

2023 Student Satisfaction Inventory Report



Calvary University

May 11, 2023

NOTE: This copy of the 2022-2023 SSI Report does NOT include Student Comments. A separate report including student comments was distributed to faculty and staff for assessment purposes.

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Results When Compared to other ABHE Colleges and Universities


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Main Report

Calvary University - SSI - 4/2023-Apr 2023

Bottom Line Indicators

Satisfied / Very Satisfied

How satisfied are our students compared with students nationally?

Percentages below indicate the students indicating Satisfied/Very Satisfied.

74%

Our Institution

71%

National

Probably / Definitely Yes

How likely are our students to enroll again, if they had it to do over?

Percentages below indicate the students indicating Probably/Definitely yes.

74%

Our Institution

75%

National

Top 5 Factors to Enroll

Item	Importance %
Cost as factor in decision to enroll.	87%
Financial assistance as factor in decision to enroll.	75%
Academic reputation as factor in decision to enroll.	71%
Future career opportunities as factor in decision to enroll.	62%
Personal recommendations as factor in decision to enroll.	61%

Summary Results When Compared to National Four-Year Private Colleges and Universities

Main Report

Calvary University - SSI - 4/2023-Apr 2023

Bottom Line Indicators

Satisfied / Very Satisfied

How satisfied are our students compared with students nationally?

Percentages below indicate the students indicating Satisfied/Very Satisfied.

74%

Our Institution

59%

National

Probably / Definitely Yes

How likely are our students to enroll again, if they had it to do over?

Percentages below indicate the students indicating Probably/Definitely yes.

74%

Our Institution

62%

National

Top 5 Factors to Enroll

Item	Importance %
Cost as factor in decision to enroll.	87%
Financial assistance as factor in decision to enroll.	75%
Academic reputation as factor in decision to enroll.	71%
Future career opportunities as factor in decision to enroll.	62%
Personal recommendations as factor in decision to enroll.	61%

Strengths and Weaknesses

Strengths

Item	
★	The content of the courses within my major is valuable.
★	The quality of instruction I receive in most of my classes is excellent.
★	My academic advisor is knowledgeable about requirements in my major.
★	I am able to register for classes I need with few conflicts.
★	Students are made to feel welcome here.
★	The campus is safe and secure for all students.
★	This campus provides online access to services I need.
★	My academic advisor is available when I need help.
★	Security staff respond quickly to calls for assistance.

Strengths are items with high importance and high satisfaction.

These are specifically identified as items above the mid-point in importance (top half) and in the upper quartile (25 percent) of our satisfaction scores. The strengths are listed in descending order of importance.

Challenges

Item	
❏	Campus item: I understand how to read my bill and where to find answers to my billing questions.
❏	Campus item: I received clear & timely communication on registration, dorm life, & billing from acceptance to start of classes.
❏	Faculty provide timely feedback about my academic progress.
❏	Students are free to express their ideas on this campus.
❏	Campus item: The University values student opinions.
❏	Computers and/or Wi-Fi are adequate and accessible.
❏	I seldom get the "run-around" when seeking information on this campus.

Challenges are items with high importance and low satisfaction or a large performance gap.

These are specifically identified as items above the mid-point in importance (top half) and in the lower quartile (25 percent) of your satisfaction scores or items above the mid-point in importance (top half) and in the top quartile (25 percent) of our performance gap scores. The performance gap score is likely the reason the item has been identified as a challenge. The challenges are listed in descending order of importance.

Demographic Information

Gender

Demographic Responses	N	%
Female	47	53.41%
Male	41	46.59%
Prefer not to respond	0	0.00%
Transgender	0	0.00%
Genderqueer	0	0.00%
Additional gender category or Other	0	0.00%
Total	88	100.00%
No Answer	19	

Class Level

Demographic Responses	N	%
Freshman	10	9.43%
Sophomore	18	16.98%
Junior	19	17.92%
Senior	31	29.25%
Special student	1	0.94%
Graduate/Professional	24	22.64%
Other class level	3	2.83%
Total	106	100.00%
No Answer	1	

Institutional Choice

Demographic Responses	N	%
1st choice	77	76.24%
2nd choice	20	19.80%
3rd choice or lower	4	3.96%
Total	101	100.00%
No Answer	6	

Students attending their first-choice institution are more likely to have higher satisfaction levels overall.





Age

Demographic Responses	N	%	
18 and under	4	4.55%	
19 to 24	48	54.55%	
25 to 34	6	6.82%	
35 to 44	6	6.82%	
45 and over	24	27.27%	
Total	88	100.00%	
No Answer	19		







Ethnicity/Race

Demographic Responses	N	%	
Alaskan Native	0	0.00%	
American Indian	0	0.00%	
Asian	1	1.14%	
Black/African-American	6	6.82%	
Hispanic or Latino (and Puerto Rican)	7	7.95%	
Native Hawaiian or Pacific Islander	1	1.14%	
White/Caucasian	70	79.55%	
Multi-racial	1	1.14%	
Other race	2	2.27%	
Total	88	100.00%	
No Answer	19		

Plan to Transfer

Demographic Responses	N	%	
Yes I plan to transfer	12	12.00%	
No I do not plan to transfer	88	88.00%	
Total	100	100.00%	
No Answer	7		

Tuition Source

Demographic Responses	N	%	
Scholarships	14	13.08%	
Financial aid	25	23.36%	
Family contributions	15	14.02%	
Self support	45	42.06%	
Other tuition source	8	7.48%	
Total	107	100.00%	
No Answer	0	0.00%	

Item Report – Calvary Compared to ABHE Institutions

		Calvary University					ABHE (2019-2022)						
No	Item	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		Difference	SS
1	The campus staff are caring and helpful.	6.48	5.88	1.07	0.60		6.55	6.17	1.09	0.38		-0.29	★
2	Registration processes and procedures are convenient.	6.36	5.99	1.12	0.37		6.18	5.83	1.27	0.35		0.16	
3	The campus is safe and secure for all students.	6.53	6.24	0.99	0.29		6.55	6.13	1.22	0.42		0.11	
4	The content of the courses within my major is valuable.	6.84	6.07	1.16	0.77		6.64	5.98	1.19	0.66		0.09	
5	Administrators are available to hear students' concerns.	6.43	5.74	1.25	0.69		6.38	5.8	1.43	0.58		-0.06	
6	Billing policies are reasonable.	6.59	5.84	1.22	0.75		6.27	5.83	1.31	0.44		0.01	
7	Admissions staff provide personalized attention prior to enrollment.	6.14	5.83	1.34	0.31		6.09	6	1.25	0.09		-0.17	
8	Financial aid awards are announced in time to be helpful in college planning.	6.23	5.67	1.39	0.56		6.27	5.78	1.41	0.49		-0.11	
9	Library resources and services are adequate.	6.11	6.07	1.13	0.04		6.24	6.07	1.22	0.17		0.00	
10	My academic advisor helps me set goals to work toward.	6.08	5.99	1.31	0.09		6.11	5.53	1.64	0.58		0.46	★
11	Financial aid counseling is available if I need it.	6.04	5.46	1.5	0.58		6.09	5.77	1.45	0.32		-0.31	
12	The amount of student parking space on campus is adequate.	5.62	6.18	1.03	-0.56		5.89	5.61	1.6	0.28		0.57	★
13	Living conditions in the residence halls are comfortable.	6.07	5.33	1.31	0.74		6.27	5.47	1.47	0.8		-0.14	
14	Faculty are fair and unbiased in their treatment of individual students.	6.61	6.01	1.28	0.60		6.51	5.77	1.53	0.74		0.24	
15	Computers and/or Wi-Fi are adequate and accessible.	6.35	5.53	1.38	0.82		5.67	5.74	1.45	0.07		-0.21	
16	My academic advisor is available when I need help.	6.38	6.26	1.05	0.12		6.34	6.05	1.33	0.29		0.21	
17	There are sufficient courses within my program of study available each term.	6.51	5.81	1.32	0.70		6.45	5.78	1.38	0.67		0.03	
18	Parking lots are well-lighted and secure.	6.13	6.06	1.17	0.07		5.93	5.63	1.51	0.3		0.43	
19	Residence hall staff are concerned about me as an individual.	6.12	6.27	1.07	-0.15		6.15	5.77	1.58	0.38		0.50	
20	Tutoring services are readily available.	6.05	6.16	1.02	-0.11		5.9	5.92	1.41	0.02		0.24	

		Calvary University				ABHE (2019-2022)							
No	Item	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		Difference	SS
21	My academic advisor is knowledgeable about requirements in my major.	6.58	6.46	0.82	0.12		6.52	6.18	1.28	0.34		0.28	★
22	This campus provides online access to services I need.	6.40	6.1	1.11	0.30		6.34	6.01	1.24	0.33		0.09	
23	I am able to register for classes I need with few conflicts.	6.56	6.41	0.88	0.15		6.48	5.96	1.35	0.52		0.45	★ ★
24	I receive the help I need to apply my academic major to my career goals.	6.30	5.86	1.29	0.44		6.43	5.92	1.32	0.51		-0.06	
25	I am able to take care of college-related business at times that are convenient for me.	6.27	5.87	1.11	0.40		6.23	5.84	1.28	0.39		0.03	
26	Counseling services are available if I need them.	5.97	5.4	1.56	0.57		6.15	5.93	1.43	0.22		-0.53	★ ★
27	This institution helps me identify resources to finance my education.	6.20	5.34	1.45	0.86		6.21	5.51	1.59	0.7		-0.17	
28	Security staff respond quickly to calls for assistance.	6.28	6.02	1.2	0.26		6.23	5.64	1.55	0.59		0.38	
29	Faculty use a variety of technology and media in the classroom.	5.78	5.7	1.26	0.08		5.75	5.84	1.28	0.09		-0.14	
30	There is an adequate selection of food available on campus.	5.74	5.02	1.72	0.72		5.98	4.79	1.87	1.19		0.23	
31	Students are made to feel welcome here.	6.55	6.05	1.22	0.50		6.6	6.04	1.39	0.56		0.01	
32	Faculty provide timely feedback about my academic progress.	6.43	5.4	1.28	1.03		6.38	5.65	1.39	0.73		-0.25	
33	Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.57	1.36	0.41		6.29	5.8	1.45	0.49		-0.23	
34	There are adequate services to help me decide upon a career.	5.82	5.02	1.59	0.80		6.23	5.59	1.44	0.64		-0.57	★ ★
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.56	1.11		6.14	5.63	1.55	0.51		-0.40	
36	The quality of instruction I receive in most of my classes is excellent.	6.74	6.14	0.97	0.60		6.63	6.03	1.19	0.6		0.11	
37	There is a strong commitment to diversity on this campus.	5.35	5.44	1.51	-0.09		5.98	5.54	1.63	0.44		-0.10	
38	I receive ongoing feedback about progress toward my academic goals.	5.86	5.01	1.63	0.85		6.08	5.37	1.5	0.71		-0.36	★
39	Student disciplinary procedures are fair.	6.27	5.19	1.69	1.08		6.27	5.55	1.65	0.72		-0.36	

		Calvary University					ABHE (2019-2022)						
No	Item	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		Difference	SS
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.24	5.91	1.13	0.33		6.37	6.19	1.14	0.18		-0.28	★
41	Tuition paid is a worthwhile investment.	6.62	5.94	1.09	0.68		6.54	5.89	1.41	0.65		0.05	
42	Students are free to express their ideas on this campus.	6.43	5.59	1.45	0.84		6.43	5.64	1.61	0.79		-0.05	
43	Mentors are available to guide my life and career goals.	6.17	5.33	1.6	0.84		6.28	5.72	1.53	0.56		-0.39	
44	On the whole, the campus is well-maintained.	6.09	4.96	1.47	1.13		6.34	6.13	1.18	0.21		-1.17	★ ★ ★
45	Student activity fees are put to good use.	6.12	5.1	1.4	1.02		6.12	5.39	1.64	0.73		-0.29	
46	Campus item: I feel welcome and respected regardless of my theological outlook	6.30	5.68	1.49	0.62								
47	Campus item: I feel comfortable asking difficult questions.	6.47	5.84	1.33	0.63								
48	Campus item: The 16-week classes are more conducive to learning than 8-week classes.	4.85	4.48	1.98	0.37								
49	Campus item: The University values student opinions.	6.36	5.35	1.59	1.01								
50	Campus item: The Cashier's Office responds to inquiries in a timely fashion.	6.52	5.9	1.31	0.62								
51	Campus item: I understand how to read my bill and where to find answers to my billing questions.	6.67	5.28	1.8	1.39								
52	Campus item: Most of my courses include a variety of teaching methods.	5.96	5.6	1.29	0.36								
53	Campus item: I received clear & timely communication on registration, dorm life, & billing from acceptance to start of classes.	6.45	5.42	1.47	1.03								
54	Campus item: If there were a Calvary mobile app, I would use it.	5.15	5.24	2.15	-0.09								
55	Campus item: Finding information on the Calvary website is easy and simple.	6.36	5.58	1.59	0.78								
56	Cost as factor in decision to enroll.	6.44					6.16						
57	Financial assistance as factor in decision to enroll.	6.10					6.08						

Item Report – Calvary University Compared to National Four-Year Privates (2019-2022)

No	Item	Calvary University				National Four-Year Privates (2019-2022)					
		Importance	Satisfaction	SD	Gap	Importance	Satisfaction	SD	Gap	Difference	SS
1	The campus staff are caring and helpful.	6.48	5.88	1.07	0.60	6.48	5.78	1.3	0.7	0.10	
2	Registration processes and procedures are convenient.	6.36	5.99	1.12	0.37	6.34	5.41	1.53	0.93	0.58	★ ★ ★
3	The campus is safe and secure for all students.	6.53	6.24	0.99	0.29	6.64	6.13	1.25	0.51	0.11	
4	The content of the courses within my major is valuable.	6.84	6.07	1.16	0.77	6.64	5.79	1.32	0.85	0.28	
5	Administrators are available to hear students' concerns.	6.43	5.74	1.25	0.69	6.38	5.41	1.62	0.97	0.33	
6	Billing policies are reasonable.	6.59	5.84	1.22	0.75	6.24	5.12	1.68	1.12	0.72	★ ★ ★
7	Admissions staff provide personalized attention prior to enrollment.	6.14	5.83	1.34	0.31	6.1	5.61	1.52	0.49	0.22	
8	Financial aid awards are announced in time to be helpful in college planning.	6.23	5.67	1.39	0.56	6.38	5.58	1.56	0.8	0.09	
9	Library resources and services are adequate.	6.11	6.07	1.13	0.04	6.2	5.97	1.34	0.23	0.10	
10	My academic advisor helps me set goals to work toward.	6.08	5.99	1.31	0.09	6.27	5.52	1.74	0.75	0.47	★
11	Financial aid counseling is available if I need it.	6.04	5.46	1.5	0.58	6.23	5.59	1.55	0.64	-0.13	
12	The amount of student parking space on campus is adequate.	5.62	6.18	1.03	-0.56	6.08	4.57	2.09	1.51	1.61	★ ★ ★
13	Living conditions in the residence halls are comfortable.	6.07	5.33	1.31	0.74	6.33	5.11	1.69	1.22	0.22	
14	Faculty are fair and unbiased in their treatment of individual students.	6.61	6.01	1.28	0.60	6.53	5.69	1.54	0.84	0.32	
15	Computers and/or Wi-Fi are adequate and accessible.	6.35	5.53	1.38	0.82	6.11	5.91	1.4	0.2	-0.38	

		Calvary University				National Four-Year Privates (2019-2022)							
No	Item	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		Difference	SS
16	My academic advisor is available when I need help.	6.38	6.26	1.05	0.12		6.44	5.85	1.53	0.59		0.41	★
17	There are sufficient courses within my program of study available each term.	6.51	5.81	1.32	0.70		6.52	5.54	1.61	0.98		0.27	
18	Parking lots are well-lighted and secure.	6.13	6.06	1.17	0.07		6.16	5.57	1.58	0.59		0.49	★
19	Residence hall staff are concerned about me as an individual.	6.12	6.27	1.07	-0.15		5.95	5.45	1.69	0.5		0.82	★
20	Tutoring services are readily available.	6.05	6.16	1.02	-0.11		6.16	5.89	1.4	0.27		0.27	
21	My academic advisor is knowledgeable about requirements in my major.	6.58	6.46	0.82	0.12		6.57	6.02	1.46	0.55		0.44	★
22	This campus provides online access to services I need.	6.40	6.1	1.11	0.30		6.39	5.95	1.32	0.44		0.15	
23	I am able to register for classes I need with few conflicts.	6.56	6.41	0.88	0.15		6.55	5.52	1.67	1.03		0.89	★
24	I receive the help I need to apply my academic major to my career goals.	6.30	5.86	1.29	0.44		6.51	5.79	1.45	0.72		0.07	
25	I am able to take care of college-related business at times that are convenient for me.	6.27	5.87	1.11	0.40		6.35	5.71	1.4	0.64		0.16	
26	Counseling services are available if I need them.	5.97	5.4	1.56	0.57		6.25	5.86	1.5	0.39		-0.46	★
27	This institution helps me identify resources to finance my education.	6.20	5.34	1.45	0.86		6.28	5.18	1.75	1.1		0.16	
28	Security staff respond quickly to calls for assistance.	6.28	6.02	1.2	0.26		6.47	5.79	1.53	0.68		0.23	
29	Faculty use a variety of technology and media in the classroom.	5.78	5.7	1.26	0.08		5.84	5.79	1.36	0.05		-0.09	
30	There is an adequate selection of food available on campus.	5.74	5.02	1.72	0.72		6.14	4.52	2.01	1.62		0.50	
31	Students are made to feel welcome here.	6.55	6.05	1.22	0.50		6.5	5.87	1.48	0.63		0.18	
32	Faculty provide timely feedback about my academic progress.	6.43	5.4	1.28	1.03		6.45	5.56	1.5	0.89		-0.16	
33	Admissions counselors accurately portray the campus in their recruiting practices.	5.98	5.57	1.36	0.41		6.27	5.56	1.6	0.71		0.01	
34	There are adequate services to help me decide upon a career.	5.82	5.02	1.59	0.80		6.33	5.66	1.49	0.67		-0.64	★

		Calvary University				National Four-Year Privates (2019-2022)							
No	Item	Importance	Satisfaction	SD	Gap		Importance	Satisfaction	SD	Gap		Difference	SS
35	I seldom get the "run-around" when seeking information on this campus.	6.34	5.23	1.56	1.11		6.22	5.16	1.85	1.06		0.07	
36	The quality of instruction I receive in most of my classes is excellent.	6.74	6.14	0.97	0.60		6.63	5.69	1.42	0.94		0.45	★ ★
37	There is a strong commitment to diversity on this campus.	5.35	5.44	1.51	-0.09		6.01	5.59	1.62	0.42		-0.15	
38	I receive ongoing feedback about progress toward my academic goals.	5.86	5.01	1.63	0.85		6.24	5.39	1.59	0.85		-0.38	★
39	Student disciplinary procedures are fair.	6.27	5.19	1.69	1.08		6.29	5.45	1.73	0.84		-0.26	
40	Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	6.24	5.91	1.13	0.33		6.46	6.04	1.28	0.42		-0.13	
41	Tuition paid is a worthwhile investment.	6.62	5.94	1.09	0.68		6.48	5.15	1.75	1.33		0.79	★ ★ ★
42	Students are free to express their ideas on this campus.	6.43	5.59	1.45	0.84		6.38	5.56	1.66	0.82		0.03	
43	Mentors are available to guide my life and career goals.	6.17	5.33	1.6	0.84		6.23	5.53	1.62	0.7		-0.20	
44	On the whole, the campus is well-maintained.	6.09	4.96	1.47	1.13		6.36	6.05	1.33	0.31		-1.09	★ ★ ★
45	Student activity fees are put to good use.	6.12	5.1	1.4	1.02		6.14	4.94	1.87	1.2		0.16	
46	Campus item: I feel welcome and respected regardless of my theological outlook	6.30	5.68	1.49	0.62								
47	Campus item: I feel comfortable asking difficult questions.	6.47	5.84	1.33	0.63								
48	Campus item: The 16-week classes are more conducive to learning than 8-week classes.	4.85	4.48	1.98	0.37								
49	Campus item: The University values student opinions.	6.36	5.35	1.59	1.01								
50	Campus item: The Cashier's Office responds to inquiries in a timely fashion.	6.52	5.9	1.31	0.62								
51	Campus item: I understand how to read my bill and where to find answers to my billing questions.	6.67	5.28	1.8	1.39								

