



HIGHER LEARNING COMMISSION

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October 28, 2019

Dear Visiting Team,

This letter is accompanied by a report of the responses received from Calvary University's student body through a survey conducted by the Higher Learning Commission in October 2019. The survey was intended to give all students an opportunity to participate in the accreditation process. Their responses may help you identify possible questions for your meetings with faculty, staff and students during your visit.

HLC staff has redacted the responses to remove personally identifiable information (with the exception of the institution's chief executive officer) or information not essential to the evaluation team's work.

A copy of the report is also being sent to the institution's chief executive officer and accreditation liaison officer. Per HLC policy, prior to the visit the institution may provide the evaluation team and HLC additional information or other data in response to the student survey.

If you have any questions or comments regarding the student survey report, please contact the institution's staff liaison, Gigi Fansler.

Sincerely,

Higher Learning Commission

CC: Dr. Christopher Cone, President
Dr. Teddy Bitner, ALO

Higher Learning Commission Student Survey Results

Calvary University
(N=79)

Please rate your level of agreement with the following statements. If the statement does not apply to you, please mark the "Not Applicable" button.

Question	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Mean	Total
The communication I received from the school about the overall enrollment process was clear	2	6	12	24	35	4.06	79
I received clear information as to how much my education would cost	5	6	5	32	31	3.99	79
A school financial aid officer provided financial aid counseling to help me understand the responsibilities of borrowing money to finance my education	7	12	10	15	9	3.13	53
The school worked with me to identify an academic program that met my goals	1	3	15	26	22	3.97	67
An academic advisor provided me with accurate information about the requirements necessary to fulfill my course of study	2	5	8	20	36	4.17	71
An academic advisor was available to help me with questions about my course of study	2	2	9	21	39	4.27	73
I was placed at the appropriate course level that matched my academic preparation	1	1	5	22	43	4.46	72
I am satisfied with the progress I am making toward completing my degree	1	3	3	18	50	4.51	75
Course content is appropriately challenging for my program of study	2	5	5	24	37	4.22	73
Courses required to complete my degree are available when I need to take them	1	14	9	30	22	3.76	76
Faculty who teach provide helpful instruction	0	5	3	20	49	4.47	77
Faculty are available when I need help	0	1	3	34	38	4.43	76
Faculty who teach are knowledgeable about their subject areas	0	2	0	13	61	4.75	76
When I have non-academic questions, I can reach someone who can help me in a timely way	2	3	7	24	31	4.18	67
Overall, I am satisfied with my experience at the school	2	5	6	22	40	4.24	75

Please use the space below to provide your comments. Be sure not to include identifying information for yourself or individuals at your school.

I recently found out that the school has been over charging me since SP17, and to date no action has been taken to resolve it. There are some subjects that do not work well with the new block class structure, and the homework is not being adjusted. I seem to be spending less quality time with the professor, and more time reading text books. I feel like I'm teaching myself.

[PROFESSOR] is an excellent teacher!

I have attended a large school (30000+ students) and this by far has been a more helpful and encouraging school. I am behind calvarys mission and I am proud of the quality of education I have received thus far

Overall, Calvary University is a welcoming and open environment that desires success for every student in their studies. This also includes being flexible in what each student needs, like class substitutions. The faculty is very understanding and open to helping students reach their full potential.

I have had mostly pleasant experience with staff members, but it's been very hard to know who to go to with what problems. Positions change so much here, and often, the staff members don't have an answer for me, so they direct me to someone else who doesn't know, and so on. It's hard to know who to turn to for specific needs. However, most staff members have helpful attitudes and are very kind. Also, the facilities for the arts departments are shameful, especially after the SEB has been condemned. If the school expects them to perform well and make money, they need to be provided with better resources.

Outstanding seminary program. CT

I like the cycles much better than semesters. The intensive structure allows me to put more attention on one or two subjects and get deeper to gain a fuller understanding. However, maybe instead of 8 weeks, 9 or 10 weeks would be much better to allow you to process the information. It would still be an intensive cycle, but wouldn't be as "go-go-go"

I have learned so much about the Bible, it has been the best experience I've had so far with education.

The teachers are wonderful and I've never had one that didn't genuinely want me to learn. However, it would seem the administration side of Calvary University is quite the opposite. They cancelled classes way early and told me I had to use independent study credits for the class instead, even though this class is literally required for my degree and we already had multiple students enrolled. It is also highly concerning that the school seems to be threatening to shut down my department because we don't break even with money. In my opinion, when a school is putting money ahead of education is when that school has officially lost its way. I went to Calvary when in highschool, and if I knew how the school changed, I would not be attending now.

The Financial Aid and Finances departments need to be improved. They're bad at communicating and make things confusing.

I came back to Calvary when my youngest son got married. I had just turned 60! I am outgoing and found my professors to not only be patient with me they encouraged me to the point that I not only finished my undergrad and masters, but I am now working on my Ph.D.

There should be more school activities and Philly hall needs renovating. We cannot control our heaters and when it gets hot outside we have to bug the manager over Philly for our A.C units.

To be honest, I do not feel like Calvary strives to obtain academic excellence from their students. It seems like no work at all is required to get an A in a course. I am a very self-motivated individual, and I am now struggling to even care to do a good job on my course work because even if I put in zero effort I get an A. I would just expect a higher expectation for academic excellence than what Calvary provides. I am just really disappointed in that area, so much so that I almost wish I chose to go to a different school.

People at Calvary University are generally very friendly.

Please get a better system and head for the financial department. They have really let me down and failed to give me the information I needed at the right time, and any notices or award packets are always sent to me late into the semester. They have even sent me threatening emails in the past about dropping my classes when they hadn't even told me what I had/hadn't received financially yet. They have also failed me in letting me know when I'd be ready to graduate. I was told in May that I would be complete in the coming fall, and then they later told me during my fall semester that I actually have 11 more credits to complete in the spring in order to graduate. I have not been pleased with the school recently.

Overall it is very challenging knowing how much I may or may not need to pay for college because our financial aid doesn't get packaged till way later in the semester. This hinders some students from participating in school activities such as sports or theatre. Also as important it is for us as Christians to be involved in ministry that is not what everyone is called specifically to do. We are required to go to chapel three times a week as well as putting so many hours in for christian ministry. This is not only time consuming but just plain stressful and difficult with all of the other school requirements we are forced to do.

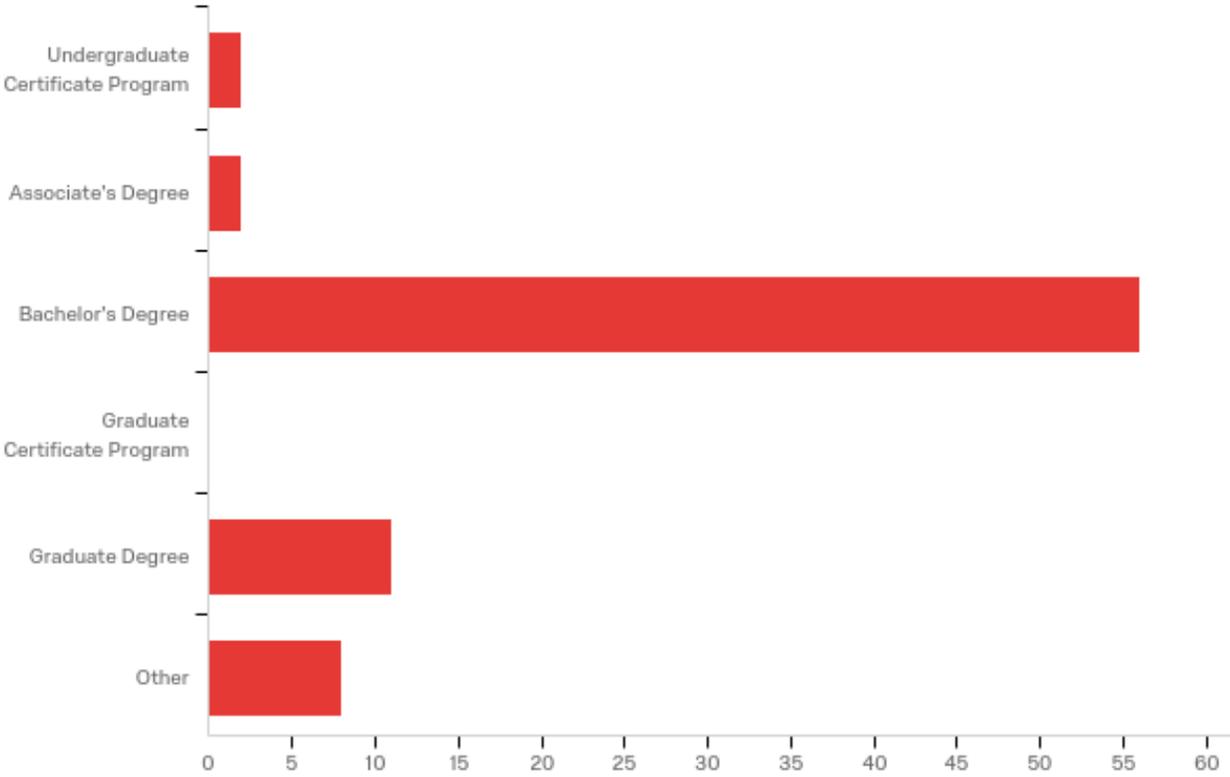
Calvary University is very committed to helping students finish school without debt if possible. In two different cases the school made me aware of significant scholarship opportunities that I was awarded. My professors are very committed to providing me an excellent education and they are experts in their field (i.e. they share their research in national forums). I have a lot of access to PhD level instructors either 1:1 or in a small class environment.

I am a strictly online student, as I am in a different state, completing my courses in music. It is difficult to see the board when the instructor writes on it. They do a great job informing me of what is written, but it would be better if they had a white board that could move around so that they can show they can move it toward the camera during the lecture.

It would be helpful for there to be classes available at appropriate times in order for me to complete my degree. I would even be happy to take a legacy course. Unfortunately, I was rejected to do so. I am currently taking a science course that is not necessary for my degree in place of the proper one. I am, therefore, not getting the information that will be most beneficial to me in my future field and I will have to supplement the information I am lacking in other ways.

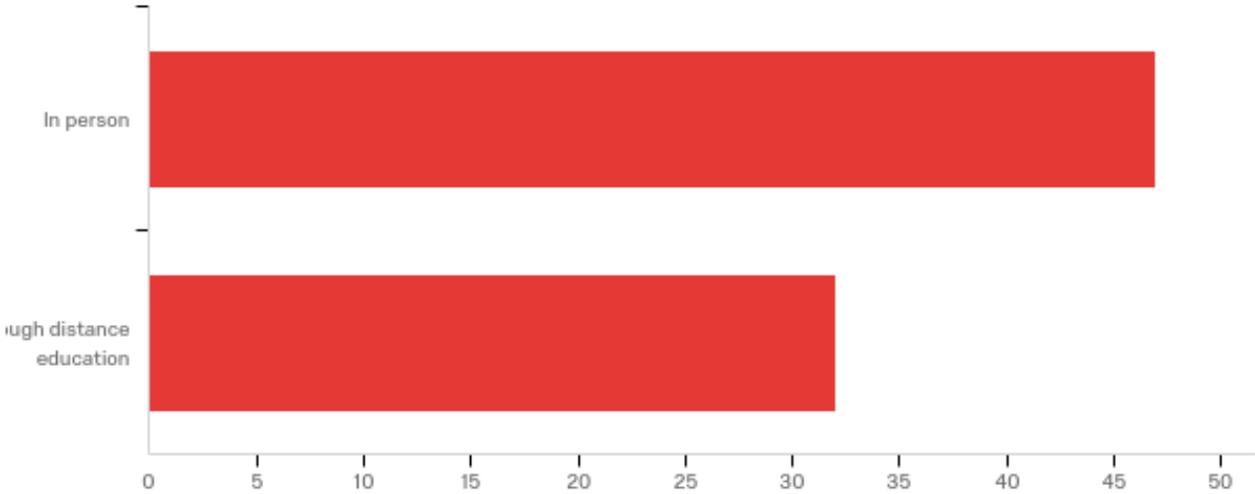
I feel unimportant to the leadership at Calvary when the arts are not prioritized as much as other programs. When Calvary neglects the arts, I feel neglected as well, like I am being set up to fail in my area of study. I'm paying for the same education students in other areas of studies are also paying for; I deserve the same attentiveness as them.

What academic program are you currently enrolled in?



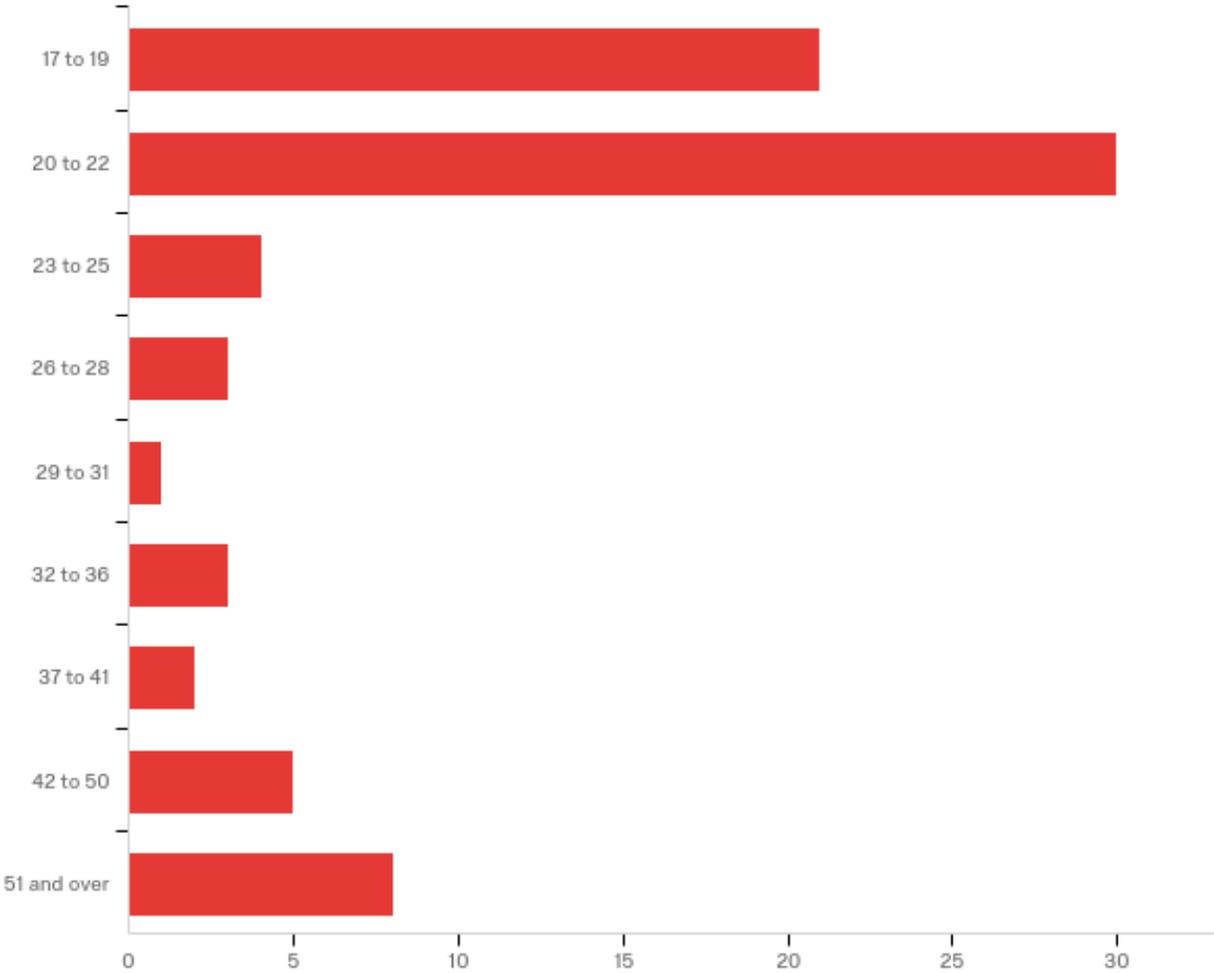
Answer	%	Count
Undergraduate Certificate Program	2.53%	2
Other	10.13%	8
Graduate Degree	13.92%	11
Graduate Certificate Program	0.00%	0
Bachelor's Degree	70.89%	56
Associate's Degree	2.53%	2
Total	100%	79

How do you primarily take classes at your school?



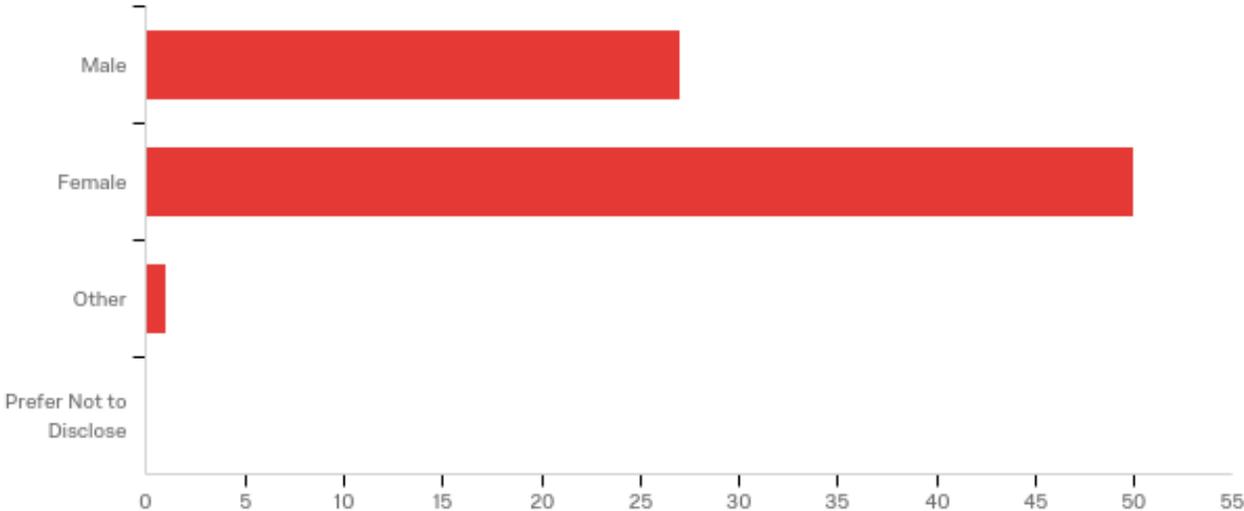
Answer	%	Count
In person	59.49%	47
Through distance education	40.51%	32
Total	100%	79

What is your current age?



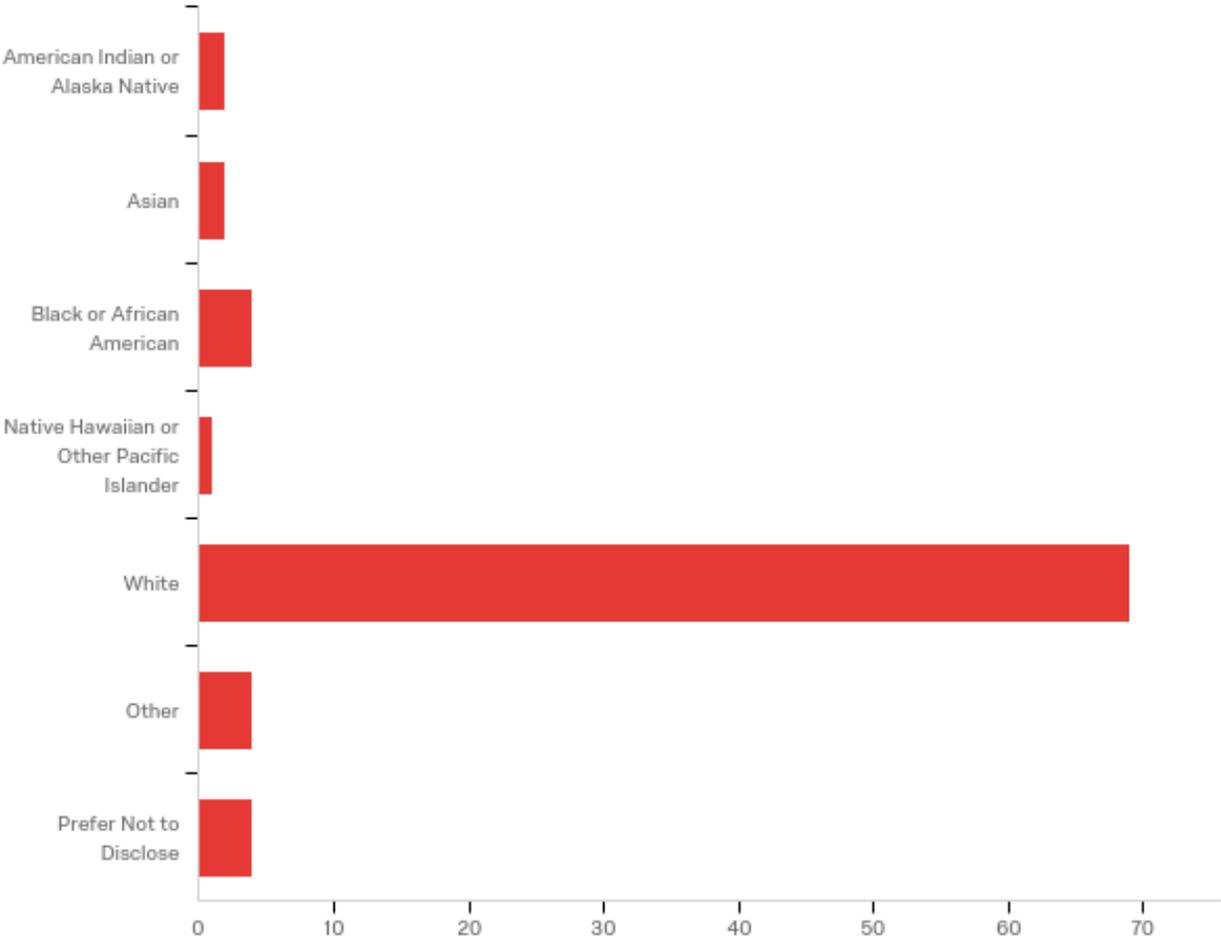
Answer	%	Count
17 to 19	27.27%	21
20 to 22	38.96%	30
23 to 25	5.19%	4
26 to 28	3.90%	3
29 to 31	1.30%	1
32 to 36	3.90%	3
37 to 41	2.60%	2
42 to 50	6.49%	5
51 and over	10.39%	8
Total	100%	77

What is your gender?



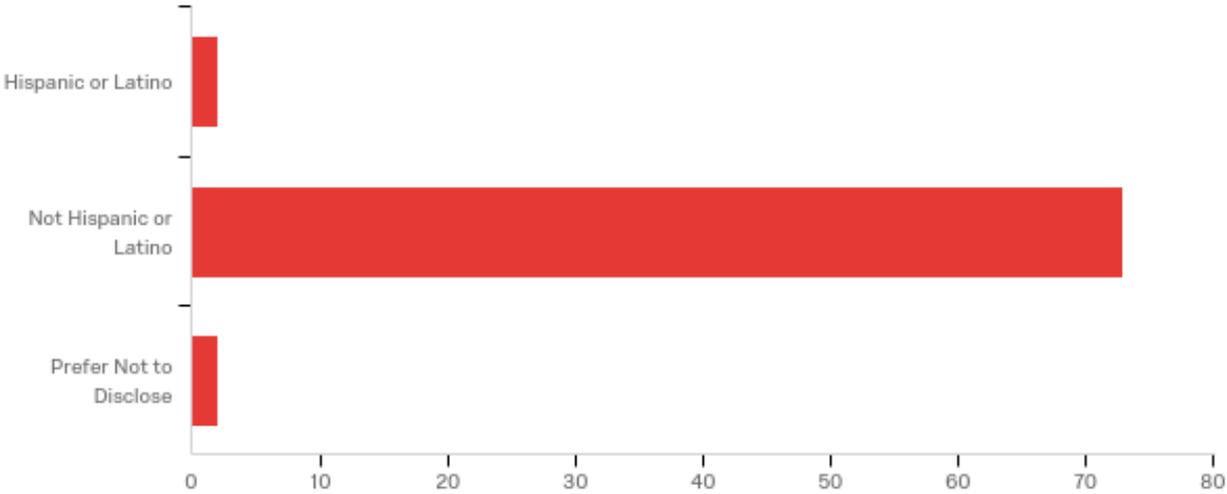
Answer	%	Count
Male	34.62%	27
Female	64.10%	50
Other	1.28%	1
Prefer Not to Disclose	0.00%	0
Total	100%	78

What is your race? (choose all that apply)



Answer	%	Count
American Indian or Alaska Native	2.33%	2
Asian	2.33%	2
Black or African American	4.65%	4
Native Hawaiian or Other Pacific Islander	1.16%	1
White	80.23%	69
Other	4.65%	4
Prefer Not to Disclose	4.65%	4
Total	100%	86

What is your ethnicity?



Answer	%	Count
Hispanic or Latino	2.60%	2
Not Hispanic or Latino	94.81%	73
Prefer Not to Disclose	2.60%	2
Total	100%	77