23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

47. Faculty provide timely feedback about student progress in a course.

FBBC - SSI April 2020	Student Satisfaction Inventory
72. On the whole, the campus is well-maintained.	
Higher Importance vs. National Four-Year Privates	
68. Nearly all of the faculty are knowledgeable in their field.	
8. The content of the courses within my major is valuable.	
16. The instruction in my major field is excellent.	
2. The campus staff are caring and helpful.	
58. The quality of instruction I receive in most of my classes is excellent.	
39. I am able to experience intellectual growth here.	
59. This institution shows concern for students as individuals.	
29. It is an enjoyable experience to be a student on this campus.	
22. Counseling staff care about students as individuals.	
6. My academic advisor is approachable.	
66. Tuition paid is a worthwhile investment.	
51. This institution has a good reputation within the community.	
45. Students are made to feel welcome on this campus.	
17. Adequate financial aid is available for most students.	
3. Faculty care about me as an individual.	
41. There is a commitment to academic excellence on this campus.	
63. Student disciplinary procedures are fair.	
25. Faculty are fair and unbiased in their treatment of individual students.	
14. My academic advisor is concerned about my success as an individual.	
5. Financial aid counselors are helpful.	
30. Residence hall staff are concerned about me as an individual.	
12. Financial aid awards are announced to students in time to be helpful in college planning.	
4. Admissions staff are knowledgeable.	
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	

FBBC - SSI April 2020 Sort on each column to see data from highest to lowest.

			tist Bible College a	and	National Four-Year Privates				
	Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference	
	Most students feel a sense of belonging here.	6.40	6.34 / 0.82	0.06	6.14	5.27 / 1.43	0.87	1.07 ***	
*	2. The campus staff are caring and helpful.	6.74	6.72 / 0.59	0.02	6.41	5.64 / 1.33	0.77	1.08 ***	
*	3. Faculty care about me as an individual.	6.60	6.66 / 0.63	-0.06	6.27	5.59 / 1.39	0.68	1.07 ***	
	4. Admissions staff are knowledgeable.	6.45	6.44 / 0.82	0.01	6.26	5.49 / 1.44	0.77	0.95 ***	
	5. Financial aid counselors are helpful.	6.53	6.41 / 0.80	0.12	6.29	5.21 / 1.64	1.08	1.20 ***	
*	6. My academic advisor is approachable.	6.65	6.69 / 0.72	-0.04	6.46	5.86 / 1.51	0.60	0.83 ***	
9	7. The campus is safe and secure for all students.	6.62	5.93 / 1.26	0.69	6.54	5.71 / 1.44	0.83	0.22 *	
Ŋ	8. The content of the courses within my major is valuable.	6.77	6.39 / 0.79	0.38	6.60	5.73 / 1.33	0.87	0.66 ***	
	9. A variety of intramural activities are offered.	5.33	5.80 / 1.10	-0.47	5.30	5.20 / 1.56	0.10	0.60 ***	
	10. Administrators are approachable to students.	6.33	6.45 / 0.77	-0.12	6.10	5.39 / 1.45	0.71	1.06 ***	
	11. Billing policies are reasonable.	6.38	6.17 / 0.99	0.21	6.13	4.75 / 1.69	1.38	1.42 ***	
	12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	6.27 / 0.87	0.18	6.29	5.21 / 1.62	1.08	1.06 ***	
	13. Library staff are helpful and approachable.	6.05	6.47 / 0.75	-0.42	5.87	5.84 / 1.30	0.03	0.63 ***	
*	14. My academic advisor is concerned about my success as an individual.	6.54	6.67 / 0.63	-0.13	6.38	5.68 / 1.56	0.70	0.99 ***	
	15. The staff in the health services area are competent.	6.43	6.46 / 0.81	-0.03	6.17	5.24 / 1.65	0.93	1.22 ***	
9	16. The instruction in my major field is excellent.	6.74	6.50 / 0.70	0.24	6.58	5.73 / 1.36	0.85	0.77 ***	
9	17. Adequate financial aid is available for most students.	6.61	6.31 / 0.89	0.30	6.39	5.03 / 1.65	1.36	1.28 ***	
	18. Library resources and services are adequate.	6.34	6.29 / 0.85	0.05	6.15	5.76 / 1.29	0.39	0.53 ***	
	19. My academic advisor helps me set goals to work toward.	5.96	5.95 / 1.11	0.01	6.10	5.24 / 1.72	0.86	0.71 ***	
	20. The business office is open during hours which are convenient for most students.	6.19	6.07 / 1.02	0.12	6.01	5.36 / 1.48	0.65	0.71 ***	
	21. The amount of student parking space on campus is adequate.	5.91	5.93 / 1.16	-0.02	6.00	3.81 / 2.11	2.19	2.12 ***	
*	22. Counseling staff care about students as individuals.	6.65	6.68 / 0.63	-0.03	6.24	5.44 / 1.53	0.80	1.24 ***	
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	6.32 / 0.88	0.12	6.22	4.66 / 1.76	1.56	1.66 ***	
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.77	6.17 / 1.07	-0.40	5.38	4.67 / 1.83	0.71	1.50 ***	
M	25. Faculty are fair and unbiased in their treatment of individual students.	6.56	6.32 / 1.09	0.24	6.39	5.35 / 1.55	1.04	0.97 ***	

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FBBC - 551 April 2020						Student S	alisiac	tion inventory
	Computer labs are adequate and accessible.			and	National	Four-Year Private	es	
Item		Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
26. Computer labs are adequate	and accessible.	5.92	6.44 / 0.82	-0.52	6.21	5.62 / 1.49	0.59	0.82 ***
27. The personnel involved in reg	gistration are helpful.	6.42	6.56 / 0.69	-0.14	6.25	5.55 / 1.44	0.70	1.01 ***
28. Parking lots are well-lighted a	and secure.	6.21	5.64 / 1.40	0.57	6.10	5.09 / 1.71	1.01	0.55 ***
29. It is an enjoyable experience	to be a student on this campus.	6.67	6.55 / 0.84	0.12	6.44	5.43 / 1.58	1.01	1.12 ***
30. Residence hall staff are conc	erned about me as an individual.	6.50	6.51 / 0.87	-0.01	5.92	5.14 / 1.70	0.78	1.37 ***
31. Males and females have equational athletics.	al opportunities to participate in intercollegiate	5.84	6.46 / 0.89	-0.62	5.98	5.76 / 1.46	0.22	0.70 ***
32. Tutoring services are readily	available.	5.98	6.50 / 0.74	-0.52	6.18	5.74 / 1.41	0.44	0.76 ***
★ 33. My academic advisor is know	ledgeable about requirements in my major.	6.66	6.67 / 0.67	-0.01	6.54	5.87 / 1.50	0.67	0.80 ***
34. I am able to register for class	es I need with few conflicts.	6.59	6.31 / 0.97	0.28	6.49	5.20 / 1.75	1.29	1.11 ***
35. The assessment and course	placement procedures are reasonable.	6.23	6.32 / 0.84	-0.09	6.24	5.48 / 1.43	0.76	0.84 ***
36. Security staff respond quickly	in emergencies.	6.60	6.25 / 1.12	0.35	6.45	5.38 / 1.63	1.07	0.87 ***
37. I feel a sense of pride about r	my campus.	5.95	6.30 / 1.09	-0.35	5.99	5.29 / 1.66	0.70	1.01 ***
38. There is an adequate selection	on of food available in the cafeteria.	6.23	5.54 / 1.46	0.69	6.10	4.19 / 1.96	1.91	1.35 ***
39. I am able to experience intelle	ectual growth here.	6.72	6.63 / 0.63	0.09	6.50	5.81 / 1.34	0.69	0.82 ***
40. Residence hall regulations ar	e reasonable.	6.24	6.02 / 1.17	0.22	6.01	5.03 / 1.74	0.98	0.99 ***
★ 41. There is a commitment to aca	ademic excellence on this campus.	6.58	6.53 / 0.74	0.05	6.40	5.70 / 1.38	0.70	0.83 ***
42. There are a sufficient number	r of weekend activities for students.	5.48	5.87 / 1.23	-0.39	5.60	4.72 / 1.79	0.88	1.15 ***
43. Admissions counselors respo requests.	and to prospective students' unique needs and	6.29	6.34 / 0.94	-0.05	6.13	5.46 / 1.48	0.67	0.88 ***
44. Academic support services a	dequately meet the needs of students.	6.41	6.46 / 0.71	-0.05	6.24	5.53 / 1.41	0.71	0.93 ***
★ 45. Students are made to feel we	elcome on this campus.	6.62	6.67 / 0.61	-0.05	6.39	5.66 / 1.45	0.73	1.01 ***
46. I can easily get involved in ca	impus organizations.	5.88	6.14 / 1.04	-0.26	6.01	5.51 / 1.51	0.50	0.63 ***
47. Faculty provide timely feedba	ack about student progress in a course.	6.44	6.20 / 0.94	0.24	6.34	5.26 / 1.52	1.08	0.94 ***
48. Admissions counselors accur	rately portray the campus in their recruiting practices.	6.42	6.21 / 1.08	0.21	6.18	5.21 / 1.64	0.97	1.00 ***
49. There are adequate services	to help me decide upon a career.	6.12	5.91 / 1.20	0.21	6.31	5.41 / 1.52	0.90	0.50 ***
50. Class change (drop/add) police	cies are reasonable.	6.18	6.48 / 0.79	-0.30	6.18	5.59 / 1.50	0.59	0.89 ***
★ 51. This institution has a good re	putation within the community.	6.64	6.56 / 0.81	0.08	6.28	5.70 / 1.50	0.58	0.86 ***

		Faith Bap	tist Bible College	and	National	Four-Year Privat	es	
		S	eminary - SSI					
	Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
	52. The student center is a comfortable place for students to spend their leisure time.	6.15	6.43 / 0.83	-0.28	5.93	5.32 / 1.64	0.61	1.11 ***
	53. Faculty take into consideration student differences as they teach a course.	6.42	6.14 / 1.06	0.28	6.22	5.22 / 1.56	1.00	0.92 ***
	54. Bookstore staff are helpful.	6.05	6.52 / 0.80	-0.47	5.87	5.63 / 1.48	0.24	0.89 ***
59	55. Major requirements are clear and reasonable.	6.61	6.32 / 0.86	0.29	6.46	5.71 / 1.39	0.75	0.61 ***
	56. The student handbook provides helpful information about campus life.	6.31	6.31 / 0.94	0.00	5.76	5.35 / 1.53	0.41	0.96 ***
	57. I seldom get the "run-around" when seeking information on this campus.	6.28	6.13 / 1.15	0.15	6.07	4.98 / 1.74	1.09	1.15 ***
4	58. The quality of instruction I receive in most of my classes is excellent.	6.73	6.54 / 0.73	0.19	6.50	5.61 / 1.37	0.89	0.93 ***
*	59. This institution shows concern for students as individuals.	6.70	6.68 / 0.68	0.02	6.38	5.39 / 1.61	0.99	1.29 ***
	60. I generally know what's happening on campus.	6.29	6.22 / 1.06	0.07	5.99	5.24 / 1.60	0.75	0.98 ***
	61. Adjunct faculty are competent as classroom instructors.	6.39	6.49 / 0.77	-0.10	6.25	5.53 / 1.45	0.72	0.96 ***
	62. There is a strong commitment to racial harmony on this campus.	6.38	6.35 / 1.04	0.03	6.23	5.59 / 1.51	0.64	0.76 ***
4	63. Student disciplinary procedures are fair.	6.57	6.26 / 1.03	0.31	6.22	5.37 / 1.62	0.85	0.89 ***
	64. New student orientation services help students adjust to college.	6.43	6.32 / 1.00	0.11	6.12	5.37 / 1.60	0.75	0.95 ***
*	65. Faculty are usually available after class and during office hours.	6.48	6.58 / 0.71	-0.10	6.36	5.85 / 1.29	0.51	0.73 ***
4	66. Tuition paid is a worthwhile investment.	6.65	6.40 / 0.89	0.25	6.43	4.94 / 1.74	1.49	1.46 ***
	67. Freedom of expression is protected on campus.	6.08	6.02 / 1.23	0.06	6.31	5.48 / 1.59	0.83	0.54 ***
*	68. Nearly all of the faculty are knowledgeable in their field.	6.78	6.75 / 0.56	0.03	6.56	5.96 / 1.26	0.60	0.79 ***
5	69. There is a good variety of courses provided on this campus.	6.46	6.15 / 1.00	0.31	6.42	5.59 / 1.48	0.83	0.56 ***
	70. Graduate teaching assistants are competent as classroom instructors.	6.27	6.30 / 0.91	-0.03	6.09	5.47 / 1.44	0.62	0.83 ***
	71. Channels for expressing student complaints are readily available.	6.01	5.86 / 1.34	0.15	6.14	4.89 / 1.76	1.25	0.97 ***
*	72. On the whole, the campus is well-maintained.	6.44	6.60 / 0.70	-0.16	6.34	5.71 / 1.45	0.63	0.89 ***
	73. Student activities fees are put to good use.	6.20	6.02 / 1.09	0.18	6.13	4.86 / 1.74	1.27	1.16 ***
*	74. Campus item: FBBC&TS (Faith's) mission is clearly understood.	6.63	6.67 / 0.69	-0.04				
*	75. Campus item: I agree with Faith's stated mission.	6.73	6.73 / 0.66	0.00				
	76. Campus item: Faith has a clearly articulated vision for its future.	6.53	6.42 / 0.92	0.11				
	77. Campus item: Senior administrators create a climate of trust and encouragement.	6.55	6.51 / 0.74	0.04				
	78. Campus item: Counsel for personal financial management is readily available for students.	6.29	6.21 / 1.08	0.08				
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		Faith Bap	tist Bible College	and	National	Four-Year Privat	es	
L		S	eminary - SSI					
	Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
	79. Campus item: Program of study consulting and advice is readily available for students.	6.43	6.40 / 0.87	0.03				
	80. Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	6.62	6.50 / 0.82	0.12				
	81. Campus item: Students' academic expectations are being met while attending Faith.	6.58	6.44 / 0.73	0.14				
=	82. Campus item: People at Faith help create an environment that encourages spiritual growth.	6.83	6.63 / 0.67	0.20				
	83. Campus item: The institution has clearly defined guidelines for student behavior.	6.56	6.39 / 0.90	0.17				
	84. Institution's commitment to part-time students?		6.31 / 0.89			5.34 / 1.49		0.97 ***
	85. Institution's commitment to evening students?		6.02 / 1.15			5.32 / 1.51		0.70 ***
	86. Institution's commitment to older, returning learners?		6.42 / 0.87			5.48 / 1.47		0.94 ***
	87. Institution's commitment to under-represented populations?		6.29 / 1.05			5.35 / 1.54		0.94 ***
	88. Institution's commitment to commuters?		6.25 / 1.05			5.19 / 1.65		1.06 ***
	89. Institution's commitment to students with disabilities?		6.45 / 0.90			5.51 / 1.54		0.94 ***
	90. Cost as factor in decision to enroll.	6.19			6.19			
Γ	91. Financial aid as factor in decision to enroll.	6.43			6.31			
	92. Academic reputation as factor in decision to enroll.	6.13			6.15			
	93. Size of institution as factor in decision to enroll.	5.25			5.50			
	94. Opportunity to play sports as factor in decision to enroll.	4.03			4.05			
	95. Recommendations from family/friends as factor in decision to enroll.	5.83			4.94			
	96. Geographic setting as factor in decision to enroll.	5.00			5.47			
	97. Campus appearance as factor in decision to enroll.	5.14			5.56			
	98. Personalized attention prior to enrollment as factor in decision to enroll.	5.59			5.67			

National Group Means are based on 173757 records

^{*}Difference statistically significant at the .05 level

^{**}Difference statistically significant at the .01 level

^{***}Difference statistically significant at the .001 level

FBBC - SSI April 2020 Sort on each column to see data from highest to lowest.

			otist Bible College ar Seminary - SSI	nd	National	Four-Year Privat	es	
	Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
	Student Centeredness	6.58	6.57 / 0.55	0.01	6.31	5.46 / 1.20	0.85	1.11 ***
	Most students feel a sense of belonging here.	6.40	6.34 / 0.82	0.06	6.14	5.27 / 1.43	0.87	1.07 ***
*	2. The campus staff are caring and helpful.	6.74	6.72 / 0.59	0.02	6.41	5.64 / 1.33	0.77	1.08 ***
	10. Administrators are approachable to students.	6.33	6.45 / 0.77	-0.12	6.10	5.39 / 1.45	0.71	1.06 ***
*	29. It is an enjoyable experience to be a student on this campus.	6.67	6.55 / 0.84	0.12	6.44	5.43 / 1.58	1.01	1.12 ***
*	45. Students are made to feel welcome on this campus.	6.62	6.67 / 0.61	-0.05	6.39	5.66 / 1.45	0.73	1.01 ***
*	59. This institution shows concern for students as individuals.	6.70	6.68 / 0.68	0.02	6.38	5.39 / 1.61	0.99	1.29 ***
	Campus Life	6.09	6.15 / 0.74	-0.06	5.94	5.11 / 1.18	0.83	1.04 ***
	9. A variety of intramural activities are offered.	5.33	5.80 / 1.10	-0.47	5.30	5.20 / 1.56	0.10	0.60 ***
	23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.44	6.32 / 0.88	0.12	6.22	4.66 / 1.76	1.56	1.66 ***
	24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.77	6.17 / 1.07	-0.40	5.38	4.67 / 1.83	0.71	1.50 ***
	30. Residence hall staff are concerned about me as an individual.	6.50	6.51 / 0.87	-0.01	5.92	5.14 / 1.70	0.78	1.37 ***
	31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.84	6.46 / 0.89	-0.62	5.98	5.76 / 1.46	0.22	0.70 ***
	38. There is an adequate selection of food available in the cafeteria.	6.23	5.54 / 1.46	0.69	6.10	4.19 / 1.96	1.91	1.35 ***
	40. Residence hall regulations are reasonable.	6.24	6.02 / 1.17	0.22	6.01	5.03 / 1.74	0.98	0.99 ***
	42. There are a sufficient number of weekend activities for students.	5.48	5.87 / 1.23	-0.39	5.60	4.72 / 1.79	0.88	1.15 ***
	46. I can easily get involved in campus organizations.	5.88	6.14 / 1.04	-0.26	6.01	5.51 / 1.51	0.50	0.63 ***
	52. The student center is a comfortable place for students to spend their leisure time.	6.15	6.43 / 0.83	-0.28	5.93	5.32 / 1.64	0.61	1.11 ***
	56. The student handbook provides helpful information about campus life.	6.31	6.31 / 0.94	0.00	5.76	5.35 / 1.53	0.41	0.96 ***
Ą	63. Student disciplinary procedures are fair.	6.57	6.26 / 1.03	0.31	6.22	5.37 / 1.62	0.85	0.89 ***
	64. New student orientation services help students adjust to college.	6.43	6.32 / 1.00	0.11	6.12	5.37 / 1.60	0.75	0.95 ***
	67. Freedom of expression is protected on campus.	6.08	6.02 / 1.23	0.06	6.31	5.48 / 1.59	0.83	0.54 ***
	73. Student activities fees are put to good use.	6.20	6.02 / 1.09	0.18	6.13	4.86 / 1.74	1.27	1.16 ***

	1	otist Bible College ar Seminary - SSI	nd	National	Four-Year Private	S	,
Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
Instructional Effectiveness	6.57	6.44 / 0.54	0.13	6.40	5.60 / 1.05	0.80	0.84 ***
★ 3. Faculty care about me as an individual.	6.60	6.66 / 0.63	-0.06	6.27	5.59 / 1.39 (0.68	1.07 ***
8. The content of the courses within my major is valuable.	6.77	6.39 / 0.79	0.38	6.60	5.73 / 1.33 (0.87	0.66 ***
16. The instruction in my major field is excellent.	6.74	6.50 / 0.70	0.24	6.58	5.73 / 1.36 (0.85	0.77 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.56	6.32 / 1.09	0.24	6.39	5.35 / 1.55	1.04	0.97 ***
★ 39. I am able to experience intellectual growth here.	6.72	6.63 / 0.63	0.09	6.50	5.81 / 1.34 (0.69	0.82 ***
41. There is a commitment to academic excellence on this campus.	6.58	6.53 / 0.74	0.05	6.40	5.70 / 1.38 (0.70	0.83 ***
47. Faculty provide timely feedback about student progress in a course.	6.44	6.20 / 0.94	0.24	6.34	5.26 / 1.52	1.08	0.94 ***
53. Faculty take into consideration student differences as they teach a course.	6.42	6.14 / 1.06	0.28	6.22	5.22 / 1.56	1.00	0.92 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.73	6.54 / 0.73	0.19	6.50	5.61 / 1.37 (0.89	0.93 ***
61. Adjunct faculty are competent as classroom instructors.	6.39	6.49 / 0.77	-0.10	6.25	5.53 / 1.45 (0.72	0.96 ***
★ 65. Faculty are usually available after class and during office hours.	6.48	6.58 / 0.71	-0.10	6.36	5.85 / 1.29 (0.51	0.73 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.78	6.75 / 0.56	0.03	6.56	5.96 / 1.26 (0.60	0.79 ***
69. There is a good variety of courses provided on this campus.	6.46	6.15 / 1.00	0.31	6.42	5.59 / 1.48 (0.83	0.56 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.27	6.30 / 0.91	-0.03	6.09	5.47 / 1.44 (0.62	0.83 ***
Recruitment and Financial Aid	6.46	6.33 / 0.67	0.13	6.26	5.27 / 1.24 (0.99	1.06 ***
4. Admissions staff are knowledgeable.	6.45	6.44 / 0.82	0.01	6.26	5.49 / 1.44 (0.77	0.95 ***
5. Financial aid counselors are helpful.	6.53	6.41 / 0.80	0.12	6.29	5.21 / 1.64	1.08	1.20 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.45	6.27 / 0.87	0.18	6.29	5.21 / 1.62	1.08	1.06 ***
17. Adequate financial aid is available for most students.	6.61	6.31 / 0.89	0.30	6.39	5.03 / 1.65	1.36	1.28 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.29	6.34 / 0.94	-0.05	6.13	5.46 / 1.48 (0.67	0.88 ***
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.42	6.21 / 1.08	0.21	6.18	5.21 / 1.64 (0.97	1.00 ***
Campus Support Services	6.13	6.37 / 0.60	-0.24	6.12	5.65 / 1.03	0.47	0.72 ***
13. Library staff are helpful and approachable.	6.05	6.47 / 0.75	-0.42	5.87	5.84 / 1.30 (0.03	0.63 ***
18. Library resources and services are adequate.	6.34	6.29 / 0.85	0.05	6.15	5.76 / 1.29 (0.39	0.53 ***

BBC - 331 April 2020					Student S	ausiac	tion inventory
		otist Bible College ar Seminary - SSI	nd	National Four-Year Privates			
Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
26. Computer labs are adequate and accessible.	5.92	6.44 / 0.82	-0.52	6.21	5.62 / 1.49	0.59	0.82 ***
32. Tutoring services are readily available.	5.98	6.50 / 0.74	-0.52	6.18	5.74 / 1.41	0.44	0.76 ***
44. Academic support services adequately meet the needs of students.	6.41	6.46 / 0.71	-0.05	6.24	5.53 / 1.41	0.71	0.93 ***
49. There are adequate services to help me decide upon a career.	6.12	5.91 / 1.20	0.21	6.31	5.41 / 1.52	0.90	0.50 ***
54. Bookstore staff are helpful.	6.05	6.52 / 0.80	-0.47	5.87	5.63 / 1.48	0.24	0.89 ***
Academic Advising	6.49	6.47 / 0.56	0.02	6.39	5.67 / 1.26	0.72	0.80 ***
6. My academic advisor is approachable.	6.65	6.69 / 0.72	-0.04	6.46	5.86 / 1.51	0.60	0.83 ***
14. My academic advisor is concerned about my success as an individual.	6.54	6.67 / 0.63	-0.13	6.38	5.68 / 1.56	0.70	0.99 ***
19. My academic advisor helps me set goals to work toward.	5.96	5.95 / 1.11	0.01	6.10	5.24 / 1.72	0.86	0.71 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.66	6.67 / 0.67	-0.01	6.54	5.87 / 1.50	0.67	0.80 ***
55. Major requirements are clear and reasonable.	6.61	6.32 / 0.86	0.29	6.46	5.71 / 1.39	0.75	0.61 ***
Registration Effectiveness	6.35	6.32 / 0.64	0.03	6.21	5.29 / 1.19	0.92	1.03 ***
11. Billing policies are reasonable.	6.38	6.17 / 0.99	0.21	6.13	4.75 / 1.69	1.38	1.42 ***
20. The business office is open during hours which are convenient for most students.	6.19	6.07 / 1.02	0.12	6.01	5.36 / 1.48	0.65	0.71 ***
27. The personnel involved in registration are helpful.	6.42	6.56 / 0.69	-0.14	6.25	5.55 / 1.44	0.70	1.01 ***
34. I am able to register for classes I need with few conflicts.	6.59	6.31 / 0.97	0.28	6.49	5.20 / 1.75	1.29	1.11 ***
50. Class change (drop/add) policies are reasonable.	6.18	6.48 / 0.79	-0.30	6.18	5.59 / 1.50	0.59	0.89 ***
Safety and Security	6.33	5.93 / 1.02	0.40	6.28	5.00 / 1.32	1.28	0.93 ***
7. The campus is safe and secure for all students.	6.62	5.93 / 1.26	0.69	6.54	5.71 / 1.44	0.83	0.22 *
21. The amount of student parking space on campus is adequate.	5.91	5.93 / 1.16	-0.02	6.00	3.81 / 2.11	2.19	2.12 ***
28. Parking lots are well-lighted and secure.	6.21	5.64 / 1.40	0.57	6.10	5.09 / 1.71	1.01	0.55 ***
36. Security staff respond quickly in emergencies.	6.60	6.25 / 1.12	0.35	6.45	5.38 / 1.63	1.07	0.87 ***
Concern for the Individual	6.59	6.59 / 0.56	0.00	6.27	5.44 / 1.18	0.83	1.15 ***
3. Faculty care about me as an individual.	6.60	6.66 / 0.63	-0.06	6.27	5.59 / 1.39	0.68	1.07 ***
14. My academic advisor is concerned about my success as an individual.	6.54	6.67 / 0.63	-0.13	6.38	5.68 / 1.56	0.70	0.99 ***
22. Counseling staff care about students as individuals.	6.65	6.68 / 0.63	-0.03	6.24	5.44 / 1.53	0.80	1.24 ***

-BBC - 331 April 2020					Student S	atistac	tion inventory
		otist Bible College ar Seminary - SSI	nd	National			
Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
25. Faculty are fair and unbiased in their treatment of individual students.	6.56	6.32 / 1.09	0.24	6.39	5.35 / 1.55	1.04	0.97 ***
30. Residence hall staff are concerned about me as an individual.	6.50	6.51 / 0.87	-0.01	5.92	5.14 / 1.70	0.78	1.37 ***
≢ 59. This institution shows concern for students as individuals.	6.70	6.68 / 0.68	0.02	6.38	5.39 / 1.61	0.99	1.29 ***
Service Excellence	6.36	6.39 / 0.61	-0.03	6.14	5.36 / 1.11	0.78	1.03 ***
	6.74	6.72 / 0.59	0.02	6.41	5.64 / 1.33	0.77	1.08 ***
13. Library staff are helpful and approachable.	6.05	6.47 / 0.75	-0.42	5.87	5.84 / 1.30	0.03	0.63 ***
15. The staff in the health services area are competent.	6.43	6.46 / 0.81	-0.03	6.17	5.24 / 1.65	0.93	1.22 ***
22. Counseling staff care about students as individuals.	6.65	6.68 / 0.63	-0.03	6.24	5.44 / 1.53	0.80	1.24 ***
27. The personnel involved in registration are helpful.	6.42	6.56 / 0.69	-0.14	6.25	5.55 / 1.44	0.70	1.01 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.28	6.13 / 1.15	0.15	6.07	4.98 / 1.74	1.09	1.15 ***
60. I generally know what's happening on campus.	6.29	6.22 / 1.06	0.07	5.99	5.24 / 1.60	0.75	0.98 ***
71. Channels for expressing student complaints are readily available.	6.01	5.86 / 1.34	0.15	6.14	4.89 / 1.76	1.25	0.97 ***
Responsiveness to Diverse Populations		6.30 / 0.89			5.36 / 1.41		0.94 ***
84. Institution's commitment to part-time students?		6.31 / 0.89			5.34 / 1.49		0.97 ***
85. Institution's commitment to evening students?		6.02 / 1.15			5.32 / 1.51		0.70 ***
86. Institution's commitment to older, returning learners?		6.42 / 0.87			5.48 / 1.47		0.94 ***
87. Institution's commitment to under-represented populations?		6.29 / 1.05			5.35 / 1.54		0.94 ***
88. Institution's commitment to commuters?		6.25 / 1.05			5.19 / 1.65		1.06 ***
89. Institution's commitment to students with disabilities?		6.45 / 0.90			5.51 / 1.54		0.94 ***
Campus Climate	6.45	6.38 / 0.59	0.07	6.27	5.41 / 1.13	0.86	0.97 ***
Most students feel a sense of belonging here.	6.40	6.34 / 0.82	0.06	6.14	5.27 / 1.43	0.87	1.07 ***
★ 2. The campus staff are caring and helpful.	6.74	6.72 / 0.59	0.02	6.41	5.64 / 1.33	0.77	1.08 ***
★ 3. Faculty care about me as an individual.	6.60	6.66 / 0.63	-0.06	6.27	5.59 / 1.39	0.68	1.07 ***
7. The campus is safe and secure for all students.	6.62	5.93 / 1.26	0.69	6.54	5.71 / 1.44	0.83	0.22 *
10. Administrators are approachable to students.	6.33	6.45 / 0.77	-0.12	6.10	5.39 / 1.45	0.71	1.06 ***
≢ 29. It is an enjoyable experience to be a student on this campus.	6.67	6.55 / 0.84	0.12	6.44	5.43 / 1.58	1.01	1.12 ***
37. I feel a sense of pride about my campus.	5.95	6.30 / 1.09	-0.35	5.99	5.29 / 1.66	0.70	1.01 ***
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		1	otist Bible College ar Seminary - SSI	nd	National			
	Scale / Item	Importance	Satisfaction / SD	Gap	Importance	Satisfaction / SD	Gap	Difference
*	41. There is a commitment to academic excellence on this campus.	6.58	6.53 / 0.74	0.05	6.40	5.70 / 1.38	0.70	0.83 ***
*	45. Students are made to feel welcome on this campus.	6.62	6.67 / 0.61	-0.05	6.39	5.66 / 1.45	0.73	1.01 ***
*	51. This institution has a good reputation within the community.	6.64	6.56 / 0.81	0.08	6.28	5.70 / 1.50	0.58	0.86 ***
	57. I seldom get the "run-around" when seeking information on this campus.	6.28	6.13 / 1.15	0.15	6.07	4.98 / 1.74	1.09	1.15 ***
*	59. This institution shows concern for students as individuals.	6.70	6.68 / 0.68	0.02	6.38	5.39 / 1.61	0.99	1.29 ***
	60. I generally know what's happening on campus.	6.29	6.22 / 1.06	0.07	5.99	5.24 / 1.60	0.75	0.98 ***
	62. There is a strong commitment to racial harmony on this campus.	6.38	6.35 / 1.04	0.03	6.23	5.59 / 1.51	0.64	0.76 ***
Ą	66. Tuition paid is a worthwhile investment.	6.65	6.40 / 0.89	0.25	6.43	4.94 / 1.74	1.49	1.46 ***
	67. Freedom of expression is protected on campus.	6.08	6.02 / 1.23	0.06	6.31	5.48 / 1.59	0.83	0.54 ***
	71. Channels for expressing student complaints are readily available.	6.01	5.86 / 1.34	0.15	6.14	4.89 / 1.76	1.25	0.97 ***

National Group Means are based on 173757 records

^{*}Difference statistically significant at the .05 level

^{**}Difference statistically significant at the .01 level

^{***}Difference statistically significant at the .001 level

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	Faith Baptist Bible College and Seminary - SSI	National Four-Year Privates	
Summary			Difference
So far, how has your college experience met your expectations?	5.53	4.64	0.89 ***
1=Much worse than expected	0%	2%	
2=Quite a bit worse than I expected	0%	3%	
3=Worse than I expected	0%	12%	
4=About what I expected	20%	31%	
5=Better than I expected	30%	24%	
6=Quite a bit better than I expected	18%	14%	
7=Much better than expected	29%	12%	
Rate your overall satisfaction with your experience here thus far.	6.32	5.26	1.06 ***
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	4%	
3=Somewhat dissatisfied	1%	8%	
4=Neutral	1%	11%	
5=Somewhat satisfied	6%	18%	
6=Satisfied	42%	36%	
7=Very satisfied	47%	18%	
All in all, if you had to do it over, would you enroll here again?	6.46	5.21	1.25 ***
1=Definitely not	0%	4%	
2=Probably not	0%	7%	
3=Maybe not	0%	6%	
4=I don't know	3%	10%	
5=Maybe yes	5%	12%	
6=Probably yes	26%	26%	
7=Definitely yes	62%	30%	

Sort on each column to see data from highest to lowest.

This report provides a look at the percentage of responses that indicated an answer of 6 or 7 to the items in the survey: 6 is considered "important" or "satisfied" and 7 is considered "very important" or "very satisfied."

		t Bible College inary - SSI	and		al Four-Year	r	
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
1. Most students feel a sense of belonging here.	86%	87%	-1%	77%	50%	27%	37%
★ 2. The campus staff are caring and helpful.	96%	95%	1%	86%	63%	23%	32%
★ 3. Faculty care about me as an individual.	91%	94%	-3%	81%	61%	20%	33%
4. Admissions staff are knowledgeable.	88%	90%	-2%	81%	58%	23%	32%
5. Financial aid counselors are helpful.	90%	87%	3%	82%	51%	31%	36%
★ 6. My academic advisor is approachable.	91%	95%	-4%	87%	70%	17%	25%
7. The campus is safe and secure for all students.	92%	67%	25%	89%	66%	23%	1%
8. The content of the courses within my major is valuable.	98%	88%	10%	91%	65%	26%	23%
9. A variety of intramural activities are offered.	47%	66%	-19%	51%	49%	2%	17%
10. Administrators are approachable to students.	81%	88%	-7%	75%	54%	21%	34%
11. Billing policies are reasonable.	88%	83%	5%	77%	38%	39%	45%
12. Financial aid awards are announced to students in time to be helpful in college planning.	91%	85%	6%	82%	51%	31%	34%
13. Library staff are helpful and approachable.	73%	91%	-18%	67%	68%	-1%	23%
↑ 14. My academic advisor is concerned about my success as an individual.	90%	94%	-4%	85%	65%	20%	29%
15. The staff in the health services area are competent.	88%	89%	-1%	78%	52%	26%	37%
16. The instruction in my major field is excellent.	97%	91%	6%	91%	65%	26%	26%
17. Adequate financial aid is available for most students.	94%	84%	10%	85%	45%	40%	39%
18. Library resources and services are adequate.	84%	83%	1%	77%	66%	11%	17%
19. My academic advisor helps me set goals to work toward.	68%	70%	-2%	76%	53%	23%	17%
20. The business office is open during hours which are convenient for most students.	79%	78%	1%	72%	53%	19%	25%
21. The amount of student parking space on campus is adequate.	73%	73%	0%	75%	27%	48%	46%
22. Counseling staff care about students as individuals.	95%	94%	1%	80%	57%	23%	37%
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	86%	83%	3%	81%	37%	44%	46%
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	62%	81%	-19%	57%	38%	19%	43%
25. Faculty are fair and unbiased in their treatment of individual students.	92%	84%	8%	85%	55%	30%	29%
26. Computer labs are adequate and accessible.	71%	89%	-18%	79%	63%	16%	26%
27. The personnel involved in registration are helpful.	87%	94%	-7%	81%	60%	21%	34%

	Faith Baptist Bible College and			Nation	al Four-Yea	r	
	Sem	ninary - SSI	ı	P	rivates		
Item	Importance %	Satisfaction %	Gap	Importance %	Satisfaction %	Gap	Difference
28. Parking lots are well-lighted and secure.	79%	64%	15%	76%	48%	28%	16%
★ 29. It is an enjoyable experience to be a student on this campus.	96%	89%	7%	87%	58%	29%	31%
30. Residence hall staff are concerned about me as an individual.	90%	88%	2%	71%	49%	22%	39%
31. Males and females have equal opportunities to participate in intercollegiate athletics.	69%	91%	-22%	73%	67%	6%	24%
32. Tutoring services are readily available.	69%	90%	-21%	78%	65%	13%	25%
★ 33. My academic advisor is knowledgeable about requirements in my major.	95%	95%	0%	89%	71%	18%	24%
34. I am able to register for classes I need with few conflicts.	95%	82%	13%	89%	53%	36%	29%
35. The assessment and course placement procedures are reasonable.	81%	85%	-4%	81%	58%	23%	27%
36. Security staff respond quickly in emergencies.	93%	83%	10%	86%	57%	29%	26%
37. I feel a sense of pride about my campus.	70%	80%	-10%	72%	54%	18%	26%
38. There is an adequate selection of food available in the cafeteria.	80%	56%	24%	77%	30%	47%	26%
★ 39. I am able to experience intellectual growth here.	96%	96%	0%	89%	68%	21%	28%
40. Residence hall regulations are reasonable.	81%	73%	8%	74%	47%	27%	26%
★ 41. There is a commitment to academic excellence on this campus.	92%	91%	1%	86%	64%	22%	27%
42. There are a sufficient number of weekend activities for students.	51%	69%	-18%	60%	39%	21%	30%
43. Admissions counselors respond to prospective students' unique needs and requests.	83%	85%	-2%	77%	57%	20%	28%
44. Academic support services adequately meet the needs of students.	87%	90%	-3%	81%	59%	22%	31%
★ 45. Students are made to feel welcome on this campus.	93%	96%	-3%	85%	63%	22%	33%
46. I can easily get involved in campus organizations.	66%	78%	-12%	73%	59%	14%	19%
47. Faculty provide timely feedback about student progress in a course.	92%	81%	11%	84%	50%	34%	31%
48. Admissions counselors accurately portray the campus in their recruiting practices.	87%	83%	4%	79%	51%	28%	32%
49. There are adequate services to help me decide upon a career.	77%	68%	9%	83%	56%	27%	12%
50. Class change (drop/add) policies are reasonable.	78%	90%	-12%	78%	62%	16%	28%
★ 51. This institution has a good reputation within the community.	92%	89%	3%	82%	66%	16%	23%
52. The student center is a comfortable place for students to spend their leisure time.	75%	87%	-12%	70%	54%	16%	33%
53. Faculty take into consideration student differences as they teach a course.	86%	80%	6%	80%	50%	30%	30%
54. Bookstore staff are helpful.	70%	93%	-23%	68%	63%	5%	30%
55. Major requirements are clear and reasonable.	97%	85%	12%	88%	65%	23%	20%
56. The student handbook provides helpful information about campus life.	83%	84%	-1%	65%	53%	12%	31%
57. I seldom get the "run-around" when seeking information on this campus.	82%	82%	0%	75%	46%	29%	36%
58. The quality of instruction I receive in most of my classes is excellent.	97%	90%	7%	89%	61%	28%	29%

	Faith Baptist Bible College and Seminary - SSI		and		al Four-Yea rivates	r		
Item	Importance %	Satisfaction %	Gap	Importance	Satisfaction %	Gap	Difference	
≢ 59. This institution shows concern for students as individuals.	95%	93%	2%	85%	56%	29%	37%	
60. I generally know what's happening on campus.	83%	82%	1%	72%	51%	21%	31%	
61. Adjunct faculty are competent as classroom instructors.	85%	92%	-7%	81%	59%	22%	33%	
62. There is a strong commitment to racial harmony on this campus.	85%	85%	0%	80%	62%	18%	23%	
63. Student disciplinary procedures are fair.	93%	86%	7%	80%	57%	23%	29%	
64. New student orientation services help students adjust to college.	86%	85%	1%	77%	55%	22%	30%	
65. Faculty are usually available after class and during office hours.	89%	93%	-4%	84%	69%	15%	24%	
66. Tuition paid is a worthwhile investment.	94%	86%	8%	86%	44%	42%	42%	
67. Freedom of expression is protected on campus.	74%	73%	1%	83%	60%	23%	13%	
★ 68. Nearly all of the faculty are knowledgeable in their field.	98%	97%	1%	90%	73%	17%	24%	
69. There is a good variety of courses provided on this campus.	87%	78%	9%	87%	61%	26%	17%	
70. Graduate teaching assistants are competent as classroom instructors.	83%	86%	-3%	75%	57%	18%	29%	
71. Channels for expressing student complaints are readily available.	74%	69%	5%	77%	43%	34%	26%	
★ 72. On the whole, the campus is well-maintained.	89%	93%	-4%	84%	66%	18%	27%	
73. Student activities fees are put to good use.	83%	76%	7%	77%	42%	35%	34%	
★ 74. Campus item: FBBC&TS (Faith's) mission is clearly understood.	93%	94%	-1%					
★ 75. Campus item: I agree with Faith's stated mission.	97%	95%	2%					
76. Campus item: Faith has a clearly articulated vision for its future.	92%	86%	6%					
77. Campus item: Senior administrators create a climate of trust and encouragement.	91%	90%	1%					
78. Campus item: Counsel for personal financial management is readily available for students.	83%	81%	2%					
79. Campus item: Program of study consulting and advice is readily available for students.	88%	88%	0%					
80. Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	93%	90%	3%					
81. Campus item: Students' academic expectations are being met while attending Faith.	94%	89%	5%					
82. Campus item: People at Faith help create an environment that encourages spiritual growth.	98%	93%	5%					
83. Campus item: The institution has clearly defined guidelines for student behavior.	91%	84%	7%					
84. Institution's commitment to part-time students?		85%			53%		32%	
85. Institution's commitment to evening students?		73%			53%		20%	
86. Institution's commitment to older, returning learners?		87%			58%		29%	

Student Satisfaction livel						tion inventor	
	Faith Baptist Bible College and			National Four-Year			
	Sem	Seminary - SSI		Privates			
Item	Importance %	Satisfaction %	Gap	Importance	Satisfaction	Gap	Difference
				%	%		
87. Institution's commitment to under-represented populations?		83%			54%		29%
88. Institution's commitment to commuters?		81%			51%		30%
89. Institution's commitment to students with disabilities?		87%			60%		27%
90. Cost as factor in decision to enroll.	79%			79%			
91. Financial aid as factor in decision to enroll.	88%			83%			
92. Academic reputation as factor in decision to enroll.	79%			78%			
93. Size of institution as factor in decision to enroll.	51%			58%			
94. Opportunity to play sports as factor in decision to enroll.	29%			36%			
95. Recommendations from family/friends as factor in decision to enroll.	68%			46%			
96. Geographic setting as factor in decision to enroll.	45%			58%			
97. Campus appearance as factor in decision to enroll.	45%			60%			
98. Personalized attention prior to enrollment as factor in decision to enroll.	60%			64%			

National Group Means are based on 173757 records

🧩 Indicates the response option that was selected by the majority of survey participants.

Gender

		N	%
*	Female	118	55.14%
	Male	96	44.86%
	Total	214	100%
	No Answer	3	

Age

		N	%
	18 and under	23	10.75%
*	19 to 24	183	85.51%
	25 to 34	4	1.87%
	35 to 44	4	1.87%
	45 and over	0	0%
	Total	214	100%
	No Answer	3	

Ethnicity/Race

		N	%
	African-American	2	0.94%
	American Indian or Alaskan Native	1	0.47%
	Asian or Pacific Islander	15	7.08%
*	Caucasian/White	186	87.74%
	Hispanic	2	0.94%
	Other race	4	1.89%
	Race - Prefer not to respond	2	0.94%
	Total	212	100%
	No Answer	5	

Current Enrollment Status

		N	%
*	Day	210	99.53%
	Evening	1	0.47%

Current Residence

		N	%
*	Residence hall	119	55.09%
	Fraternity / Sorority	0	0%
	Own house	28	12.96%
	Rent room or apt off campus	13	6.02%
	Parent's home	48	22.22%
	Other residence	8	3.70%
	Total	216	100%
	No Answer	1	

Residence Classification

		N	%
	In-state	102	47.44%
*	Out-of-state	109	50.70%
	International (not U.S. citizen)	4	1.86%
	Total	215	100%
	No Answer	2	

Disabilities

		N	%
	Yes - Disability	9	4.19%
*	No - Disability	206	95.81%
	Total	215	100%
	No Answer	2	

Institution Was My

		N	%
*	1st choice	158	73.49%
	2nd choice	44	20.47%
	3rd choice or lower	13	6.05%
	Total	215	100%
	No Answer	2	

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·		
	N	%
Weekend	0	0%
Total	211	100%
No Answer	6	

Current Class Load

		N	%
*	Full-time	200	94.79%
	Part-time	11	5.21%
	Total	211	100%
	No Answer	6	

Class Level

		N	%
*	Freshman	71	33.49%
*	Sophomore	71	33.49%
	Junior	37	17.45%
	Senior	32	15.09%
	Special student	1	0.47%
	Graduate/Professional	0	0%
	Other class level	0	0%
	Total	212	100%
	No Answer	5	

Current GPA

		N	%
	No credits earned	1	0.48%
	1.99 or below	11	5.31%
	2.0 - 2.49	12	5.80%
	2.5 - 2.99	32	15.46%
	3.0 - 3.49	54	26.09%
*	3.5 or above	97	46.86%
	Total	207	100%
	No Answer	10	

On a scale of 1-5, how would you rate the way the transition to all online learning this spring has gone?

		N	%
	1 - not at all well	2	0.93%
	2 - somewhat well	17	7.91%
	3 - neutral	13	6.05%
	4 - fairly well	88	40.93%
*	5 - really well	95	44.19%
	Campus item - Answer 6	0	0%
	Total	215	100%
	No Answer	2	

After having the current online-only learning experience, how do you feel about online classes??

		N	%
	Online learning is not for me!	9	4.19%
*	They are OK for now, but not long-term.	102	47.44%
	I might take more classes in the future.	54	25.12%
	I might go all online in the future.	20	9.30%
	I can take them or leave them.	30	13.95%
	Campus item 2 - Answer 6	0	0%
	Total	215	100%
	No Answer	2	

Group Code

		N	%
	1100: Biblical Worldview Certificate	13	6.05%
	2100: Biblical Studies A.A.	21	9.77%
	2200: World Missions A.A.	10	4.65%
	2300: Office Administration A.A.	9	4.19%
*	3100: Elementary Education B.S./B.A.	27	12.56%
	3200: Secondary English Education B.S./B.A.	10	4.65%
	3300: Secondary World History Education B.S./B.A.	6	2.79%