

# **2020-2021 Student Satisfaction Inventory Report**



**Calvary University**  
**June 9, 2021**

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# Ruffalo Noel Levitz Student Satisfaction Inventory Report Calvary University 2020-2021

## Demographics

### Age

Demographic Responses	N	%
35 to 44	7	6.80 %
25 to 34	9	8.74 %
No Answer	9	
45 and over	15	14.56 %
18 and under	24	23.30 %
19 to 24	48	46.60 %
Total	103	100.00 %

### Class Level

Demographic Responses	N	%
Special student	0	0.00 %
No Answer	2	
Other class level	6	5.45 %
Graduate/Professional	15	13.64 %
Junior	21	19.09 %
Freshman	22	20.00 %
Sophomore	22	20.00 %
Senior	24	21.82 %
Total	110	100.00 %

### Delivery Method

Demographic Responses	N	%
Campus item 2 - Answer 4	0	0.00 %
Campus item 2 - Answer 5	0	0.00 %
Campus item 2 - Answer 6	0	0.00 %
No Answer	0	0.00 %
Completely my degree program online only	29	25.89 %
Majority of courses are taken online	32	28.57 %
Majority of courses are taken in the classroom	51	45.54 %
		100.00
Total	112	%

### Ethnicity

Demographic Responses	N	%
American Indian or Alaskan Native	1	0.97 %
Hispanic	1	0.97 %
Other race	1	0.97 %
Asian or Pacific Islander	3	2.91 %
African-American	5	4.85 %
Race - Prefer not to respond	7	6.80 %
No Answer	9	
Caucasian/White	85	82.52 %
Total	103	100.00 %

### Gender

Demographic Responses	N	%
No Answer	9	
Male	35	33.98 %
Female	68	66.02 %
		100.00
Total	103	%

### Majors

Majors/Programs	N	%
1111: Early College	14	12.96 %
2222: Professional Directed Studies	5	4.63 %
3000: Bible & Theology/Advanced Biblical Studies	13	12.04 %
4000: Biblical Counseling	20	18.52 %
5000: Business Administration	22	20.37 %
6000: Elementary Education	7	6.48 %
6001: Secondary/Middle School Education	2	1.85 %
7000: Ministry Studies	12	11.11 %
8000: Music Education	3	2.78 %
8001: Music Performance & Pedagogy	2	1.85 %
8002: Music Worship Arts	3	2.78 %
9000: Theatre Arts	5	4.63 %
Total	108	100.00 %

## Strategic Planning Overview

### Strengths to Compared to the National Average

No	Item	vs. Comparison	Ranking by Importance
7	The campus is safe and secure for all students.	higher satisfaction	1
68	Nearly all of the faculty are knowledgeable in their field.	higher satisfaction	1
36	Security staff respond quickly in emergencies.	higher satisfaction	3
58	The quality of instruction I receive in most of my classes is excellent.	higher satisfaction	5
79	Campus item: My current degree program meets my needs for completing my degree at Calvary.		8
34	I am able to register for classes I need with few conflicts.	higher satisfaction	9
59	This institution shows concern for students as individuals.	higher satisfaction	13
45	Students are made to feel welcome on this campus.	higher satisfaction	16
6	My academic advisor is approachable.	higher satisfaction	19
61	Adjunct faculty are competent as classroom instructors.	higher satisfaction	19
22	Counseling staff care about students as individuals.	higher satisfaction	23
30	Residence hall staff are concerned about me as an individual.	higher satisfaction	24
65	Faculty are usually available after class and during office hours.		32

### Challenges Compared to the National Average

No	Item	vs. Comparison	Ranking by Importance
8	The content of the courses within my major is valuable.		3
16	The instruction in my major field is excellent.		6
78	Campus item: My academic major is preparing me for employment after graduation.		7

No	Item	vs. Comparison	Ranking by Importance
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	higher satisfaction	13
25	Faculty are fair and unbiased in their treatment of individual students.	higher satisfaction	13
12	Financial aid awards are announced to students in time to be helpful in college planning.		27
5	Financial aid counselors are helpful.		28
75	Campus item: The eight-week cycle system works for most of my classes.		31
4	Admissions staff are knowledgeable.		32
47	Faculty provide timely feedback about student progress in a course.		35
73	Student activities fees are put to good use.		40
77	Campus item: The accelerated classes help me excel academically during Cycle One.		40

#### Higher Importance Compared to National Average

No	Item	Ranking by Importance
43	Admissions counselors respond to prospective students' unique needs and requests.	40
11	Billing policies are reasonable.	38
10	Administrators are approachable to students.	37
44	Academic support services adequately meet the needs of students.	35
3	Faculty care about me as an individual.	28
63	Student disciplinary procedures are fair.	26
30	Residence hall staff are concerned about me as an individual.	24
22	Counseling staff care about students as individuals.	23
61	Adjunct faculty are competent as classroom instructors.	19
27	The personnel involved in registration are helpful.	17
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	13
25	Faculty are fair and unbiased in their treatment of individual students.	13
59	This institution shows concern for students as individuals.	13
36	Security staff respond quickly in emergencies.	3

## Scale Summary

Scale	Calvary University				National Average				Difference	Statistical Significance
	Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
Academic Advising	6.35	5.96	1.12	0.39	6.4	5.73	1.24	0.67	0.23	<.05
Campus Climate	6.36	5.88	1	0.48	6.28	5.44	1.12	0.84	0.44	<.001
Campus Life	6.09	5.74	1.2	0.35	5.95	5.15	1.18	0.8	0.59	<.001
Campus Support Services	6.14	5.96	1.02	0.18	6.12	5.7	1.03	0.42	0.26	<.01
Concern for the Individual	6.48	6.08	0.99	0.40	6.3	5.5	1.17	0.8	0.58	<.001
Instructional Effectiveness	6.53	5.99	0.89	0.54	6.41	5.65	1.04	0.76	0.34	<.001
Recruitment and Financial Aid	6.41	5.62	1.2	0.79	6.27	5.31	1.23	0.96	0.31	<.01
Registration Effectiveness	6.4	6.03	0.85	0.37	6.21	5.33	1.19	0.88	0.7	<.001
Responsiveness to Diverse Populations		6.04	1.22			5.39	1.42		0.65	<.001
Safety and Security	6.41	6.27	0.86	0.14	6.28	5	1.35	1.28	1.27	<.001
Service Excellence	6.28	5.86	1.12	0.42	6.16	5.41	1.12	0.75	0.45	<.001
Student Centeredness	6.48	5.98	1.08	0.50	6.33	5.49	1.2	0.84	0.49	<.001

<.05      Difference is statistically significant at the .05 level  
 <.01      Difference is statistically significant at the .01 level  
 <.001     Difference is statistically significant at the .001 level

## Comprehensive Item Report

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
1	Most students feel a sense of belonging here.	6.33	5.6	1.41	0.73	6.17	5.25	1.44	0.92	0.35	<.05
2	The campus staff are caring and helpful.	6.58	6.04	1.14	0.54	6.43	5.69	1.31	0.74	0.35	<.01
3	Faculty care about me as an individual.	6.47	6.04	1.17	0.43	6.29	5.64	1.38	0.65	0.40	<.01
4	Admissions staff are knowledgeable.	6.43	5.63	1.54	0.80	6.27	5.53	1.43	0.74	0.10	

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
5	Financial aid counselors are helpful.	6.47	5.3	1.7	1.17	6.3	5.24	1.64	1.06	0.06	
6	My academic advisor is approachable.	6.53	6.34	1.08	0.19	6.47	5.91	1.49	0.56	0.43	<.01
7	The campus is safe and secure for all students.	6.70	6.35	0.93	0.35	6.56	5.72	1.44	0.84	0.63	<.001
8	The content of the courses within my major is valuable.	6.68	5.98	1.35	0.70	6.61	5.76	1.32	0.85	0.22	
9	A variety of intramural activities are offered.	5.45	5.09	1.75	0.36	5.31	5.27	1.55	0.04	-0.18	
10	Administrators are approachable to students.	6.41	6.1	1.06	0.31	6.1	5.41	1.46	0.69	0.69	<.001
11	Billing policies are reasonable.	6.39	5.83	1.18	0.56	6.11	4.77	1.69	1.34	1.06	<.001
12	Financial aid awards are announced to students in time to be helpful in college planning.	6.48	5.1	1.88	1.38	6.31	5.25	1.61	1.06	-0.15	
13	Library staff are helpful and approachable.	5.99	6.29	1.05	-0.30	5.89	5.88	1.29	0.01	0.41	<.01
14	My academic advisor is concerned about my success as an individual.	6.27	6.07	1.32	0.20	6.4	5.75	1.54	0.65	0.32	<.05
15	The staff in the health services area are competent.	6.29	5.85	1.49	0.44	6.21	5.31	1.64	0.9	0.54	<.05
16	The instruction in my major field is excellent.	6.64	5.92	1.31	0.72	6.59	5.77	1.34	0.82	0.15	
17	Adequate financial aid is available for most students.	6.37	5.89	1.26	0.48	6.4	5.05	1.65	1.35	0.84	<.001
18	Library resources and services are adequate.	6.21	5.91	1.28	0.30	6.15	5.8	1.28	0.35	0.11	
19	My academic advisor helps me set goals to work toward.	5.78	5.13	1.8	0.65	6.11	5.3	1.71	0.81	-0.17	
20	The business office is open during hours which are convenient for most students.	6.17	5.9	1.06	0.27	6.01	5.39	1.47	0.62	0.51	<.01
21	The amount of student parking space on campus is adequate.	5.99	6.33	1.04	-0.34	5.99	3.8	2.09	2.19	2.53	<.001
22	Counseling staff care about students as individuals.	6.51	6.27	1.17	0.24	6.28	5.51	1.53	0.77	0.76	<.001



No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.57	5.89	1.04	0.68	6.25	4.7	1.76	1.55	1.19	<.001
24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.70	6.05	1.28	-0.35	5.42	4.74	1.82	0.68	1.31	<.001
25	Faculty are fair and unbiased in their treatment of individual students.	6.57	5.95	1.47	0.62	6.4	5.39	1.55	1.01	0.56	<.001
26	Computer labs are adequate and accessible.	5.70	5.46	1.57	0.24	6.16	5.68	1.45	0.48	-0.22	
27	The personnel involved in registration are helpful.	6.54	6.02	1.27	0.52	6.25	5.6	1.43	0.65	0.42	<.01
28	Parking lots are well-lighted and secure.	6.26	5.87	1.5	0.39	6.11	5.1	1.71	1.01	0.77	<.001
29	It is an enjoyable experience to be a student on this campus.	6.47	5.92	1.33	0.55	6.46	5.46	1.58	1	0.46	<.05
30	Residence hall staff are concerned about me as an individual.	6.50	6.12	1.24	0.38	5.97	5.22	1.7	0.75	0.90	<.001
31	Males and females have equal opportunities to participate in intercollegiate athletics.	6.11	6.25	1.05	-0.14	6.01	5.84	1.43	0.17	0.41	<.05
32	Tutoring services are readily available.	6.34	6.36	1.13	-0.02	6.2	5.79	1.39	0.41	0.57	<.001
33	My academic advisor is knowledgeable about requirements in my major.	6.53	6.09	1.33	0.44	6.55	5.93	1.48	0.62	0.16	
34	I am able to register for classes I need with few conflicts.	6.59	6.18	1.13	0.41	6.49	5.26	1.73	1.23	0.92	<.001
35	The assessment and course placement procedures are reasonable.	6.32	6.08	1.06	0.24	6.25	5.54	1.42	0.71	0.54	<.001
36	Security staff respond quickly in emergencies.	6.68	6.52	0.85	0.16	6.47	5.44	1.62	1.03	1.08	<.001
37	I feel a sense of pride about my campus.	5.78	5.27	1.74	0.51	5.99	5.33	1.66	0.66	-0.06	
38	There is an adequate selection of food available in the cafeteria.	6.11	5.19	1.79	0.92	6.12	4.24	1.96	1.88	0.95	<.001
39	I am able to experience intellectual growth here.	6.58	6.06	1.35	0.52	6.52	5.86	1.33	0.66	0.20	
40	Residence hall regulations are reasonable.	6.25	5.61	1.29	0.64	6.04	5.04	1.75	1	0.57	<.05

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
41	There is a commitment to academic excellence on this campus.	6.54	5.95	1.26	0.59	6.41	5.75	1.36	0.66	0.20	
42	There are a sufficient number of weekend activities for students.	5.02	5.14	1.78	-0.12	5.59	4.75	1.8	0.84	0.39	
43	Admissions counselors respond to prospective students' unique needs and requests.	6.38	5.97	1.3	0.41	6.15	5.52	1.47	0.63	0.45	<.01
44	Academic support services adequately meet the needs of students.	6.42	6.01	1.33	0.41	6.26	5.58	1.39	0.68	0.43	<.01
45	Students are made to feel welcome on this campus.	6.56	6.18	1.11	0.38	6.41	5.68	1.45	0.73	0.50	<.01
46	I can easily get involved in campus organizations.	6.03	5.95	1.21	0.08	6.02	5.55	1.5	0.47	0.40	<.05
47	Faculty provide timely feedback about student progress in a course.	6.42	5.45	1.46	0.97	6.35	5.29	1.51	1.06	0.16	
48	Admissions counselors accurately portray the campus in their recruiting practices.	6.32	5.9	1.29	0.42	6.2	5.27	1.63	0.93	0.63	<.01
49	There are adequate services to help me decide upon a career.	6.08	5.23	1.64	0.85	6.31	5.46	1.51	0.85	-0.23	
50	Class change (drop/add) policies are reasonable.	6.28	6.22	1.16	0.06	6.18	5.65	1.48	0.53	0.57	<.001
51	This institution has a good reputation within the community.	6.39	6.02	1.34	0.37	6.29	5.77	1.46	0.52	0.25	
52	The student center is a comfortable place for students to spend their leisure time.	6.09	6.11	1.4	-0.02	5.94	5.37	1.62	0.57	0.74	<.001
53	Faculty take into consideration student differences as they teach a course.	6.28	5.72	1.36	0.56	6.23	5.25	1.56	0.98	0.47	<.01
54	Bookstore staff are helpful.	6.10	6.42	0.89	-0.32	5.86	5.68	1.47	0.18	0.74	<.001
55	Major requirements are clear and reasonable.	6.59	6.11	1.27	0.48	6.47	5.75	1.38	0.72	0.36	<.05
56	The student handbook provides helpful information about campus life.	6.08	6.19	1.05	-0.11	5.77	5.4	1.52	0.37	0.79	<.001
57	I seldom get the "run-around" when seeking information on this campus.	6.22	5.14	1.79	1.08	6.08	5.02	1.74	1.06	0.12	

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
58	The quality of instruction I receive in most of my classes is excellent.	6.65	6.12	1.07	0.53	6.51	5.65	1.35	0.86	0.47	<.001
59	This institution shows concern for students as individuals.	6.57	6.12	1.26	0.45	6.4	5.44	1.6	0.96	0.68	<.001
60	I generally know what's happening on campus.	5.99	5.81	1.43	0.18	6	5.28	1.59	0.72	0.53	<.01
61	Adjunct faculty are competent as classroom instructors.	6.53	6.15	1.01	0.38	6.26	5.57	1.45	0.69	0.58	<.001
62	There is a strong commitment to racial harmony on this campus.	6.16	6.12	1.46	0.04	6.26	5.59	1.53	0.67	0.53	<.01
63	Student disciplinary procedures are fair.	6.49	5.88	1.44	0.61	6.24	5.38	1.64	0.86	0.50	<.05
64	New student orientation services help students adjust to college.	6.31	5.64	1.46	0.67	6.14	5.4	1.6	0.74	0.24	
65	Faculty are usually available after class and during office hours.	6.43	6.12	1.04	0.31	6.37	5.9	1.27	0.47	0.22	
66	Tuition paid is a worthwhile investment.	6.53	6.02	1.29	0.51	6.45	4.98	1.74	1.47	1.04	<.001
67	Freedom of expression is protected on campus.	6.24	5.79	1.43	0.45	6.32	5.46	1.61	0.86	0.33	
68	Nearly all of the faculty are knowledgeable in their field.	6.70	6.28	1.18	0.42	6.58	6.01	1.23	0.57	0.27	<.05
69	There is a good variety of courses provided on this campus.	6.43	6.08	1.15	0.35	6.43	5.63	1.46	0.8	0.45	<.01
70	Graduate teaching assistants are competent as classroom instructors.	6.35	6.14	1.41	0.21	6.1	5.52	1.43	0.58	0.62	<.01
71	Channels for expressing student complaints are readily available.	6.11	5.51	1.71	0.60	6.14	4.89	1.77	1.25	0.62	<.001
72	On the whole, the campus is well-maintained.	6.29	5.65	1.39	0.64	6.34	5.75	1.44	0.59	-0.10	
73	Student activities fees are put to good use.	6.38	5.16	1.59	1.22	6.13	4.89	1.74	1.24	0.27	
74	Campus item: The eight-week cycle works well with my weekly schedule.	6.50	6.05	1.49	0.45						
75	Campus item: The eight-week cycle system works for most of my classes.	6.44	5.75	1.81	0.69						
76	Campus item: The "Friday off" schedule works well with my weekly schedule.	6.36	6.19	1.34	0.17						

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
77	Campus item: The accelerated classes help me excel academically during Cycle One.	6.38	5.6	1.93	0.78						
78	Campus item: My academic major is preparing me for employment after graduation.	6.61	5.81	1.38	0.80						
79	Campus item: My current degree program meets my needs for completing my degree at Calvary.	6.60	6.18	1.29	0.42						
84	Institution's commitment to part-time students?		6.13	1.27		5.38	1.49		0.75	<.001	
85	Institution's commitment to evening students?		6	1.24		5.34	1.51		0.66	<.001	
86	Institution's commitment to older, returning learners?		6.04	1.31		5.51	1.47		0.53	<.05	
87	Institution's commitment to under-represented populations?		5.83	1.52		5.36	1.56		0.47	<.05	
88	Institution's commitment to commuters?		6.1	1.09		5.22	1.65		0.88	<.001	
89	Institution's commitment to students with disabilities?		6.13	1.2		5.52	1.55		0.61	<.01	
90	Cost as factor in decision to enroll.	6.37				6.21					
91	Financial aid as factor in decision to enroll.	6.09				6.33					
92	Academic reputation as factor in decision to enroll.	5.90				6.14					
93	Size of institution as factor in decision to enroll.	5.06				5.49					
94	Opportunity to play sports as factor in decision to enroll.	3.47				4.08					
95	Recommendations from family/friends as factor in decision to enroll.	5.33				4.97					
96	Geographic setting as factor in decision to enroll.	4.79				5.44					
97	Campus appearance as factor in decision to enroll.	4.45				5.54					

No	Item	Calvary University				National Average				Difference	Statistical Significance
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap		
98	Personalized attention prior to enrollment as factor in decision to enroll.	5.28				5.66					
<.05	Difference is statistically significant at the .05 level										
<.01	Difference is statistically significant at the .01 level										
<.001	Difference is statistically significant at the .001 level										

### Item Percentage

No	Item	Calvary University			National Average			Difference
		Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
1	Most students feel a sense of belonging here.	85 %	58 %	27 %	78 %	49 %	29 %	9 %
2	The campus staff are caring and helpful.	91 %	76 %	15 %	87 %	64 %	23 %	12 %
3	Faculty care about me as an individual.	89 %	74 %	15 %	82 %	63 %	19 %	11 %
4	Admissions staff are knowledgeable.	87 %	62 %	25 %	81 %	59 %	22 %	3 %
5	Financial aid counselors are helpful.	91 %	54 %	37 %	82 %	51 %	31 %	3 %
6	My academic advisor is approachable.	93 %	82 %	11 %	87 %	72 %	15 %	10 %
7	The campus is safe and secure for all students.	96 %	84 %	12 %	89 %	66 %	23 %	18 %
8	The content of the courses within my major is valuable.	94 %	75 %	19 %	91 %	66 %	25 %	9 %
9	A variety of intramural activities are offered.	53 %	51 %	2 %	51 %	51 %	0 %	0 %
10	Administrators are approachable to students.	87 %	75 %	12 %	76 %	55 %	21 %	20 %
11	Billing policies are reasonable.	86 %	67 %	19 %	76 %	38 %	38 %	29 %
12	Financial aid awards are announced to students in time to be helpful in college planning.	91 %	54 %	37 %	82 %	52 %	30 %	2 %
13	Library staff are helpful and approachable.	73 %	77 %	-4 %	67 %	69 %	-2 %	8 %

Calvary University					National Average			
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
14	My academic advisor is concerned about my success as an individual.	83 %	74 %	9 %	85 %	67 %	18 %	7 %
15	The staff in the health services area are competent.	85 %	69 %	16 %	79 %	54 %	25 %	15 %
16	The instruction in my major field is excellent.	94 %	70 %	24 %	91 %	67 %	24 %	3 %
17	Adequate financial aid is available for most students.	89 %	71 %	18 %	85 %	45 %	40 %	26 %
18	Library resources and services are adequate.	83 %	70 %	13 %	77 %	67 %	10 %	3 %
19	My academic advisor helps me set goals to work toward.	68 %	56 %	12 %	75 %	54 %	21 %	2 %
20	The business office is open during hours which are convenient for most students.	76 %	67 %	9 %	72 %	54 %	18 %	13 %
21	The amount of student parking space on campus is adequate.	74 %	83 %	-9 %	75 %	26 %	49 %	57 %
22	Counseling staff care about students as individuals.	90 %	83 %	7 %	82 %	59 %	23 %	24 %
23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	93 %	70 %	23 %	82 %	38 %	44 %	32 %
24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	67 %	76 %	-9 %	57 %	39 %	18 %	37 %
25	Faculty are fair and unbiased in their treatment of individual students.	94 %	75 %	19 %	86 %	56 %	30 %	19 %
26	Computer labs are adequate and accessible.	64 %	58 %	6 %	78 %	64 %	14 %	-6 %
27	The personnel involved in registration are helpful.	93 %	72 %	21 %	81 %	61 %	20 %	11 %
28	Parking lots are well-lighted and secure.	88 %	66 %	22 %	76 %	48 %	28 %	18 %
29	It is an enjoyable experience to be a student on this campus.	88 %	72 %	16 %	87 %	58 %	29 %	14 %

Calvary University					National Average			Difference
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
30	Residence hall staff are concerned about me as an individual.	89 %	73 %	16 %	72 %	51 %	21 %	22 %
31	Males and females have equal opportunities to participate in intercollegiate athletics.	79 %	79 %	0 %	74 %	69 %	5 %	10 %
32	Tutoring services are readily available.	85 %	84 %	1 %	78 %	67 %	11 %	17 %
33	My academic advisor is knowledgeable about requirements in my major.	93 %	75 %	18 %	90 %	72 %	18 %	3 %
34	I am able to register for classes I need with few conflicts.	91 %	79 %	12 %	89 %	54 %	35 %	25 %
35	The assessment and course placement procedures are reasonable.	88 %	80 %	8 %	81 %	59 %	22 %	21 %
36	Security staff respond quickly in emergencies.	95 %	88 %	7 %	87 %	58 %	29 %	30 %
37	I feel a sense of pride about my campus.	71 %	51 %	20 %	72 %	55 %	17 %	-4 %
38	There is an adequate selection of food available in the cafeteria.	78 %	49 %	29 %	78 %	31 %	47 %	18 %
39	I am able to experience intellectual growth here.	94 %	78 %	16 %	89 %	70 %	19 %	8 %
40	Residence hall regulations are reasonable.	85 %	57 %	28 %	75 %	48 %	27 %	9 %
41	There is a commitment to academic excellence on this campus.	90 %	71 %	19 %	86 %	66 %	20 %	5 %
42	There are a sufficient number of weekend activities for students.	49 %	53 %	-4 %	60 %	39 %	21 %	14 %
43	Admissions counselors respond to prospective students' unique needs and requests.	86 %	71 %	15 %	77 %	59 %	18 %	12 %
44	Academic support services adequately meet the needs of students.	88 %	76 %	12 %	81 %	60 %	21 %	16 %
45	Students are made to feel welcome on this campus.	90 %	78 %	12 %	86 %	64 %	22 %	14 %
46	I can easily get involved in campus organizations.	74 %	68 %	6 %	73 %	60 %	13 %	8 %

Calvary University					National Average			
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
47	Faculty provide timely feedback about student progress in a course.	90 %	54 %	36 %	84 %	51 %	33 %	3 %
48	Admissions counselors accurately portray the campus in their recruiting practices.	86 %	69 %	17 %	79 %	53 %	26 %	16 %
49	There are adequate services to help me decide upon a career.	78 %	47 %	31 %	83 %	57 %	26 %	-10 %
50	Class change (drop/add) policies are reasonable.	84 %	83 %	1 %	78 %	64 %	14 %	19 %
51	This institution has a good reputation within the community.	86 %	76 %	10 %	82 %	68 %	14 %	8 %
52	The student center is a comfortable place for students to spend their leisure time.	72 %	81 %	-9 %	70 %	56 %	14 %	25 %
53	Faculty take into consideration student differences as they teach a course.	82 %	66 %	16 %	80 %	50 %	30 %	16 %
54	Bookstore staff are helpful.	73 %	85 %	-12 %	68 %	64 %	4 %	21 %
55	Major requirements are clear and reasonable.	93 %	79 %	14 %	88 %	66 %	22 %	13 %
56	The student handbook provides helpful information about campus life.	79 %	79 %	0 %	66 %	55 %	11 %	24 %
57	I seldom get the "run-around" when seeking information on this campus.	81 %	50 %	31 %	75 %	47 %	28 %	3 %
58	The quality of instruction I receive in most of my classes is excellent.	92 %	75 %	17 %	89 %	62 %	27 %	13 %
59	This institution shows concern for students as individuals.	94 %	78 %	16 %	86 %	58 %	28 %	20 %
60	I generally know what's happening on campus.	67 %	67 %	0 %	72 %	52 %	20 %	15 %
61	Adjunct faculty are competent as classroom instructors.	94 %	76 %	18 %	81 %	60 %	21 %	16 %
62	There is a strong commitment to racial harmony on this campus.	80 %	79 %	1 %	81 %	62 %	19 %	17 %
63	Student disciplinary procedures are fair.	90 %	70 %	20 %	80 %	57 %	23 %	13 %



Calvary University					National Average			
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
64	New student orientation services help students adjust to college.	86 %	60 %	26 %	77 %	56 %	21 %	4 %
65	Faculty are usually available after class and during office hours.	88 %	76 %	12 %	85 %	70 %	15 %	6 %
66	Tuition paid is a worthwhile investment.	91 %	75 %	16 %	87 %	45 %	42 %	30 %
67	Freedom of expression is protected on campus.	79 %	67 %	12 %	83 %	59 %	24 %	8 %
68	Nearly all of the faculty are knowledgeable in their field.	92 %	79 %	13 %	91 %	75 %	16 %	4 %
69	There is a good variety of courses provided on this campus.	89 %	76 %	13 %	87 %	63 %	24 %	13 %
70	Graduate teaching assistants are competent as classroom instructors.	82 %	78 %	4 %	76 %	58 %	18 %	20 %
71	Channels for expressing student complaints are readily available.	79 %	58 %	21 %	77 %	43 %	34 %	15 %
72	On the whole, the campus is well-maintained.	81 %	56 %	25 %	84 %	67 %	17 %	-11 %
73	Student activities fees are put to good use.	85 %	43 %	42 %	77 %	42 %	35 %	1 %
74	Campus item: The eight-week cycle works well with my weekly schedule.	90 %	75 %	15 %				
75	Campus item: The eight-week cycle system works for most of my classes.	88 %	71 %	17 %				
76	Campus item: The "Friday off" schedule works well with my weekly schedule.	82 %	77 %	5 %				
77	Campus item: The accelerated classes help me excel academically during Cycle One.	86 %	68 %	18 %				
78	Campus item: My academic major is preparing me for employment after graduation.	89 %	67 %	22 %				
79	Campus item: My current degree program meets my needs for completing my degree at Calvary.	93 %	80 %	13 %				

Calvary University					National Average			
No	Item	Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	Difference
84	Institution's commitment to part-time students?		79 %			54 %		25 %
85	Institution's commitment to evening students?		72 %			53 %		19 %
86	Institution's commitment to older, returning learners?		73 %			58 %		15 %
87	Institution's commitment to under-represented populations?		70 %			55 %		15 %
88	Institution's commitment to commuters?		78 %			52 %		26 %
89	Institution's commitment to students with disabilities?		80 %			60 %		20 %
90	Cost as factor in decision to enroll.	85 %			80 %			
91	Financial aid as factor in decision to enroll.	81 %			84 %			
92	Academic reputation as factor in decision to enroll.	71 %			77 %			
93	Size of institution as factor in decision to enroll.	46 %			58 %			
94	Opportunity to play sports as factor in decision to enroll.	25 %			37 %			
95	Recommendations from family/friends as factor in decision to enroll.	59 %			47 %			
96	Geographic setting as factor in decision to enroll.	43 %			58 %			
97	Campus appearance as factor in decision to enroll.	36 %			59 %			
98	Personalized attention prior to enrollment as factor in decision to enroll.	57 %			64 %			

### Summary Report

Summary	Answer Category	Institution	National Norms	Difference	Statistical Significance
<b>So far, how has your college experience met your expectations?</b>		<b>4.92</b>	<b>4.67</b>	<b>0.25</b>	
	1= Much worse than I expected	0%	2%		

	2= Quite a bit worse than I expected	2%	3%	
	3= Worse than I expected	6%	11%	
	4= About what I expected	31%	30%	
	5= Better than I expected	26%	24%	
	6= Quite a bit better than I expected	14%	14%	
	7= Much better than I expected	17%	13%	
<b>Rate your overall satisfaction with your experience here thus far.</b>		<b>5.72</b>	<b>5.29</b>	<b>0.43</b> <b>&lt;.01</b>
	1= Not satisfied at all	0%	1%	
	2= Not very satisfied	5%	4%	
	3= Somewhat dissatisfied	4%	8%	
	4= Neutral	2%	10%	
	5= Somewhat satisfied	8%	18%	
	6= Satisfied	47%	36%	
	7= Very satisfied	29%	19%	
<b>All in all, if you had it to do over again, would you enroll here?</b>		<b>5.78</b>	<b>5.28</b>	<b>0.50</b> <b>&lt;.01</b>
	1= Definitely not	0%	4%	
	2= Probably not	7%	7%	
	3= Maybe not	3%	6%	
	4= I don't know	5%	10%	
	5= Maybe yes	6%	12%	
	6= Probably yes	31%	26%	
	7= Definitely yes	43%	32%	

<.05      Difference is statistically significant at the .05 level  
 <.01      Difference is statistically significant at the .01 level  
 <.001      Difference is statistically significant at the .001 level