary University				ABHE 2013-2016 Form A				
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference
factor in decision to enroll.									
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.43				5.62				

- * **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

Scale / Item	Calvary University				ABHE 2013-2016 Form A				Difference
	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	
Student Centeredness	6.48	6.06	/ 0.81	0.42	6.39	5.88	/ 1.02	0.51	0.18
1. Most students feel a sense of belonging here.	6.34	5.86	/ 1.01	0.48	6.23	5.57	/ 1.35	0.66	0.29*
2. The campus staff are caring and helpful.	6.54	5.34	/ 1.87	0.20	6.52	6.11	/ 1.07	0.41	0.23*
10. Administrators are approachable to students.	6.31	5.92	/ 1.09	0.39	6.15	5.83	/ 1.20	0.32	0.09
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/ 1.08	0.40	6.50	5.83	/ 1.40	0.67	0.37*
45. Students are made to feel welcome on this campus.	6.59	6.02	/ 1.14	0.57	6.47	5.91	/ 1.33	0.56	0.11
59. This institution shows concern for students as individuals.	6.52	6.00	/ 1.03	0.52	6.49	6.00	/ 1.24	0.49	0.00
Campus Life	6.09	5.38	/ 0.87	0.71	5.88	5.28	/ 1.08	0.60	0.10
9. A variety of intramural activities are offered.	5.48	4.68	/ 1.67	0.80	4.99	4.99	/ 1.53	0.00	-0.31
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	5.64	/ 1.13	0.80	6.19	4.94	/ 1.72	1.25	0.70***

Calvary University

ABHE 2013-2016 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.	5.59	5.44	/	1.24	0.15	5.39	4.97	/	1.60	0.42	0.47**
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/	1.22	0.29	6.06	5.53	/	1.56	0.53	0.44
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.64	5.67	/	1.36	0.03	5.60	5.69	/	1.42	0.09	-0.02
38. There is an adequate selection of food available in the cafeteria.	6.39	4.73	/	1.72	1.66	6.09	4.68	/	1.93	1.41	0.05
40. Residence hall regulations are reasonable.	6.35	5.63	/	1.37	0.72	6.04	5.26	/	1.66	0.78	
42. There are a sufficient number of weekend activities for students.	5.72	4.63	/	1.63	1.09	5.39	4.60	/	1.76	0.79	0.03
46. I can easily get involved in campus organizations.	6.01	5.66	/	1.39	0.35	5.89	5.44	/	1.50	0.45	0.22
52. The student center is a comfortable place for students to spend their leisure time.	6.15	5.39	/	1.47	0.76	6.01	5.58	/	1.46	0.43	-0.19

Calvary University					ABHE 2013-2016 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
56. The student handbook provides helpful information about campus life.	6.14	5.65	/	1.32	0.49	5.81	5.60	/	1.39	0.21	0.05
63. Student disciplinary procedures are fair.	6.43	5.64	/	1.25	0.79	6.24	5.56	/	1.49	0.68	0.08
64. New student orientation services help students adjust to college.	6.19	5.61	/	1.41	0.58	6.13	5.66	/	1.42	0.47	-0.05
67. Freedom of expression is protected on campus.	6.30	5.26	/	1.49	1.04	6.26	5.48	/	1.55	0.78	-0.22
73. Student activities fees are put to good use.	6.34	5.27	/	1.32	1.07	6.14	5.18	/	1.60	0.96	0.09
Instructional Effectiveness	6.46	5.86	/	0.70	0.60	6.42	5.81	/	0.93	0.61	0.05
3. Faculty care about me as an individual.	6.36	6.20	/	0.96	0.16	6.39	6.06	/	1.11	0.33	0.14
8. The content of the courses within my major is valuable.	6.72	5.98	/	0.98	0.74	6.66	5.94	/	1.19	0.72	0.04
16. The instruction in my major field is excellent.	6.76	5.98	/	1.98	0.74	6.66	6.59	/	1.24	0.66	0.02
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/	1.13	0.60	6.45	5.64	/	1.44	0.81	0.16

Scale / Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
39. I am able to experience intellectual growth here.	6.63	6.01	/	1.06	0.62	6.55	6.01	/	1.22	0.54	0.00
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/	0.95	0.73	6.42	5.86	/	1.25	0.56	-0.05
47. Faculty provide timely feedback about student progress in a course.	6.32	5.47	/	1.23	0.85	6.32	5.42	/	1.44	0.90	0.05
53. Faculty take into consideration student differences as they teach a course.	6.29	5.27	/	1.41	1.02	6.26	5.54	/	1.39	0.72	-0.27
58. The quality of instruction I receive in most of my classes is excellent.	6.59	5.89	/	1.00	0.70	6.53	5.88	/	1.24	0.65	0.01
61. Adjunct faculty are competent as classroom instructors.	6.37	6.12	/	0.91	0.25	6.25	5.73	/	1.32	0.52	0.39**
65. Faculty are usually available after class and during office hours.	6.30	5.94	/	1.08	0.36	6.34	6.03	/	1.13	0.31	-0.09
68. Nearly all of the faculty are knowledgeable in their field.	6.68	6.40	/	0.72	0.28	6.60	6.19	/	1.09	0.41	0.21
69. There is a good variety of courses provided on this campus.	6.44	5.58	/	1.37	0.86	6.42	5.50	/	1.47	0.92	0.08

Calvary University					ABHE 2013-2016 Form A						
Scale / Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
70. Graduate teaching assistants are competent as classroom instructors.	6.03	5.60	/ 1.27	0.43	5.94	5.47	/ 1.36	0.47	0.13		
Recruitment and Financial Aid	6.37	5.61	/ 0.80	0.76	6.30	5.61	/ 1.08	0.69	0.00		
4. Admissions staff are knowledgeable.	6.40	6.06	/ 0.98	0.34	6.35	5.86	/ 1.24	0.49	0.20		
5. Financial aid counselors are helpful.	6.40	5.86	/ 1.08	0.54	6.34	5.59	/ 1.45	0.75	0.27		
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.37	5.35	/ 1.26	1.02	6.32	5.50	/ 1.45	0.02	-0.15		
17. Adequate financial aid is available for most students.	6.45	5.04	/ 1.39	1.41	6.46	5.43	/ 1.48	1.03	-0.39*		
43. Admissions counselors respond to prospective students' unique needs and requests.	5.27	5.71	/ 1.02	0.56	6.12	5.68	/ 1.34	0.44	0.03		
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.61	/ 1.29	0.71	6.16	5.59	/ 1.42	0.57	0.02		
Campus Support Services	6.13	5.66	/ 0.78	0.47	6.02	5.73	/ 0.95	0.29	-0.07		
13. Library staff are helpful and approachable.	5.93	6.01	/ 1.19	-0.08	5.94	6.03	/ 1.18	-0.09	-0.02		

Scale / Item	Calvary University					ABHE 2013-2016 Form A					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
18. Library resources and services are adequate.	6.23	5.32	/	1.43	0.91	6.26	5.87	/	1.19	0.39	-0.55
26. Computer labs are adequate and accessible.	5.95	5.57	/	1.16	0.38	5.86	5.61	/	1.42	0.25	-0.04
32. Tutoring services are readily available.	6.15	5.05	/	1.09	0.10	5.81	5.75	/	1.34	0.06	0.30
44. Academic support services adequately meet the needs of students.	6.39	5.91	/	1.07	0.48	6.19	5.71	/	1.28	0.48	0.20
49. There are adequate services to help me decide upon a career.	6.31	5.49	/	1.15	0.82	6.14	5.36	/	1.47	0.78	0.13
54. Bookstore staff are helpful.	5.94	5.12	/	1.61	0.82	5.89	5.79	/	1.36	0.10	-0.67***
Academic Advising	6.45	5.99	/	0.84	0.46	6.40	5.93	/	1.02	0.47	0.06
6. My academic advisor is approachable.	6.44	6.16	/	0.97	0.28	6.50	6.18	/	1.21	0.32	-0.02
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.42	6.06	/	1.25	0.36	0.18
19. My academic advisor helps me set goals to work toward.	6.13	5.43	/	1.40	0.70	6.07	5.50	/	1.45	0.57	-0.07
33. My academic advisor is knowledgeable	6.60	6.30	/	1.10	0.30	6.55	6.04	/	1.30	0.51	0.26

Calvary University					ABHE 2013-2016 Form A						
Scale / Item	Importance	Satisfaction	/ SD	Gap	Importance	Satisfaction	/ SD	Gap	Difference		
about requirements in my major.											
55. Major requirements are clear and reasonable.	6.55	5.78	/ 0.99	0.77	6.45	5.84	/ 1.27	0.61	-0.06		
Registration Effectiveness	6.33	5.72	/ 0.78	0.61	6.25	5.64	/ 1.06	0.61	0.08		
11. Billing policies are reasonable.	6.33	5.43	/ 1.13	0.90	6.21	5.36	/ 1.46	0.85	0.07		
20. The business office is open during hours which are convenient for most students.	6.12	5.58	/ 1.18	0.54	6.12	5.70	/ 1.28	0.42	-0.12		
27. The personnel involved in registration are helpful.	6.43	6.14	/ 1.00	0.29	6.29	5.79	/ 1.34	0.50	0.35		
34. I am able to register for classes I need with few conflicts.	6.51	5.70	/ 1.30	0.81	6.53	5.60	/ 1.53	0.93	0.03		
50. Class change (drop/add) policies are reasonable.	6.23	5.76	/ 1.11	0.47	6.12	5.73	/ 1.39	0.39	0.03		
Safety and Security	6.26	6.07	/ 0.68	0.19	6.24	5.28	/ 1.23	0.96	0.79		
7. The campus is safe and secure for all students.	6.49	6.42	/ 0.72	0.07	6.50	5.94	/ 1.31	0.56	0.48***		
21. The amount of student parking space on campus is adequate.	5.87	5.92	/ 1.16	0.05	6.05	4.42	/ 2.02	1.63	1.50***		

Scale / Item	Calvary University					ABHE 2013-2016 Form A					
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
28. Parking lots are well-lighted and secure.	6.08	6.14	/	0.92	-0.06	6.07	5.32	/	1.56	0.75	0.82
36. Security staff respond quickly in emergencies.	6.58	5.74	/	1.37	0.84	6.33	5.41	/	1.58	0.92	0.33
Concern for the Individual	6.37	6.01	/	0.75	0.36	6.35	5.85	/	0.99	0.50	0.16
3. Faculty care about me as an individual.	6.36	6.20	/	0.96	0.16	6.39	6.06	/	1.11	0.33	0.14
14. My academic advisor is concerned about my success as an individual.	6.51	6.24	/	0.96	0.27	6.42	6.06	/	1.25	0.36	0.18
22. Counseling staff care about students as individuals.	6.12	5.77	/	1.07	0.35	6.22	5.71	/	1.36	0.51	0.06
25. Faculty are fair and unbiased in their treatment of individual students.	6.40	5.80	/	1.13	0.60	6.45	5.64	/	1.44	0.81	0.16
30. Residence hall staff are concerned about me as an individual.	6.26	5.97	/	1.22	0.29	6.06	5.53	/	1.56	0.53	0.44*
59. This institution shows concern for students as individuals.	6.52	6.00	/	1.03	0.52	6.49	6.00	/	1.24	0.49	0.00
Service Excellence	6.17	5.63	/	0.76	0.54	6.14	5.63	/	1.00	0.51	0.00
2. The campus staff are caring and helpful.	6.54	6.34	/	0.87	0.20	6.52	6.11	/	1.07	0.41	0.23*
13. Library staff are	5.93	6.01	/	1.19	-0.08	5.94	6.03	/	1.18	-0.09	-0.02

Scale / Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
helpful and approachable.											
15. The staff in the health services area are competent.	5.86	4.84	/	1.72	1.02	5.92	5.38	/	1.52	0.54	-0.54**
22. Counseling staff care about students as individuals.	6.12	5.77	/	1.07	0.35	6.22	5.71	/	1.36	0.51	0.06
27. The personnel involved in registration are helpful.	6.43	6.14	/	1.00	0.29	6.29	5.79	/	1.34	0.50	0.35*
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/	1.32	0.87	6.10	5.36	/	1.56	0.74	0.01
60. I generally know what's happening on campus.	6.03	5.22	/	1.36	0.81	6.02	5.39	/	1.54	0.63	-0.17
71. Channels for expressing student complaints are readily available.	6.13	5.15	/	1.45	0.98	6.06	5.18	/	1.62	0.88	-0.03
Responsiveness to Diverse Populations		5.48	/	1.08			5.50	/	0.29		-0.02
84. Institution's commitment to part-time students?		5.52	/	1.36			5.55	/	0.37		-0.03
85. Institution's commitment to evening students?		5.42	/	1.35			5.43	/	0.45		-0.01
86. Institution's commitment to older, returning learners?		5.57	/	1.13			5.65	/	1.35		-0.08

Calvary University					ABHE 2013-2016 Form A						
Scale / Item	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
87. Institution's commitment to under-represented populations?		5.38	/	1.24			5.53	/	1.43		-0.15
88. Institution's commitment to commuters?		5.34	/	1.21			5.37	/	1.56		-0.03
89. Institution's commitment to students with disabilities?		5.66	/	1.21			5.46	/	1.54		0.20
Campus Climate	6.38	5.80	/	0.72	0.58	6.31	5.73	/	0.99	0.58	0.07
1. Most students feel a sense of belonging here.	6.34	5.86	/	1.01	0.48	6.23	5.57	/	1.35	0.66	0.29*
2. The campus staff are caring and helpful.	6.54	6.34	/	0.87	0.20	6.52	6.11	/	1.07	0.41	0.23*
3. Faculty care about me as an individual.	6.36	6.20	/	0.96	0.16	6.39	6.06	/	1.11	0.33	0.14
7. The campus is safe and secure for all students.	6.49	6.42	/	0.72	0.07	6.50	5.94	/	1.31	0.56	0.48***
10. Administrators are approachable to students.	6.31	5.92	/	1.09	0.39	6.15	5.83	/	1.20	0.32	0.09
29. It is an enjoyable experience to be a student on this campus.	6.60	6.20	/	1.08	0.40	6.50	5.83	/	1.40	0.67	0.37*
37. I feel a sense of pride about my campus.	6.00	5.22	/	1.55	0.78	5.97	5.53	/	1.50	0.44	-0.31
41. There is a commitment to academic excellence on this campus.	6.54	5.81	/	0.95	0.73	6.42	5.86	/	1.24	0.56	-0.05

Scale / Item	Calvary University				ABHE 2013-2016 Form A						
	Importance	Satisfaction	/	SD	Gap	Importance	Satisfaction	/	SD	Gap	Difference
45. Students are made to feel welcome on this campus.	6.59	6.02	/	1.14	0.57	6.47	5.91	/	1.33	0.56	-0.05
51. This institution has a good reputation within the community.	6.45	6.16	/	1.09	0.29	6.38	5.98	/	1.28	0.40	0.18
57. I seldom get the "run-around" when seeking information on this campus.	6.24	5.37	/	1.32	0.87	6.10	5.36	/	1.56	0.74	0.01
59. This institution shows concern for students as individuals.	6.52	5.37	/	1.32	0.87	6.10	5.36	/	1.56	0.74	0.01
60. I generally know what's happening on campus.	6.03	5.22	/	1.36	0.81	6.02	5.39	/	1.54	0.63	-0.17
62. There is a strong commitment to racial harmony on this campus.	6.42	5.71	/	1.29	0.71	6.22	5.84	/	1.36	0.38	-0.13
66. Tuition paid is a worthwhile investment.	6.53	5.66	/	1.15	0.87	6.50	5.53	/	1.52	0.97	0.13
67. Freedom of expression is protected on campus.	6.30	5.26	/	1.49	1.04	6.26	5.48	/	1.55	0.78	-0.22
71. Channels for expressing student complaints are readily available.	6.13	5.15	/	1.45	0.98	6.06	5.18	/	1.62	0.88	-0.03

* 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 2013-2016 Form A			
	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
1. Most students feel a sense of belonging here.	86%	66%	20%	81%	62%	19%	4%
2. The campus staff are caring and helpful.	90%	88%	2%	91%	79%	12%	9%
3. Faculty care about me as an individual.	86%	81%	5%	86%	76%	10%	5%
4. Admissions staff are knowledgeable.	86%	78%	8%	84%	70%	14%	8%
5. Financial aid counselors are helpful.	84%	68%	16%	85%	62%	23%	6%
6. My academic advisor is approachable.	86%	78%	8%	89%	80%	9%	-2%
7. The campus is safe and secure for all students.	92%	89%	3%	89%	74%	15%	15%
8. The content of the courses within my major is valuable.	94%	74%	20%	93%	73%	20%	1%
9. A variety of intramural activities are offered.	55%	37%	18%	42%	43%	-1%	-6%
10. Administrators are approachable to students.	83%	73%	10%	78%	69%	9%	4%
11. Billing policies are reasonable.	81%	56%	25%	81%	55%	26%	1%
12. Financial aid awards are announced to students in time to be helpful in college planning.	85%	50%	35%	84%	60%	24%	-10%
13. Library staff are helpful and approachable.	70%	74%	-4%	69%	74%	-5%	0%
14. My academic advisor is concerned about my success as an individual.	92%	80%	12%	87%	76%	11%	4%
15. The staff in the health services area are competent.	70%	39%	31%	71%	56%	15%	-17%
16. The instruction in my major field is excellent.	95%	70%	25%	92%	72%	20%	-2%
17. Adequate financial aid is available for most students.	88%	39%	49%	88%	57%	31%	-18%
18. Library resources and services are adequate.	79%	51%	28%	82%	70%	12%	-19%

Calvary Bible College and Theological Seminary				ABHE 2013-2016 Form A			
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
19. My academic advisor helps me set goals to work toward.	77%	56%	21%	75%	58%	17%	-2%
20. The business office is open during hours which are convenient for most students.	79%	64%	15%	77%	64%	13%	0%
21. The amount of student parking space on campus is adequate.	68%	72%	-4%	75%	38%	37%	34%
22. Counseling staff care about students as individuals.	77%	67%	10%	80%	65%	15%	2%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	89%	60%	29%	82%	45%	37%	15%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	55%	53%	2%	56%	43%	13%	10%
25. Faculty are fair and unbiased in their treatment of individual students.	86%	71%	15%	89%	65%	24%	6%
26. Computer labs are adequate and accessible.	69%	59%	10%	69%	62%	7%	-3%
27. The personnel involved in registration are helpful.	86%	79%	7%	83%	69%	14%	10%
28. Parking lots are well-lighted and secure.	78%	74%	4%	76%	55%	21%	19%
29. It is an enjoyable experience to be a student on this campus.	90%	81%	9%	89%	69%	20%	12%
30. Residence hall staff are concerned about me as an individual.	83%	72%	11%	76%	61%	15%	11%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	63%	65%	-2%	63%	65%	-2%	0%
32. Tutoring services are readily available.	78%	77%	1%	68%	66%	2%	11%
33. My academic advisor is knowledgeable about requirements in my major.	90%	84%	6%	90%	76%	14%	8%

Calvary Bible College and Theological Seminary				ABHE 2013-2016 Form A			
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
34. I am able to register for classes I need with few conflicts.	88%	64%	24%	90%	64%	26%	1%
35. The assessment and course placement procedures are reasonable.	74%	55%	19%	80%	65%	15%	-10%
36. Security staff respond quickly in emergencies.	88%	70%	18%	84%	59%	25%	11%
37. I feel a sense of pride about my campus.	69%	48%	21%	72%	60%	12%	-12%
38. There is an adequate selection of food available in the cafeteria.	85%	35%	50%	77%	41%	36%	-6%
39. I am able to experience intellectual growth here.	90%	79%	11%	91%	76%	15%	3%
40. Residence hall regulations are reasonable.	82%	66%	16%	77%	55%	22%	11%
41. There is a commitment to academic excellence on this campus.	93%	65%	28%	87%	70%	17%	-5%
42. There are a sufficient number of weekend activities for students.	59%	34%	25%	54%	36%	18%	-2%
43. Admissions counselors respond to prospective students' unique needs and requests.	82%	65%	17%	77%	64%	13%	1%
44. Academic support services adequately meet the needs of students.	85%	74%	11%	79%	65%	14%	9%
45. Students are made to feel welcome on this campus.	93%	74%	19%	88%	71%	17%	3%
46. I can easily get involved in campus organizations.	70%	60%	10%	70%	57%	13%	3%
47. Faculty provide timely feedback about student progress in a course.	84%	56%	28%	85%	56%	29%	0%
48. Admissions counselors accurately portray the campus in their recruiting practices.	81%	61%	20%	79%	62%	17%	-1%
49. There are adequate services to help me decide upon a career.	81%	52%	29%	79%	54%	25%	-2%

Calvary Bible College and Theological Seminary				ABHE 2013-2016 Form A			
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
50. Class change (drop/add) policies are reasonable.	77%	73%	4%	78%	68%	10%	5%
51. This institution has a good reputation within the community.	86%	84%	2%	86%	74%	12%	10%
52. The student center is a comfortable place for students to spend their leisure time.	75%	55%	20%	73%	62%	11%	-7%
53. Faculty take into consideration student differences as they teach a course.	81%	54%	27%	83%	59%	24%	-5%
54. Bookstore staff are helpful.	69%	47%	22%	69%	69%	0%	-22%
55. Major requirements are clear and reasonable.	90%	67%	23%	89%	70%	19%	-3%
56. The student handbook provides helpful information about campus life.	73%	64%	9%	67%	62%	5%	2%
57. I seldom get the "run-around" when seeking information on this campus.	77%	56%	21%	77%	56%	21%	0%
58. The quality of instruction I receive in most of my classes is excellent.	91%	71%	20%	91%	72%	19%	-1%
59. This institution shows concern for students as individuals.	88%	79%	9%	90%	75%	15%	4%
60. I generally know what's happening on campus.	74%	51%	23%	74%	57%	17%	-6%
61. Adjunct faculty are competent as classroom instructors.	84%	79%	5%	82%	66%	16%	13%
62. There is a strong commitment to racial harmony on this campus.	85%	61%	24%	81%	71%	10%	-10%
63. Student disciplinary procedures are fair.	84%	67%	17%	82%	62%	20%	5%
64. New student orientation services help students adjust to college.	80%	61%	19%	77%	64%	13%	-3%

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65. Faculty are usually available after class and during office hours.	83%	78%	5%	85%	76%	9%	2%
66. Tuition paid is a worthwhile investment.	89%	64%	25%	89%	61%	28%	3%
67. Freedom of expression is protected on campus.	79%	58%	21%	82%	61%	21%	-3%
68. Nearly all of the faculty are knowledgeable in their field.	95%	92%	3%	92%	82%	10%	10%
69. There is a good variety of courses provided on this campus.	86%	64%	22%	88%	59%	29%	5%
70. Graduate teaching assistants are competent as classroom instructors.	71%	59%	12%	72%	57%	15%	2%
71. Channels for expressing student complaints are readily available.	73%	47%	26%	75%	51%	24%	-4%
72. On the whole, the campus is well-maintained.	90%	33%	57%	85%	70%	15%	-37%
73. Student activities fees are put to good use.	81%	52%	29%	78%	51%	27%	1%
74. The Learning Center contributes to student success in writing.	86%	73%	13%				
75. I have a clear idea how my major can be used after I graduate.	87%	78%	9%				
76. I have experienced spiritual growth at Calvary.	67%	58%	9%				
77. Chapel positively contributes to Calvary life and my spiritual growth.	59%	59%	0%				
78. Information about job opportunities in the KC/Belton area are communicated to students.	83%	61%	22%				
79. The employment bulletin board outside The Point is a valuable tool.	76%	62%	14%				
80. The weekly Job Opportunities email is a valuable communication.	61%	41%	20%				

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81. The Learning Center provides a supportive and encouraging environment.	79%	74%	5%				
84. Institution's commitment to part-time students?		64%			59%		5%
85. Institution's commitment to evening students?		60%			57%		3%
86. Institution's commitment to older, returning learners?		62%			64%		-2%
87. Institution's commitment to under-represented populations?		54%			60%		-6%
88. Institution's commitment to commuters?		53%			57%		-4%
89. Institution's commitment to students with disabilities?		64%			60%		4%
90. Cost as factor in decision to enroll.	81%			81%			
91. Financial aid as factor in decision to enroll.	67%			82%			
92. Academic reputation as factor in decision to enroll.	70%			72%			
93. Size of institution as factor in decision to enroll.	43%			49%			
94. Opportunity to play sports as factor in decision to enroll.	31%			36%			
95. Recommendations from family/friends as factor in decision to enroll.	64%			56%			
96. Geographic setting as factor in decision to enroll.	42%			52%			
97. Campus appearance as factor in decision to enroll.	39%			49%			
98. Personalized attention prior to enrollment as factor in decision to enroll.	60%			63%			