

**2019  
STUDENT SATISFACTION  
INVENTORY  
REPORT**



CALVARY UNIVERSITY

May 1, 2019

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May 1, 2019

SUBJECT: 2019 Student Satisfaction Inventory Report

Calvary students took the Noel-Levitz Student Satisfaction Inventory (SSI) on March 25, 2019. 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, questions 74-83 are left blank by Noel-Levitz so that institutions may ask their own specific questions. The Institutional Effectiveness Committee approved for quantifiable measuring on the survey the following Campus items for the 2019 Survey:

Question:

- 74. Campus item: As a student, the training I have had for using Canvas has been satisfactory.
- 75. Campus item: My professors' use of Canvas is satisfactory.
- 76. Campus item: I find it easy to locate videos, handouts, and information on Canvas.
- 77. Campus item: Discussion questions on Canvas provide a relevant, meaningful contribution to the course experience.
- 78. Campus item: My professors' provide rubrics on Canvas which are helpful to me in understanding how an assignment will be graded.
- 79. Campus item: The amount of content of my 8-week courses is appropriate.
- 80. Campus item: The content of my 8-week courses is academically challenging enough.
- 81. Campus item: The 8-week format allows me sufficient time to complete my assignments.
- 82. Campus item: The 8-week format allows me sufficient time for learning the material presented.
- 83. Campus item: The 8-week format works well with my degree program.

Unedited copies of the 2019 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 Institutional Effectiveness 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,

Rose Hennes  
Director of Institutional Effectiveness

## Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
Female		76	60.80%	Freshman		26	19.85%
Male		49	39.20%	Sophomore		24	18.32%
Total		125	100.00%	Junior		35	26.72%
No Response		19		Senior		38	29.01%
				Special student		0	0.00%
				Graduate/Professional		1	0.76%
				Other class level		7	5.34%
				Total		131	100.00%
				No Response		13	
<b>Age</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
18 and under		11	8.66%	No credits earned		2	1.47%
19 to 24		84	66.14%	1.99 or below		0	0.00%
25 to 34		9	7.09%	2.0 - 2.49		11	8.09%
35 to 44		11	8.66%	2.5 - 2.99		11	8.09%
45 and over		12	9.45%	3.0 - 3.49		27	19.85%
Total		127	100.00%	3.5 or above		85	62.50%
No Response		17		Total		136	100.00%
				No Response		8	
<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
African-American		4	2.88%	Associate degree		13	9.22%
American Indian or Alaskan Native		3	2.16%	Bachelor's degree		110	78.01%
Asian or Pacific Islander		5	3.60%	Master's degree		14	9.93%
Caucasian/White		116	83.45%	Doctorate or professional degree		0	0.00%
Hispanic		3	2.16%	Certification (initial/renewal)		0	0.00%
Other race		2	1.44%	Self-improvement/pleasure		2	1.42%
Race - Prefer not to respond		6	4.32%	Job-related training		1	0.71%
Total		139	100.00%	Other educational goal		1	0.71%
No Response		5		Total		141	100.00%
				No Response		3	
<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>				
Day		111	81.02%				
Evening		26	18.98%				
Weekend		0	0.00%				
Total		137	100.00%				
No Response		7					
<b>Current Class Load</b>		<b>N</b>	<b>%</b>				
Full-time		91	70.00%				
Part-time		39	30.00%				
Total		130	100.00%				
No Response		14					

## Demographics

<b>Employment</b>			<b>Campus Location</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Full-time off campus	34	24.11%	Calvary University - Kansas City	131	97.76%
Part-time off campus	43	30.50%	Calvary University Innovation Center - Ft. Morgan	3	2.24%
Full-time on campus	12	8.51%	Campus item - Answer 3	0	0.00%
Part-time on campus	31	21.99%	Campus item - Answer 4	0	0.00%
Not employed	21	14.89%	Campus item - Answer 5	0	0.00%
Total	141	100.00%	Campus item - Answer 6	0	0.00%
No Response	3		Total	134	100.00%
			No Response	10	
<b>Current Residence</b>			<b>Delivery Method</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
Residence hall	70	49.30%	Majority of courses are taken in the classroom	94	67.63%
Fraternity / Sorority	0	0.00%	Majority of courses are taken online	29	20.86%
Own house	24	16.90%	Completely my degree program online only	16	11.51%
Rent room or apt off campus	18	12.68%	Campus item 2 - Answer 4	0	0.00%
Parent's home	19	13.38%	Campus item 2 - Answer 5	0	0.00%
Other residence	11	7.75%	Campus item 2 - Answer 6	0	0.00%
Total	142	100.00%	Total	139	100.00%
No Response	2		No Response	5	
<b>Residence Classification</b>			<b>Group Code</b>		
	<b>N</b>	<b>%</b>		<b>N</b>	<b>%</b>
In-state	74	54.41%	1111: Early College	8	5.67%
Out-of-state	59	43.38%	2222: Professional Directed Studies	9	6.38%
International (not U.S. citizen)	3	2.21%	3000: Bible & Theology/Advanced Biblical Studies	17	12.06%
Total	136	100.00%	4000: Biblical Counseling	25	17.73%
No Response	8		5000: Business Administration	22	15.60%
			6000: Elementary Education	11	7.80%
<b>Disabilities</b>			6001: Secondary/Middle School Education	3	2.13%
	<b>N</b>	<b>%</b>	7000: Ministry Studies	27	19.15%
Yes - Disability	7	5.34%	8000: Music Education	2	1.42%
No - Disability	124	94.66%	8001: Music Performance & Pedagogy	1	0.71%
Total	131	100.00%	8002: Music Worship Arts	5	3.55%
No Response	13		8003: Music Contemporary Christian Music	2	1.42%
			9000: Theatre Arts	9	6.38%
<b>Institution Was My</b>			Total	141	100.00%
	<b>N</b>	<b>%</b>	No Response	3	
1st choice	94	66.20%			
2nd choice	38	26.76%			
3rd choice or lower	10	7.04%			
Total	142	100.00%			
No Response	2				

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 8. The content of the courses within my major is valuable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 59. This institution shows concern for students as individuals.
- 63. Student disciplinary procedures are fair.
- 3. Faculty care about me as an individual.
- 62. There is a strong commitment to racial harmony on this campus.
- 22. Counseling staff care about students as individuals.
- 80. Campus item: The content of my 8-week courses is academically challenging enough.
- 29. It is an enjoyable experience to be a student on this campus.
- 27. The personnel involved in registration are helpful.
- 65. Faculty are usually available after class and during office hours.
- 44. Academic support services adequately meet the needs of students.

#### Challenges

- 58. The quality of instruction I receive in most of my classes is excellent.
- 5. Financial aid counselors are helpful.
- 17. Adequate financial aid is available for most students.
- 82. Campus item: The 8-week format allows me sufficient time for learning the material presented.
- 79. Campus item: The amount content of my 8-week courses is appropriate.
- 81. Campus item: The 8-week format allows me sufficient time to complete my assignments.
- 83. Campus item: The 8-week format works well with my degree program.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 76. Campus item: I find it easy to locate videos, handouts, and information on Canvas.
- 75. Campus item: My professors' use of Canvas is satisfactory.
- 47. Faculty provide timely feedback about student progress in a course.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 28. Parking lots are well-lighted and secure.

## **Strategic Planning Overview**

### **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.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 16. The instruction in my major field is excellent.
- 36. Security staff respond quickly in emergencies.
- 5. Financial aid counselors are helpful.
- 51. This institution has a good reputation within the community.
- 55. Major requirements are clear and reasonable.
- 66. Tuition paid is a worthwhile investment.
- 7. The campus is safe and secure for all students.
- 59. This institution shows concern for students as individuals.
- 17. Adequate financial aid is available for most students.
- 4. Admissions staff are knowledgeable.
- 45. Students are made to feel welcome on this campus.
- 63. Student disciplinary procedures are fair.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 3. Faculty care about me as an individual.
- 34. I am able to register for classes I need with few conflicts.
- 61. Adjunct faculty are competent as classroom instructors.
- 62. There is a strong commitment to racial harmony on this campus.
- 22. Counseling staff care about students as individuals.
- 29. It is an enjoyable experience to be a student on this campus.
- 27. The personnel involved in registration are helpful.
- 1. Most students feel a sense of belonging here.
- 65. Faculty are usually available after class and during office hours.
- 44. Academic support services adequately meet the needs of students.

#### **Higher Importance vs. National Four-Year Privates**

- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 39. I am able to experience intellectual growth here.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 36. Security staff respond quickly in emergencies.

## Strategic Planning Overview

- 5. Financial aid counselors are helpful.
- 51. This institution has a good reputation within the community.
- 55. Major requirements are clear and reasonable.
- 66. Tuition paid is a worthwhile investment.
- 59. This institution shows concern for students as individuals.
- 17. Adequate financial aid is available for most students.
- 41. There is a commitment to academic excellence on this campus.
- 4. Admissions staff are knowledgeable.
- 45. Students are made to feel welcome on this campus.
- 63. Student disciplinary procedures are fair.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 3. Faculty care about me as an individual.
- 61. Adjunct faculty are competent as classroom instructors.
- 62. There is a strong commitment to racial harmony on this campus.
- 22. Counseling staff care about students as individuals.
- 12. Financial aid awards are announced to students in time to be helpful in college planning.
- 27. The personnel involved in registration are helpful.
- 1. Most students feel a sense of belonging here.
- 44. Academic support services adequately meet the needs of students.



**Institutional Summary**  
**Scales: In Order of Importance**

Scale	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.54	5.91 / 0.86	0.63	6.39	5.59 / 1.05	0.80	0.32 ***
Recruitment and Financial Aid	6.52	5.65 / 1.08	0.87	6.23	5.25 / 1.23	0.98	0.40 ***
Student Centeredness	6.50	5.97 / 0.96	0.53	6.29	5.48 / 1.19	0.81	0.49 ***
Concern for the Individual	6.49	5.97 / 0.93	0.52	6.25	5.44 / 1.18	0.81	0.53 ***
Campus Climate	6.44	5.82 / 0.96	0.62	6.25	5.42 / 1.12	0.83	0.40 ***
Safety and Security	6.41	5.76 / 1.05	0.65	6.25	5.06 / 1.31	1.19	0.70 ***
Academic Advising	6.40	5.77 / 1.10	0.63	6.36	5.64 / 1.26	0.72	0.13
Registration Effectiveness	6.37	5.88 / 0.93	0.49	6.19	5.27 / 1.19	0.92	0.61 ***
Service Excellence	6.31	5.74 / 1.04	0.57	6.11	5.35 / 1.11	0.76	0.39 ***
Campus Support Services	6.17	6.00 / 1.00	0.17	6.07	5.61 / 1.04	0.46	0.39 ***
Campus Life	6.03	5.54 / 1.09	0.49	5.90	5.11 / 1.17	0.79	0.43 ***
Responsiveness to Diverse Populations		5.83 / 1.20			5.36 / 1.41		0.47 ***

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.75	6.05 / 1.19	0.70	6.60	5.71 / 1.33	0.89	0.34 **
68. Nearly all of the faculty are knowledgeable in their field.	6.74	6.35 / 0.97	0.39	6.55	5.94 / 1.26	0.61	0.41 ***
2. The campus staff are caring and helpful.	6.71	6.10 / 1.02	0.61	6.39	5.65 / 1.32	0.74	0.45 ***
39. I am able to experience intellectual growth here.	6.69	6.03 / 1.23	0.66	6.49	5.79 / 1.34	0.70	0.24 *
16. The instruction in my major field is excellent.	6.67	6.12 / 1.20	0.55	6.57	5.71 / 1.36	0.86	0.41 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.77 / 1.34	0.90	6.50	5.61 / 1.36	0.89	0.16
36. Security staff respond quickly in emergencies.	6.66	5.92 / 1.49	0.74	6.42	5.39 / 1.60	1.03	0.53 ***
5. Financial aid counselors are helpful.	6.65	5.61 / 1.48	1.04	6.26	5.20 / 1.63	1.06	0.41 **
51. This institution has a good reputation within the community.	6.65	5.96 / 1.39	0.69	6.26	5.65 / 1.52	0.61	0.31 *
55. Major requirements are clear and reasonable.	6.64	5.92 / 1.18	0.72	6.44	5.68 / 1.39	0.76	0.24 *
66. Tuition paid is a worthwhile investment.	6.63	5.94 / 1.25	0.69	6.44	4.95 / 1.73	1.49	0.99 ***
7. The campus is safe and secure for all students.	6.62	6.02 / 1.23	0.60	6.51	5.75 / 1.41	0.76	0.27 *
59. This institution shows concern for students as individuals.	6.61	6.11 / 1.21	0.50	6.37	5.42 / 1.58	0.95	0.69 ***
17. Adequate financial aid is available for most students.	6.60	5.79 / 1.32	0.81	6.38	5.02 / 1.64	1.36	0.77 ***
82. Campus item: The 8-week format allows me sufficient time for learning the material presented.	6.60	5.03 / 1.86	1.57				
79. Campus item: The amount content of my 8-week courses is appropriate.	6.58	5.35 / 1.53	1.23				

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.77 / 1.46	0.80	6.51	5.82 / 1.51	0.69	-0.05
41. There is a commitment to academic excellence on this campus.	6.57	5.78 / 1.40	0.79	6.38	5.67 / 1.39	0.71	0.11
4. Admissions staff are knowledgeable.	6.56	5.85 / 1.41	0.71	6.22	5.47 / 1.44	0.75	0.38 **
45. Students are made to feel welcome on this campus.	6.56	5.93 / 1.36	0.63	6.37	5.66 / 1.44	0.71	0.27 *
63. Student disciplinary procedures are fair.	6.56	6.02 / 1.44	0.54	6.18	5.36 / 1.59	0.82	0.66 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.77 / 1.41	0.78	6.38	5.38 / 1.52	1.00	0.39 **
81. Campus item: The 8-week format allows me sufficient time to complete my assignments.	6.54	5.15 / 1.69	1.39				
83. Campus item: The 8-week format works well with my degree program.	6.52	5.54 / 1.77	0.98				
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.51	5.70 / 1.46	0.81	6.16	5.21 / 1.63	0.95	0.49 **
3. Faculty care about me as an individual.	6.50	6.11 / 1.01	0.39	6.26	5.58 / 1.38	0.68	0.53 ***
34. I am able to register for classes I need with few conflicts.	6.50	5.79 / 1.23	0.71	6.49	5.20 / 1.73	1.29	0.59 ***
61. Adjunct faculty are competent as classroom instructors.	6.49	5.98 / 1.11	0.51	6.23	5.51 / 1.45	0.72	0.47 ***
62. There is a strong commitment to racial harmony on this campus.	6.49	6.08 / 1.34	0.41	6.17	5.58 / 1.49	0.59	0.50 ***
22. Counseling staff care about students as individuals.	6.48	6.03 / 1.38	0.45	6.19	5.41 / 1.52	0.78	0.62 ***
76. Campus item: I find it easy to locate videos, handouts, and information on Canvas.	6.48	5.44 / 1.51	1.04				

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
80. Campus item: The content of my 8-week courses is academically challenging enough.	6.48	6.06 / 1.32	0.42				
29. It is an enjoyable experience to be a student on this campus.	6.47	6.04 / 1.31	0.43	6.44	5.47 / 1.56	0.97	0.57 ***
75. Campus item: My professors' use of Canvas is satisfactory.	6.47	5.12 / 1.58	1.35				
47. Faculty provide timely feedback about student progress in a course.	6.46	5.33 / 1.47	1.13	6.34	5.27 / 1.50	1.07	0.06
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	4.96 / 1.74	1.49	6.27	5.19 / 1.61	1.08	-0.23
27. The personnel involved in registration are helpful.	6.45	6.11 / 1.20	0.34	6.22	5.53 / 1.44	0.69	0.58 ***
1. Most students feel a sense of belonging here.	6.44	5.64 / 1.23	0.80	6.10	5.28 / 1.44	0.82	0.36 **
65. Faculty are usually available after class and during office hours.	6.44	6.25 / 1.01	0.19	6.33	5.81 / 1.30	0.52	0.44 ***
44. Academic support services adequately meet the needs of students.	6.43	6.05 / 1.10	0.38	6.20	5.50 / 1.40	0.70	0.55 ***
6. My academic advisor is approachable.	6.42	5.90 / 1.39	0.52	6.43	5.82 / 1.51	0.61	0.08
14. My academic advisor is concerned about my success as an individual.	6.40	5.98 / 1.35	0.42	6.35	5.64 / 1.56	0.71	0.34 *
28. Parking lots are well-lighted and secure.	6.40	5.43 / 1.64	0.97	6.07	5.14 / 1.67	0.93	0.29 *
67. Freedom of expression is protected on campus.	6.40	5.73 / 1.52	0.67	6.28	5.48 / 1.56	0.80	0.25
72. On the whole, the campus is well-maintained.	6.37	5.11 / 1.69	1.26	6.32	5.75 / 1.41	0.57	-0.64 ***
11. Billing policies are reasonable.	6.36	5.77 / 1.32	0.59	6.12	4.78 / 1.67	1.34	0.99 ***

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
18. Library resources and services are adequate.	6.36	6.03 / 1.13	0.33	6.11	5.71 / 1.30	0.40	0.32 **
30. Residence hall staff are concerned about me as an individual.	6.36	5.79 / 1.50	0.57	5.88	5.17 / 1.67	0.71	0.62 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.25 / 1.71	1.10	6.08	4.98 / 1.73	1.10	0.27
64. New student orientation services help students adjust to college.	6.35	5.75 / 1.36	0.60	6.08	5.35 / 1.58	0.73	0.40 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.34	6.02 / 1.17	0.32	6.09	5.43 / 1.47	0.66	0.59 ***
69. There is a good variety of courses provided on this campus.	6.34	5.92 / 1.17	0.42	6.41	5.57 / 1.48	0.84	0.35 **
32. Tutoring services are readily available.	6.33	6.47 / 1.00	-0.14	6.11	5.69 / 1.41	0.42	0.78 ***
50. Class change (drop/add) policies are reasonable.	6.32	5.93 / 1.32	0.39	6.15	5.56 / 1.49	0.59	0.37 **
35. The assessment and course placement procedures are reasonable.	6.31	5.93 / 1.18	0.38	6.23	5.47 / 1.42	0.76	0.46 ***
78. Campus item: My professors' provide rubrics on Canvas which are helpful to me in understanding how an assignment will be graded.	6.31	5.59 / 1.50	0.72				
53. Faculty take into consideration student differences as they teach a course.	6.29	5.39 / 1.52	0.90	6.21	5.23 / 1.54	0.98	0.16
70. Graduate teaching assistants are competent as classroom instructors.	6.28	5.92 / 1.40	0.36	6.07	5.43 / 1.44	0.64	0.49 **
73. Student activities fees are put to good use.	6.27	5.23 / 1.66	1.04	6.11	4.87 / 1.71	1.24	0.36 *
71. Channels for expressing student complaints are readily available.	6.26	5.14 / 1.73	1.12	6.11	4.91 / 1.73	1.20	0.23

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.26			6.15			
74. Campus item: As a student, the training I have had for using Canvas has been satisfactory.	6.25	5.80 / 1.43	0.45				
10. Administrators are approachable to students.	6.23	6.00 / 1.12	0.23	6.07	5.40 / 1.43	0.67	0.60 ***
20. The business office is open during hours which are convenient for most students.	6.18	5.81 / 1.32	0.37	5.97	5.32 / 1.48	0.65	0.49 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.17	5.17 / 1.60	1.00	6.19	4.76 / 1.73	1.43	0.41 *
38. There is an adequate selection of food available in the cafeteria.	6.17	5.16 / 1.70	1.01	6.09	4.28 / 1.94	1.81	0.88 ***
49. There are adequate services to help me decide upon a career.	6.14	5.30 / 1.53	0.84	6.29	5.40 / 1.52	0.89	-0.10
56. The student handbook provides helpful information about campus life.	6.14	6.01 / 1.17	0.13	5.71	5.32 / 1.51	0.39	0.69 ***
40. Residence hall regulations are reasonable.	6.13	5.66 / 1.59	0.47	5.98	5.03 / 1.71	0.95	0.63 ***
91. Financial aid as factor in decision to enroll.	6.11			6.27			
15. The staff in the health services area are competent.	6.07	5.34 / 1.87	0.73	6.11	5.23 / 1.62	0.88	0.11
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.32 / 1.58	0.73	5.91	5.30 / 1.63	0.61	0.02
60. I generally know what's happening on campus.	6.05	5.53 / 1.59	0.52	5.98	5.25 / 1.58	0.73	0.28 *
46. I can easily get involved in campus organizations.	6.02	5.73 / 1.35	0.29	5.97	5.48 / 1.51	0.49	0.25
13. Library staff are helpful and approachable.	6.01	6.21 / 1.07	-0.20	5.80	5.78 / 1.31	0.02	0.43 ***

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Order of Importance

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
21. The amount of student parking space on campus is adequate.	5.96	5.70 / 1.40	0.26	5.99	3.93 / 2.10	2.06	1.77 ***
19. My academic advisor helps me set goals to work toward.	5.95	5.23 / 1.54	0.72	6.08	5.22 / 1.70	0.86	0.01
54. Bookstore staff are helpful.	5.92	5.86 / 1.55	0.06	5.83	5.61 / 1.46	0.22	0.25
26. Computer labs are adequate and accessible.	5.91	6.02 / 1.23	-0.11	6.19	5.58 / 1.50	0.61	0.44 **
37. I feel a sense of pride about my campus.	5.91	5.36 / 1.63	0.55	5.96	5.30 / 1.65	0.66	0.06
77. Campus item: Discussion questions on Canvas provide a relevant, meaningful contribution to the course experience.	5.90	5.10 / 1.90	0.80				
92. Academic reputation as factor in decision to enroll.	5.85			6.14			
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	6.11 / 1.36	-0.28	5.87	5.68 / 1.48	0.19	0.43 **
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.40			5.67			
42. There are a sufficient number of weekend activities for students.	5.36	4.88 / 1.71	0.48	5.58	4.75 / 1.77	0.83	0.13
9. A variety of intramural activities are offered.	5.35	4.92 / 1.56	0.43	5.23	5.17 / 1.55	0.06	-0.25
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.24	5.65 / 1.45	-0.41	5.34	4.62 / 1.82	0.72	1.03 ***
95. Recommendations from family/friends as factor in decision to enroll.	5.18			4.93			
96. Geographic setting as factor in decision to enroll.	4.95			5.48			
93. Size of institution as factor in decision to enroll.	4.88			5.47			

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

National Group Means are based on 213573 records.

**Institutional Summary**  
**Items: In Order of Importance**

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
97. Campus appearance as factor in decision to enroll.	4.55			5.53			
94. Opportunity to play sports as factor in decision to enroll.	3.50			3.93			
84. Institution's commitment to part-time students?		5.90 / 1.37			5.34 / 1.49		0.56 ***
85. Institution's commitment to evening students?		5.92 / 1.23			5.32 / 1.51		0.60 ***
86. Institution's commitment to older, returning learners?		5.96 / 1.35			5.46 / 1.47		0.50 ***
87. Institution's commitment to under-represented populations?		5.64 / 1.52			5.35 / 1.53		0.29
88. Institution's commitment to commuters?		5.66 / 1.43			5.19 / 1.65		0.47 **
89. Institution's commitment to students with disabilities?		5.88 / 1.39			5.52 / 1.52		0.36 *

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

National Group Means are based on 213573 records.



### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Academic Advising**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.40	5.77 / 1.10	0.63	6.36	5.64 / 1.26	0.72	0.13
6. My academic advisor is approachable.	6.42	5.90 / 1.39	0.52	6.43	5.82 / 1.51	0.61	0.08
14. My academic advisor is concerned about my success as an individual.	6.40	5.98 / 1.35	0.42	6.35	5.64 / 1.56	0.71	0.34 *
19. My academic advisor helps me set goals to work toward.	5.95	5.23 / 1.54	0.72	6.08	5.22 / 1.70	0.86	0.01
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.77 / 1.46	0.80	6.51	5.82 / 1.51	0.69	-0.05
55. Major requirements are clear and reasonable.	6.64	5.92 / 1.18	0.72	6.44	5.68 / 1.39	0.76	0.24 *

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Campus Climate**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.44	5.82 / 0.96	0.62	6.25	5.42 / 1.12	0.83	0.40 ***
1. Most students feel a sense of belonging here.	6.44	5.64 / 1.23	0.80	6.10	5.28 / 1.44	0.82	0.36 **
2. The campus staff are caring and helpful.	6.71	6.10 / 1.02	0.61	6.39	5.65 / 1.32	0.74	0.45 ***
3. Faculty care about me as an individual.	6.50	6.11 / 1.01	0.39	6.26	5.58 / 1.38	0.68	0.53 ***
7. The campus is safe and secure for all students.	6.62	6.02 / 1.23	0.60	6.51	5.75 / 1.41	0.76	0.27 *
10. Administrators are approachable to students.	6.23	6.00 / 1.12	0.23	6.07	5.40 / 1.43	0.67	0.60 ***
29. It is an enjoyable experience to be a student on this campus.	6.47	6.04 / 1.31	0.43	6.44	5.47 / 1.56	0.97	0.57 ***
37. I feel a sense of pride about my campus.	5.91	5.36 / 1.63	0.55	5.96	5.30 / 1.65	0.66	0.06
41. There is a commitment to academic excellence on this campus.	6.57	5.78 / 1.40	0.79	6.38	5.67 / 1.39	0.71	0.11
45. Students are made to feel welcome on this campus.	6.56	5.93 / 1.36	0.63	6.37	5.66 / 1.44	0.71	0.27 *
51. This institution has a good reputation within the community.	6.65	5.96 / 1.39	0.69	6.26	5.65 / 1.52	0.61	0.31 *
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.25 / 1.71	1.10	6.08	4.98 / 1.73	1.10	0.27
59. This institution shows concern for students as individuals.	6.61	6.11 / 1.21	0.50	6.37	5.42 / 1.58	0.95	0.69 ***
60. I generally know what's happening on campus.	6.05	5.53 / 1.59	0.52	5.98	5.25 / 1.58	0.73	0.28 *
62. There is a strong commitment to racial harmony on this campus.	6.49	6.08 / 1.34	0.41	6.17	5.58 / 1.49	0.59	0.50 ***
66. Tuition paid is a worthwhile investment.	6.63	5.94 / 1.25	0.69	6.44	4.95 / 1.73	1.49	0.99 ***

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

National Group Means are based on 213573 records.

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Campus Climate**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.40	5.73 / 1.52	0.67	6.28	5.48 / 1.56	0.80	0.25
71. Channels for expressing student complaints are readily available.	6.26	5.14 / 1.73	1.12	6.11	4.91 / 1.73	1.20	0.23

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

National Group Means are based on 213573 records.

### Institutional Summary

#### Scales: In Order With Items That Make Up the Scale - Campus Life

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS LIFE</b>	6.03	5.54 / 1.09	0.49	5.90	5.11 / 1.17	0.79	0.43 ***
9. A variety of intramural activities are offered.	5.35	4.92 / 1.56	0.43	5.23	5.17 / 1.55	0.06	-0.25
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.17	5.17 / 1.60	1.00	6.19	4.76 / 1.73	1.43	0.41 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.24	5.65 / 1.45	-0.41	5.34	4.62 / 1.82	0.72	1.03 ***
30. Residence hall staff are concerned about me as an individual.	6.36	5.79 / 1.50	0.57	5.88	5.17 / 1.67	0.71	0.62 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	6.11 / 1.36	-0.28	5.87	5.68 / 1.48	0.19	0.43 **
38. There is an adequate selection of food available in the cafeteria.	6.17	5.16 / 1.70	1.01	6.09	4.28 / 1.94	1.81	0.88 ***
40. Residence hall regulations are reasonable.	6.13	5.66 / 1.59	0.47	5.98	5.03 / 1.71	0.95	0.63 ***
42. There are a sufficient number of weekend activities for students.	5.36	4.88 / 1.71	0.48	5.58	4.75 / 1.77	0.83	0.13
46. I can easily get involved in campus organizations.	6.02	5.73 / 1.35	0.29	5.97	5.48 / 1.51	0.49	0.25
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.32 / 1.58	0.73	5.91	5.30 / 1.63	0.61	0.02
56. The student handbook provides helpful information about campus life.	6.14	6.01 / 1.17	0.13	5.71	5.32 / 1.51	0.39	0.69 ***
63. Student disciplinary procedures are fair.	6.56	6.02 / 1.44	0.54	6.18	5.36 / 1.59	0.82	0.66 ***
64. New student orientation services help students adjust to college.	6.35	5.75 / 1.36	0.60	6.08	5.35 / 1.58	0.73	0.40 **

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

National Group Means are based on 213573 records.

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Campus Life**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.40	5.73 / 1.52	0.67	6.28	5.48 / 1.56	0.80	0.25
73. Student activities fees are put to good use.	6.27	5.23 / 1.66	1.04	6.11	4.87 / 1.71	1.24	0.36 *

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Campus Support Services**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS SUPPORT SERVICES</b>	6.17	6.00 / 1.00	0.17	6.07	5.61 / 1.04	0.46	0.39 ***
13. Library staff are helpful and approachable.	6.01	6.21 / 1.07	-0.20	5.80	5.78 / 1.31	0.02	0.43 ***
18. Library resources and services are adequate.	6.36	6.03 / 1.13	0.33	6.11	5.71 / 1.30	0.40	0.32 **
26. Computer labs are adequate and accessible.	5.91	6.02 / 1.23	-0.11	6.19	5.58 / 1.50	0.61	0.44 **
32. Tutoring services are readily available.	6.33	6.47 / 1.00	-0.14	6.11	5.69 / 1.41	0.42	0.78 ***
44. Academic support services adequately meet the needs of students.	6.43	6.05 / 1.10	0.38	6.20	5.50 / 1.40	0.70	0.55 ***
49. There are adequate services to help me decide upon a career.	6.14	5.30 / 1.53	0.84	6.29	5.40 / 1.52	0.89	-0.10
54. Bookstore staff are helpful.	5.92	5.86 / 1.55	0.06	5.83	5.61 / 1.46	0.22	0.25

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

National Group Means are based on 213573 records.

**Institutional Summary**

**Scales: In Order With Items That Make Up the Scale - Concern for the Individual**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CONCERN FOR THE INDIVIDUAL</b>	6.49	5.97 / 0.93	0.52	6.25	5.44 / 1.18	0.81	0.53 ***
3. Faculty care about me as an individual.	6.50	6.11 / 1.01	0.39	6.26	5.58 / 1.38	0.68	0.53 ***
14. My academic advisor is concerned about my success as an individual.	6.40	5.98 / 1.35	0.42	6.35	5.64 / 1.56	0.71	0.34 *
22. Counseling staff care about students as individuals.	6.48	6.03 / 1.38	0.45	6.19	5.41 / 1.52	0.78	0.62 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.77 / 1.41	0.78	6.38	5.38 / 1.52	1.00	0.39 **
30. Residence hall staff are concerned about me as an individual.	6.36	5.79 / 1.50	0.57	5.88	5.17 / 1.67	0.71	0.62 ***
59. This institution shows concern for students as individuals.	6.61	6.11 / 1.21	0.50	6.37	5.42 / 1.58	0.95	0.69 ***

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

National Group Means are based on 213573 records.

## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.54	5.91 / 0.86	0.63	6.39	5.59 / 1.05	0.80	0.32 ***
3. Faculty care about me as an individual.	6.50	6.11 / 1.01	0.39	6.26	5.58 / 1.38	0.68	0.53 ***
8. The content of the courses within my major is valuable.	6.75	6.05 / 1.19	0.70	6.60	5.71 / 1.33	0.89	0.34 **
16. The instruction in my major field is excellent.	6.67	6.12 / 1.20	0.55	6.57	5.71 / 1.36	0.86	0.41 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.77 / 1.41	0.78	6.38	5.38 / 1.52	1.00	0.39 **
39. I am able to experience intellectual growth here.	6.69	6.03 / 1.23	0.66	6.49	5.79 / 1.34	0.70	0.24 *
41. There is a commitment to academic excellence on this campus.	6.57	5.78 / 1.40	0.79	6.38	5.67 / 1.39	0.71	0.11
47. Faculty provide timely feedback about student progress in a course.	6.46	5.33 / 1.47	1.13	6.34	5.27 / 1.50	1.07	0.06
53. Faculty take into consideration student differences as they teach a course.	6.29	5.39 / 1.52	0.90	6.21	5.23 / 1.54	0.98	0.16
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.77 / 1.34	0.90	6.50	5.61 / 1.36	0.89	0.16
61. Adjunct faculty are competent as classroom instructors.	6.49	5.98 / 1.11	0.51	6.23	5.51 / 1.45	0.72	0.47 ***
65. Faculty are usually available after class and during office hours.	6.44	6.25 / 1.01	0.19	6.33	5.81 / 1.30	0.52	0.44 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.74	6.35 / 0.97	0.39	6.55	5.94 / 1.26	0.61	0.41 ***
69. There is a good variety of courses provided on this campus.	6.34	5.92 / 1.17	0.42	6.41	5.57 / 1.48	0.84	0.35 **
70. Graduate teaching assistants are competent as classroom instructors.	6.28	5.92 / 1.40	0.36	6.07	5.43 / 1.44	0.64	0.49 **

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

National Group Means are based on 213573 records.



### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Recruitment and Financial Aid**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RECRUITMENT AND FINANCIAL AID</b>	6.52	5.65 / 1.08	0.87	6.23	5.25 / 1.23	0.98	0.40 ***
4. Admissions staff are knowledgeable.	6.56	5.85 / 1.41	0.71	6.22	5.47 / 1.44	0.75	0.38 **
5. Financial aid counselors are helpful.	6.65	5.61 / 1.48	1.04	6.26	5.20 / 1.63	1.06	0.41 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	4.96 / 1.74	1.49	6.27	5.19 / 1.61	1.08	-0.23
17. Adequate financial aid is available for most students.	6.60	5.79 / 1.32	0.81	6.38	5.02 / 1.64	1.36	0.77 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.34	6.02 / 1.17	0.32	6.09	5.43 / 1.47	0.66	0.59 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.51	5.70 / 1.46	0.81	6.16	5.21 / 1.63	0.95	0.49 **

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Registration Effectiveness**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.37	5.88 / 0.93	0.49	6.19	5.27 / 1.19	0.92	0.61 ***
11. Billing policies are reasonable.	6.36	5.77 / 1.32	0.59	6.12	4.78 / 1.67	1.34	0.99 ***
20. The business office is open during hours which are convenient for most students.	6.18	5.81 / 1.32	0.37	5.97	5.32 / 1.48	0.65	0.49 ***
27. The personnel involved in registration are helpful.	6.45	6.11 / 1.20	0.34	6.22	5.53 / 1.44	0.69	0.58 ***
34. I am able to register for classes I need with few conflicts.	6.50	5.79 / 1.23	0.71	6.49	5.20 / 1.73	1.29	0.59 ***
50. Class change (drop/add) policies are reasonable.	6.32	5.93 / 1.32	0.39	6.15	5.56 / 1.49	0.59	0.37 **

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>RESPONSIVENESS TO DIVERSE POPULATIONS</b>		5.83 / 1.20			5.36 / 1.41		0.47 ***
84. Institution's commitment to part-time students?		5.90 / 1.37			5.34 / 1.49		0.56 ***
85. Institution's commitment to evening students?		5.92 / 1.23			5.32 / 1.51		0.60 ***
86. Institution's commitment to older, returning learners?		5.96 / 1.35			5.46 / 1.47		0.50 ***
87. Institution's commitment to under-represented populations?		5.64 / 1.52			5.35 / 1.53		0.29
88. Institution's commitment to commuters?		5.66 / 1.43			5.19 / 1.65		0.47 **
89. Institution's commitment to students with disabilities?		5.88 / 1.39			5.52 / 1.52		0.36 *

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Safety and Security**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.41	5.76 / 1.05	0.65	6.25	5.06 / 1.31	1.19	0.70 ***
7. The campus is safe and secure for all students.	6.62	6.02 / 1.23	0.60	6.51	5.75 / 1.41	0.76	0.27 *
21. The amount of student parking space on campus is adequate.	5.96	5.70 / 1.40	0.26	5.99	3.93 / 2.10	2.06	1.77 ***
28. Parking lots are well-lighted and secure.	6.40	5.43 / 1.64	0.97	6.07	5.14 / 1.67	0.93	0.29 *
36. Security staff respond quickly in emergencies.	6.66	5.92 / 1.49	0.74	6.42	5.39 / 1.60	1.03	0.53 ***

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

National Group Means are based on 213573 records.

### Institutional Summary

**Scales: In Order With Items That Make Up the Scale - Service Excellence**

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.31	5.74 / 1.04	0.57	6.11	5.35 / 1.11	0.76	0.39 ***
2. The campus staff are caring and helpful.	6.71	6.10 / 1.02	0.61	6.39	5.65 / 1.32	0.74	0.45 ***
13. Library staff are helpful and approachable.	6.01	6.21 / 1.07	-0.20	5.80	5.78 / 1.31	0.02	0.43 ***
15. The staff in the health services area are competent.	6.07	5.34 / 1.87	0.73	6.11	5.23 / 1.62	0.88	0.11
22. Counseling staff care about students as individuals.	6.48	6.03 / 1.38	0.45	6.19	5.41 / 1.52	0.78	0.62 ***
27. The personnel involved in registration are helpful.	6.45	6.11 / 1.20	0.34	6.22	5.53 / 1.44	0.69	0.58 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.25 / 1.71	1.10	6.08	4.98 / 1.73	1.10	0.27
60. I generally know what's happening on campus.	6.05	5.53 / 1.59	0.52	5.98	5.25 / 1.58	0.73	0.28 *
71. Channels for expressing student complaints are readily available.	6.26	5.14 / 1.73	1.12	6.11	4.91 / 1.73	1.20	0.23

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 \*\* Difference statistically significant at the .01 level  
 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 213573 records.

### Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>STUDENT CENTEREDNESS</b>	6.50	5.97 / 0.96	0.53	6.29	5.48 / 1.19	0.81	0.49 ***
1. Most students feel a sense of belonging here.	6.44	5.64 / 1.23	0.80	6.10	5.28 / 1.44	0.82	0.36 **
2. The campus staff are caring and helpful.	6.71	6.10 / 1.02	0.61	6.39	5.65 / 1.32	0.74	0.45 ***
10. Administrators are approachable to students.	6.23	6.00 / 1.12	0.23	6.07	5.40 / 1.43	0.67	0.60 ***
29. It is an enjoyable experience to be a student on this campus.	6.47	6.04 / 1.31	0.43	6.44	5.47 / 1.56	0.97	0.57 ***
45. Students are made to feel welcome on this campus.	6.56	5.93 / 1.36	0.63	6.37	5.66 / 1.44	0.71	0.27 *
59. This institution shows concern for students as individuals.	6.61	6.11 / 1.21	0.50	6.37	5.42 / 1.58	0.95	0.69 ***

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

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.44	5.64 / 1.23	0.80	6.10	5.28 / 1.44	0.82	0.36 **
2. The campus staff are caring and helpful.	6.71	6.10 / 1.02	0.61	6.39	5.65 / 1.32	0.74	0.45 ***
3. Faculty care about me as an individual.	6.50	6.11 / 1.01	0.39	6.26	5.58 / 1.38	0.68	0.53 ***
4. Admissions staff are knowledgeable.	6.56	5.85 / 1.41	0.71	6.22	5.47 / 1.44	0.75	0.38 **
5. Financial aid counselors are helpful.	6.65	5.61 / 1.48	1.04	6.26	5.20 / 1.63	1.06	0.41 **
6. My academic advisor is approachable.	6.42	5.90 / 1.39	0.52	6.43	5.82 / 1.51	0.61	0.08
7. The campus is safe and secure for all students.	6.62	6.02 / 1.23	0.60	6.51	5.75 / 1.41	0.76	0.27 *
8. The content of the courses within my major is valuable.	6.75	6.05 / 1.19	0.70	6.60	5.71 / 1.33	0.89	0.34 **
9. A variety of intramural activities are offered.	5.35	4.92 / 1.56	0.43	5.23	5.17 / 1.55	0.06	-0.25
10. Administrators are approachable to students.	6.23	6.00 / 1.12	0.23	6.07	5.40 / 1.43	0.67	0.60 ***
11. Billing policies are reasonable.	6.36	5.77 / 1.32	0.59	6.12	4.78 / 1.67	1.34	0.99 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	4.96 / 1.74	1.49	6.27	5.19 / 1.61	1.08	-0.23
13. Library staff are helpful and approachable.	6.01	6.21 / 1.07	-0.20	5.80	5.78 / 1.31	0.02	0.43 ***
14. My academic advisor is concerned about my success as an individual.	6.40	5.98 / 1.35	0.42	6.35	5.64 / 1.56	0.71	0.34 *
15. The staff in the health services area are competent.	6.07	5.34 / 1.87	0.73	6.11	5.23 / 1.62	0.88	0.11
16. The instruction in my major field is excellent.	6.67	6.12 / 1.20	0.55	6.57	5.71 / 1.36	0.86	0.41 ***

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 \*\*\* Difference statistically significant at the .001 level

National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.60	5.79 / 1.32	0.81	6.38	5.02 / 1.64	1.36	0.77 ***
18. Library resources and services are adequate.	6.36	6.03 / 1.13	0.33	6.11	5.71 / 1.30	0.40	0.32 **
19. My academic advisor helps me set goals to work toward.	5.95	5.23 / 1.54	0.72	6.08	5.22 / 1.70	0.86	0.01
20. The business office is open during hours which are convenient for most students.	6.18	5.81 / 1.32	0.37	5.97	5.32 / 1.48	0.65	0.49 ***
21. The amount of student parking space on campus is adequate.	5.96	5.70 / 1.40	0.26	5.99	3.93 / 2.10	2.06	1.77 ***
22. Counseling staff care about students as individuals.	6.48	6.03 / 1.38	0.45	6.19	5.41 / 1.52	0.78	0.62 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.17	5.17 / 1.60	1.00	6.19	4.76 / 1.73	1.43	0.41 *
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.24	5.65 / 1.45	-0.41	5.34	4.62 / 1.82	0.72	1.03 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.55	5.77 / 1.41	0.78	6.38	5.38 / 1.52	1.00	0.39 **
26. Computer labs are adequate and accessible.	5.91	6.02 / 1.23	-0.11	6.19	5.58 / 1.50	0.61	0.44 **
27. The personnel involved in registration are helpful.	6.45	6.11 / 1.20	0.34	6.22	5.53 / 1.44	0.69	0.58 ***
28. Parking lots are well-lighted and secure.	6.40	5.43 / 1.64	0.97	6.07	5.14 / 1.67	0.93	0.29 *
29. It is an enjoyable experience to be a student on this campus.	6.47	6.04 / 1.31	0.43	6.44	5.47 / 1.56	0.97	0.57 ***
30. Residence hall staff are concerned about me as an individual.	6.36	5.79 / 1.50	0.57	5.88	5.17 / 1.67	0.71	0.62 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.83	6.11 / 1.36	-0.28	5.87	5.68 / 1.48	0.19	0.43 **

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National Group Means are based on 213573 records.



## Institutional Summary

### Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.33	6.47 / 1.00	-0.14	6.11	5.69 / 1.41	0.42	0.78 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.57	5.77 / 1.46	0.80	6.51	5.82 / 1.51	0.69	-0.05
34. I am able to register for classes I need with few conflicts.	6.50	5.79 / 1.23	0.71	6.49	5.20 / 1.73	1.29	0.59 ***
35. The assessment and course placement procedures are reasonable.	6.31	5.93 / 1.18	0.38	6.23	5.47 / 1.42	0.76	0.46 ***
36. Security staff respond quickly in emergencies.	6.66	5.92 / 1.49	0.74	6.42	5.39 / 1.60	1.03	0.53 ***
37. I feel a sense of pride about my campus.	5.91	5.36 / 1.63	0.55	5.96	5.30 / 1.65	0.66	0.06
38. There is an adequate selection of food available in the cafeteria.	6.17	5.16 / 1.70	1.01	6.09	4.28 / 1.94	1.81	0.88 ***
39. I am able to experience intellectual growth here.	6.69	6.03 / 1.23	0.66	6.49	5.79 / 1.34	0.70	0.24 *
40. Residence hall regulations are reasonable.	6.13	5.66 / 1.59	0.47	5.98	5.03 / 1.71	0.95	0.63 ***
41. There is a commitment to academic excellence on this campus.	6.57	5.78 / 1.40	0.79	6.38	5.67 / 1.39	0.71	0.11
42. There are a sufficient number of weekend activities for students.	5.36	4.88 / 1.71	0.48	5.58	4.75 / 1.77	0.83	0.13
43. Admissions counselors respond to prospective students' unique needs and requests.	6.34	6.02 / 1.17	0.32	6.09	5.43 / 1.47	0.66	0.59 ***
44. Academic support services adequately meet the needs of students.	6.43	6.05 / 1.10	0.38	6.20	5.50 / 1.40	0.70	0.55 ***
45. Students are made to feel welcome on this campus.	6.56	5.93 / 1.36	0.63	6.37	5.66 / 1.44	0.71	0.27 *
46. I can easily get involved in campus organizations.	6.02	5.73 / 1.35	0.29	5.97	5.48 / 1.51	0.49	0.25

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## Institutional Summary

### Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.46	5.33 / 1.47	1.13	6.34	5.27 / 1.50	1.07	0.06
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.51	5.70 / 1.46	0.81	6.16	5.21 / 1.63	0.95	0.49 **
49. There are adequate services to help me decide upon a career.	6.14	5.30 / 1.53	0.84	6.29	5.40 / 1.52	0.89	-0.10
50. Class change (drop/add) policies are reasonable.	6.32	5.93 / 1.32	0.39	6.15	5.56 / 1.49	0.59	0.37 **
51. This institution has a good reputation within the community.	6.65	5.96 / 1.39	0.69	6.26	5.65 / 1.52	0.61	0.31 *
52. The student center is a comfortable place for students to spend their leisure time.	6.05	5.32 / 1.58	0.73	5.91	5.30 / 1.63	0.61	0.02
53. Faculty take into consideration student differences as they teach a course.	6.29	5.39 / 1.52	0.90	6.21	5.23 / 1.54	0.98	0.16
54. Bookstore staff are helpful.	5.92	5.86 / 1.55	0.06	5.83	5.61 / 1.46	0.22	0.25
55. Major requirements are clear and reasonable.	6.64	5.92 / 1.18	0.72	6.44	5.68 / 1.39	0.76	0.24 *
56. The student handbook provides helpful information about campus life.	6.14	6.01 / 1.17	0.13	5.71	5.32 / 1.51	0.39	0.69 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.35	5.25 / 1.71	1.10	6.08	4.98 / 1.73	1.10	0.27
58. The quality of instruction I receive in most of my classes is excellent.	6.67	5.77 / 1.34	0.90	6.50	5.61 / 1.36	0.89	0.16
59. This institution shows concern for students as individuals.	6.61	6.11 / 1.21	0.50	6.37	5.42 / 1.58	0.95	0.69 ***
60. I generally know what's happening on campus.	6.05	5.53 / 1.59	0.52	5.98	5.25 / 1.58	0.73	0.28 *
61. Adjunct faculty are competent as classroom instructors.	6.49	5.98 / 1.11	0.51	6.23	5.51 / 1.45	0.72	0.47 ***

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National Group Means are based on 213573 records.

### Institutional Summary

Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.49	6.08 / 1.34	0.41	6.17	5.58 / 1.49	0.59	0.50 ***
63. Student disciplinary procedures are fair.	6.56	6.02 / 1.44	0.54	6.18	5.36 / 1.59	0.82	0.66 ***
64. New student orientation services help students adjust to college.	6.35	5.75 / 1.36	0.60	6.08	5.35 / 1.58	0.73	0.40 **
65. Faculty are usually available after class and during office hours.	6.44	6.25 / 1.01	0.19	6.33	5.81 / 1.30	0.52	0.44 ***
66. Tuition paid is a worthwhile investment.	6.63	5.94 / 1.25	0.69	6.44	4.95 / 1.73	1.49	0.99 ***
67. Freedom of expression is protected on campus.	6.40	5.73 / 1.52	0.67	6.28	5.48 / 1.56	0.80	0.25
68. Nearly all of the faculty are knowledgeable in their field.	6.74	6.35 / 0.97	0.39	6.55	5.94 / 1.26	0.61	0.41 ***
69. There is a good variety of courses provided on this campus.	6.34	5.92 / 1.17	0.42	6.41	5.57 / 1.48	0.84	0.35 **
70. Graduate teaching assistants are competent as classroom instructors.	6.28	5.92 / 1.40	0.36	6.07	5.43 / 1.44	0.64	0.49 **
71. Channels for expressing student complaints are readily available.	6.26	5.14 / 1.73	1.12	6.11	4.91 / 1.73	1.20	0.23
72. On the whole, the campus is well-maintained.	6.37	5.11 / 1.69	1.26	6.32	5.75 / 1.41	0.57	-0.64 ***
73. Student activities fees are put to good use.	6.27	5.23 / 1.66	1.04	6.11	4.87 / 1.71	1.24	0.36 *
74. Campus item: As a student, the training I have had for using Canvas has been satisfactory.	6.25	5.80 / 1.43	0.45				
75. Campus item: My professors' use of Canvas is satisfactory.	6.47	5.12 / 1.58	1.35				
76. Campus item: I find it easy to locate videos, handouts, and information on Canvas.	6.48	5.44 / 1.51	1.04				

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National Group Means are based on 213573 records.

## Institutional Summary

### Items: In Sequential Order

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
77. Campus item: Discussion questions on Canvas provide a relevant, meaningful contribution to the course experience.	5.90	5.10 / 1.90	0.80				
78. Campus item: My professors' provide rubrics on Canvas which are helpful to me in understanding how an assignment will be graded.	6.31	5.59 / 1.50	0.72				
79. Campus item: The amount content of my 8-week courses is appropriate.	6.58	5.35 / 1.53	1.23				
80. Campus item: The content of my 8-week courses is academically challenging enough.	6.48	6.06 / 1.32	0.42				
81. Campus item: The 8-week format allows me sufficient time to complete my assignments.	6.54	5.15 / 1.69	1.39				
82. Campus item: The 8-week format allows me sufficient time for learning the material presented.	6.60	5.03 / 1.86	1.57				
83. Campus item: The 8-week format works well with my degree program.	6.52	5.54 / 1.77	0.98				
84. Institution's commitment to part-time students?		5.90 / 1.37			5.34 / 1.49		0.56 ***
85. Institution's commitment to evening students?		5.92 / 1.23			5.32 / 1.51		0.60 ***
86. Institution's commitment to older, returning learners?		5.96 / 1.35			5.46 / 1.47		0.50 ***
87. Institution's commitment to under-represented populations?		5.64 / 1.52			5.35 / 1.53		0.29
88. Institution's commitment to commuters?		5.66 / 1.43			5.19 / 1.65		0.47 **
89. Institution's commitment to students with disabilities?		5.88 / 1.39			5.52 / 1.52		0.36 *
90. Cost as factor in decision to enroll.	6.26			6.15			

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 \*\*\* Difference statistically significant at the .001 level

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**Institutional Summary**

**Items: In Sequential Order**

Item	Calvary University - SSI			National Four-Year Privates			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
91. Financial aid as factor in decision to enroll.	6.11			6.27			
92. Academic reputation as factor in decision to enroll.	5.85			6.14			
93. Size of institution as factor in decision to enroll.	4.88			5.47			
94. Opportunity to play sports as factor in decision to enroll.	3.50			3.93			
95. Recommendations from family/friends as factor in decision to enroll.	5.18			4.93			
96. Geographic setting as factor in decision to enroll.	4.95			5.48			
97. Campus appearance as factor in decision to enroll.	4.55			5.53			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.40			5.67			

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### Institutional Summary

#### Summary Items

Summary Item	Calvary University - SSI	National Four-Year Privates	Mean Difference
<p>So far, how has your college experience met your expectations?</p> <p>1=Much worse than expected                      2=Quite a bit worse than I expected                      3=Worse than I expected                      4=About what I expected                      5=Better than I expected                      6=Quite a bit better than I expected                      7=Much better than expected</p>	<p>Average: 5.00</p> <p>0% 2% 6% 27% 30% 14% 18%</p>	<p>Average: 4.65</p> <p>2% 3% 11% 31% 24% 13% 12%</p>	<p>0.35</p>
<p>Rate your overall satisfaction with your experience here thus far.</p> <p>1=Not satisfied at all                      2=Not very satisfied                      3=Somewhat dissatisfied                      4=Neutral                      5=Somewhat satisfied                      6=Satisfied                      7=Very satisfied</p>	<p>Average: 5.68</p> <p>0% 3% 4% 5% 16% 40% 28%</p>	<p>Average: 5.29</p> <p>1% 4% 8% 11% 18% 37% 19%</p>	<p>0.39</p>
<p>All in all, if you had to do it over, would you enroll here again?</p> <p>1=Definitely not                      2=Probably not                      3=Maybe not                      4=I don't know                      5=Maybe yes                      6=Probably yes                      7=Definitely yes</p>	<p>Average: 6.05</p> <p>0% 2% 3% 5% 9% 28% 50%</p>	<p>Average: 5.23</p> <p>4% 7% 6% 10% 12% 26% 31%</p>	<p>0.82</p>