

A survey of students from Faith Baptist Bible College
on how they perceive their experience at the school.
Given in the context of Assessment Day 2021

FBBC Student Satisfaction Survey

given: March 30, 2021

Faith Baptist Bible College, 1900 NW 4th Street, Ankeny, IA 50023

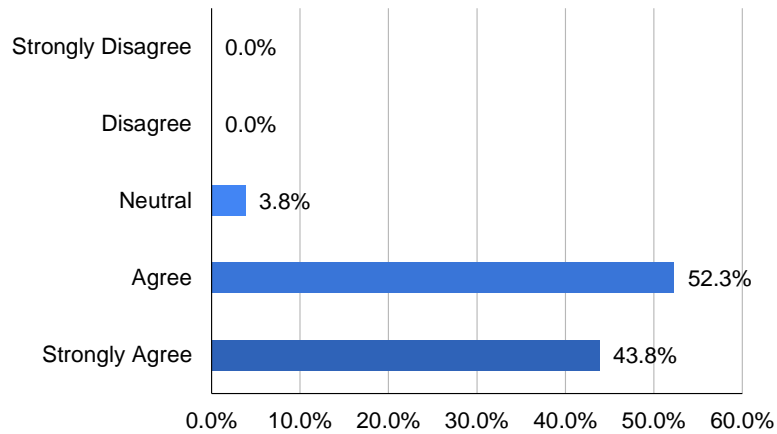
Table of Contents

Topic	page #
Admissions/Recruiting	1
Education	4
Student Life	7
Facilities	12
FBBC Staff	14
Factors for Attendance	16
- Most Important Reason	22
- Second Most Important Reason	24
- Returning Students Reason	26
Library	29
Financial Aid	32
Writing Center	41
Study Skills	44
IT and Computers	49
Demographics	56
Executive Summary	61

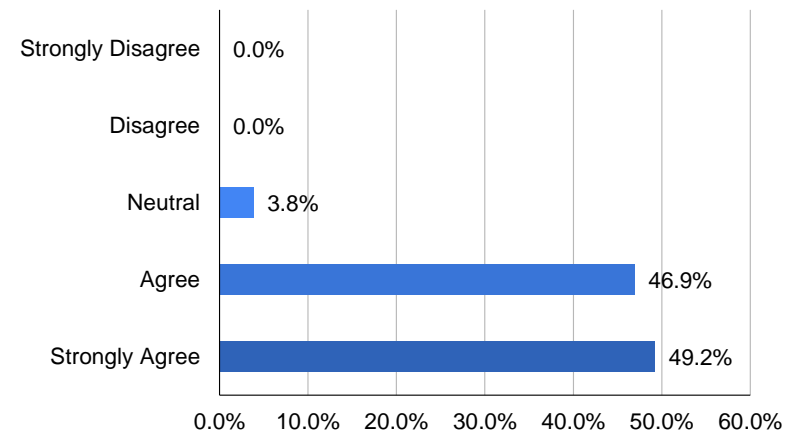
Admissions / Recruitment

	1) My overall experience in working through the admissions process was positive	2) My questions were answered in a timely manner by the Admissions Staff	3) I found the Admissions Staff to be friendly and knowledgeable	4) I found the web site to have helpful information about Faith and the admissions process	5) The financial aid page on Faith's web site was/is helpful in answering my financial questions	6) The interactions with Faith's Admissions Office compared favorably with those of other institutions	7) My visit to Faith was very helpful in my overall decision to attend Faith	8) I would recommend Faith to a friend
Strongly Disagree	0	0	0	0	1	0	4	1
Disagree	0	0	0	1	2	0	1	0
Neutral	5	5	2	20	23	17	18	4
Agree	68	61	42	60	66	52	38	27
Strongly Agree	57	64	86	49	38	61	69	98

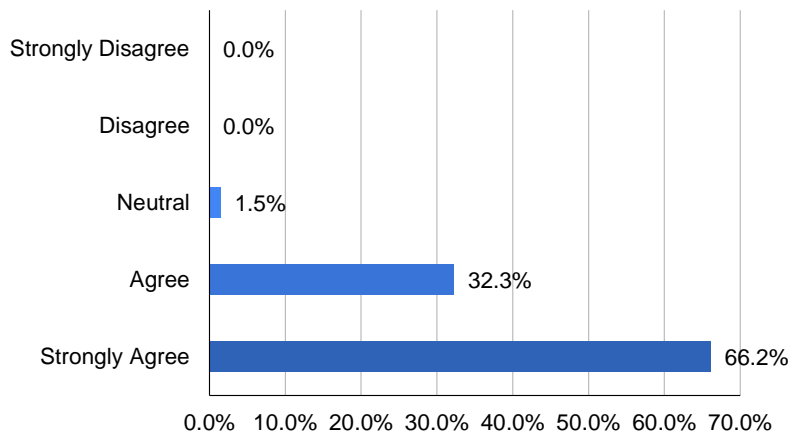
1) My overall experience in working through the admissions process was positive



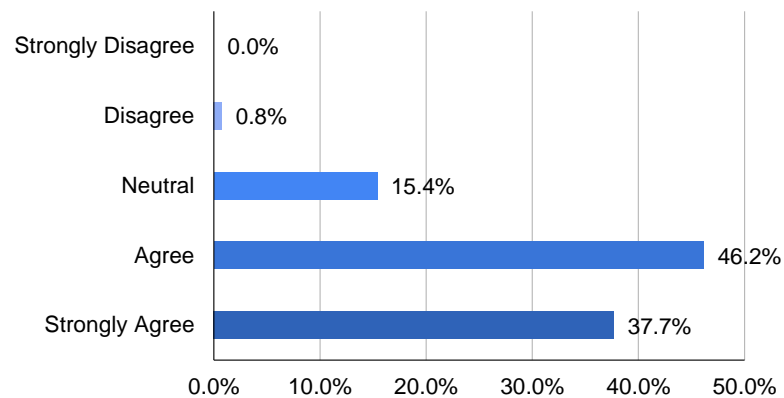
2) My questions were answered in a timely manner by the Admissions Staff



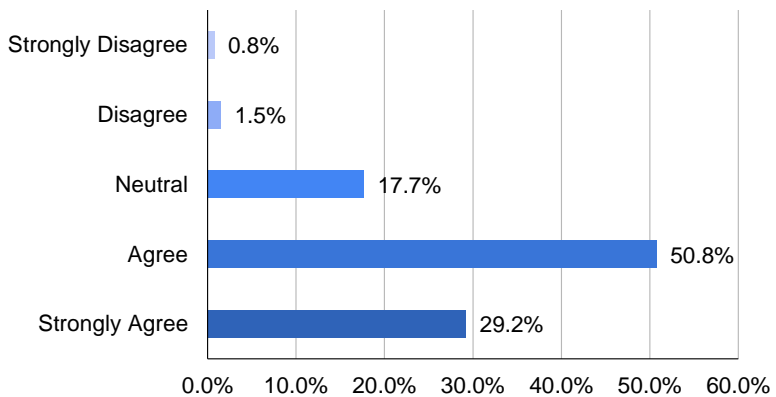
3) I found the Admissions Staff to be friendly and knowledgeable



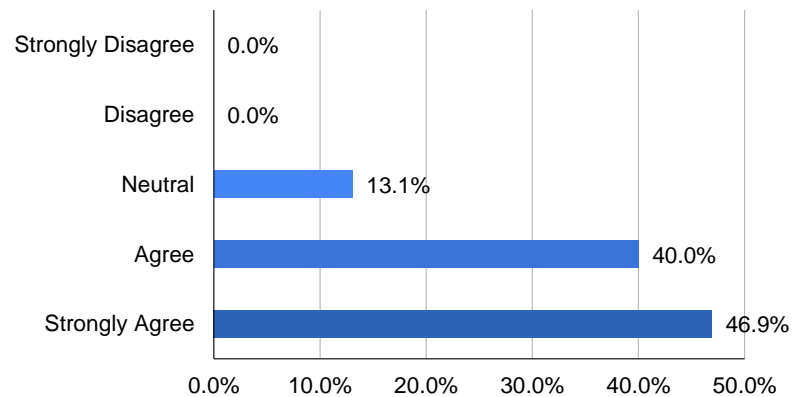
4) I found the web site to have helpful information about Faith and the admissions process



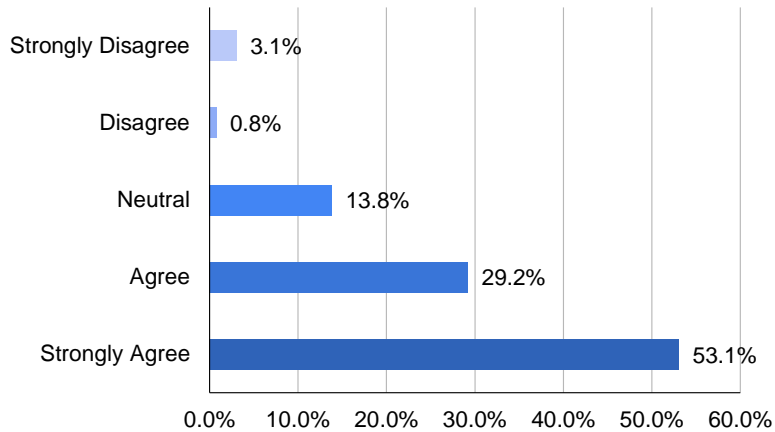
5) The financial aid page on Faith's web site was/is helpful in answering my financial questions



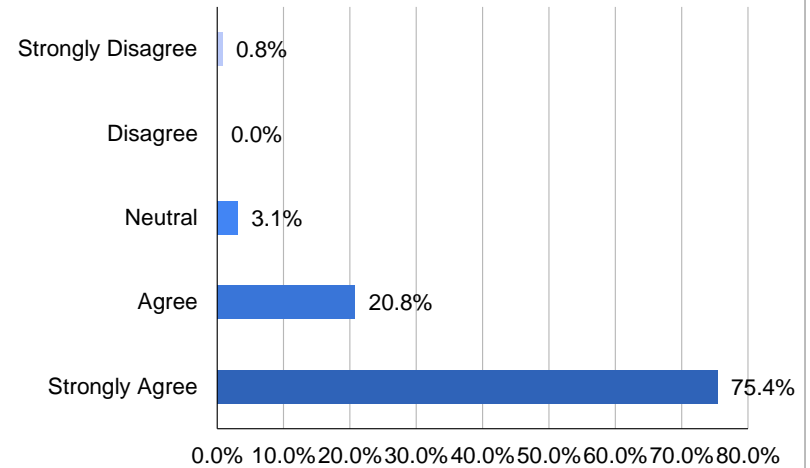
6) The interactions with Faith's Admissions Office compared favorably with those of other institutions



7) My visit to Faith was very helpful in my overall decision to attend Faith



8) I would recommend Faith to a friend



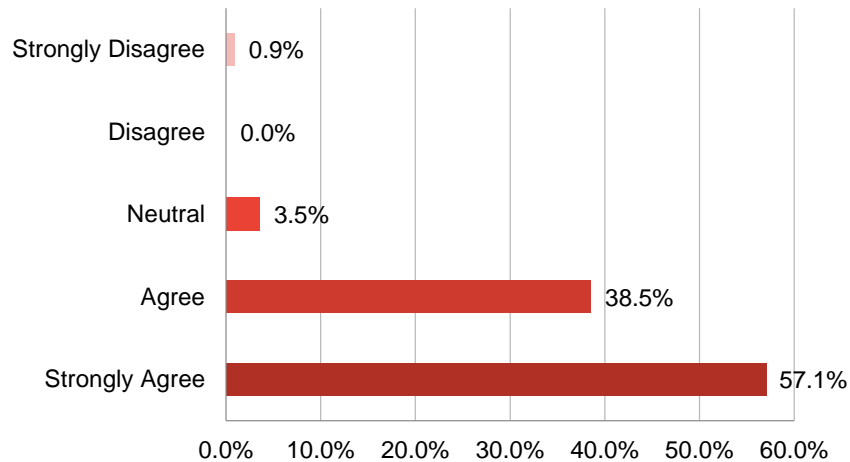
Please comment here about any of the statements above that you would like to expand upon.

- I was a bit confused with finding stuff on the website. That is probably user error
- I never visited Faith before attending, so my visit to Faith did not impact my decision at all.
- I didn't really have any experience with the admissions of any other college besides Faith.
- I put my visit was neutral because I did not get to visit the campus.
- All good.
- Noah Kephart is awesome.
- As for the Financial Aid and admissions side of the website, I had previous knowledge about Faith and therefore did not have trouble navigating through applying, etc.
- I made two visits here, one just because, and one for scholarship weekend and the first one especially impressed my parents with how friendly everyone was.
- Upon visiting Faith, I was very impressed with the welcoming and friendly atmosphere! You could tell that everyone genuinely cared about you.
- I never really interacted with any other Admissions department other than the one at Faith, so I cannot really say whether it's better or more effective than others.
- I would recommend a friend look into Faith, but I would not recommend Faith to everyone as Faith has a very limited number of degrees offered.
- When I visited Faith, the atmosphere, the people, the family that I saw, I prayed and knew that God was calling me here to Faith and I am very thankful He did. I love my Faith Family.
- I haven't really explored the financial page, so I did not have much to say.
- I never visited Faith before becoming a student.

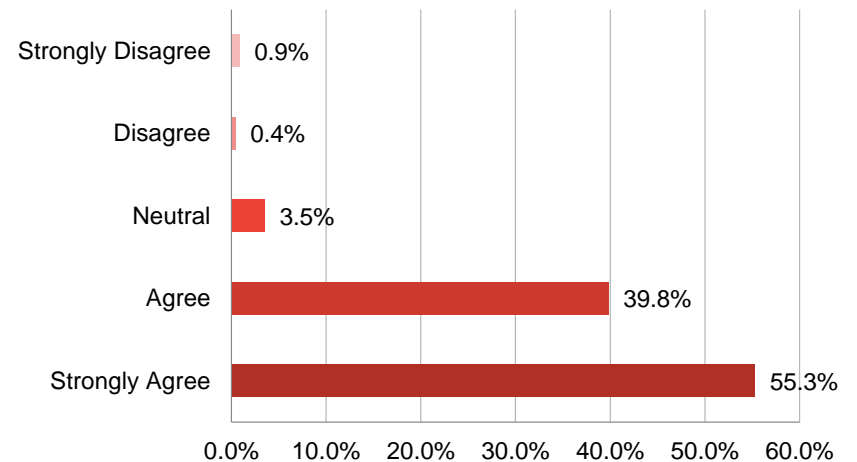
Education

	1) The content of the courses within my major is valuable	2) I believe my education at Faith has prepared me well for my future life and ministry	3) The quality of instruction I receive in most of my classes is excellent	4) There is a commitment to academic excellence on this campus	5) My academic advisor is knowledgeable and helpful about the requirements in my major	6) I believe that the cost of my education at Faith is a worthwhile investment	7) I am in agreement with the overall philosophy and direction of FBBC
Strongly Disagree	2	2	2	2	2	2	2
Disagree	0	1	0	1	0	5	1
Neutral	8	8	7	7	8	22	12
Agree	87	90	85	92	69	100	83
Strongly Agree	129	125	132	124	147	97	128

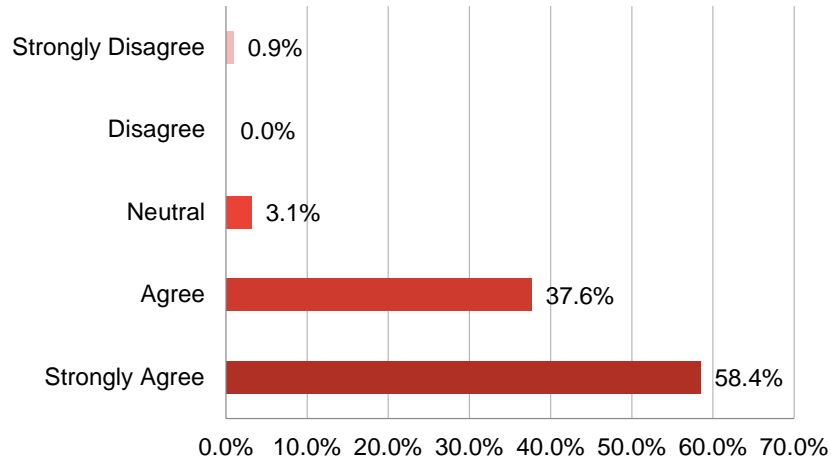
1) The content of the courses within my major is valuable.



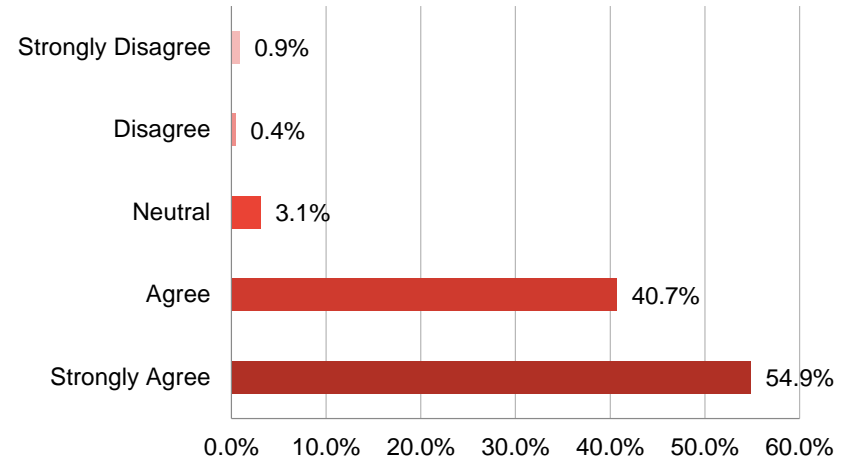
2) I believe my education at Faith has prepared me well for my future life and ministry.



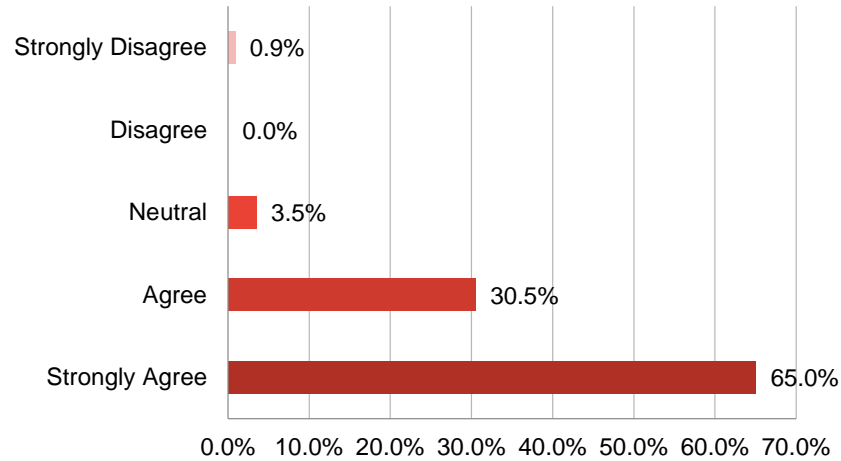
3) The quality of instruction I receive in most of my classes is excellent.



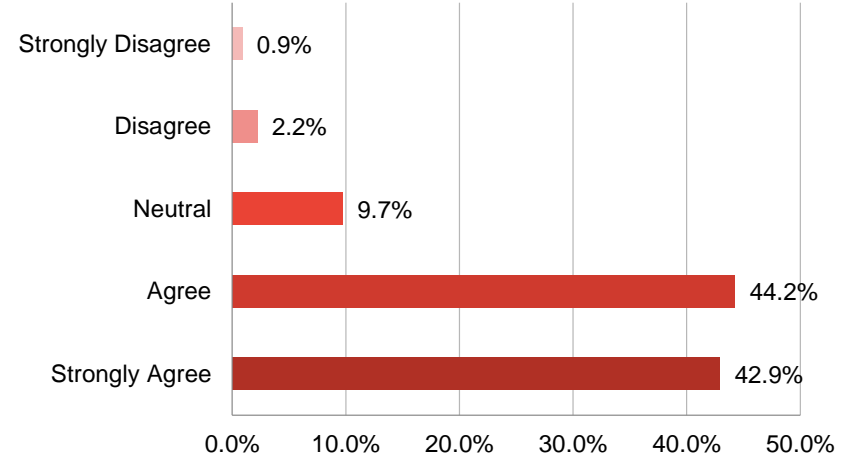
4) There is a commitment to academic excellence on this campus.



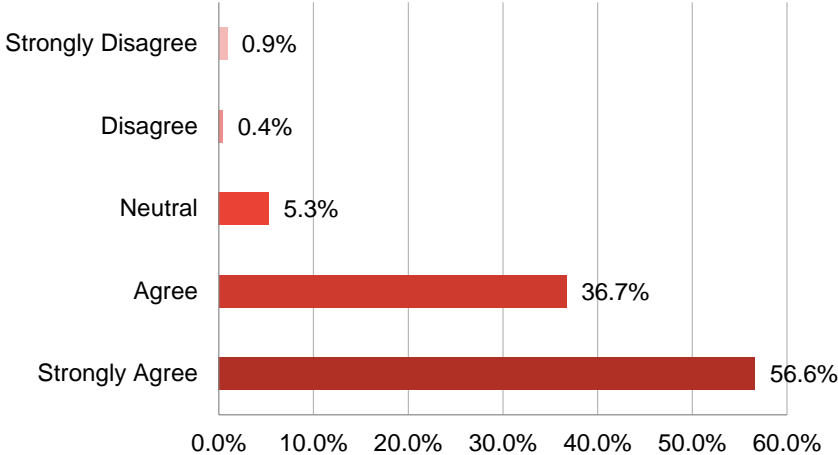
5) My academic advisor is knowledgeable and helpful about the requirements in my major.



6) I believe that the cost of my education at Faith is a worthwhile investment.



7) I am in agreement with the overall philosophy and direction of FBBC.

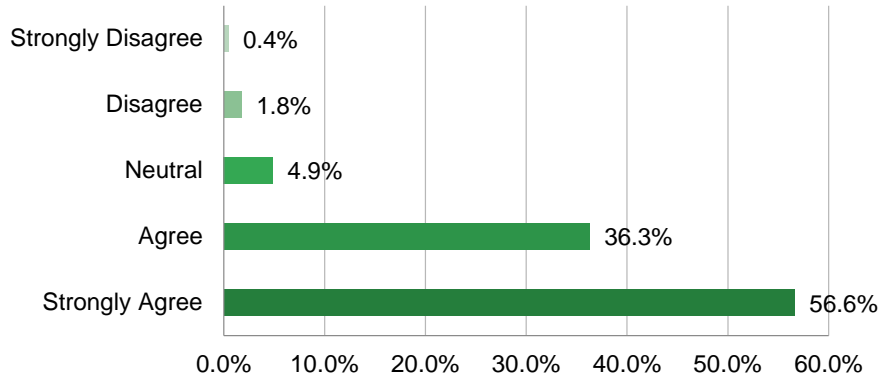


Student Life

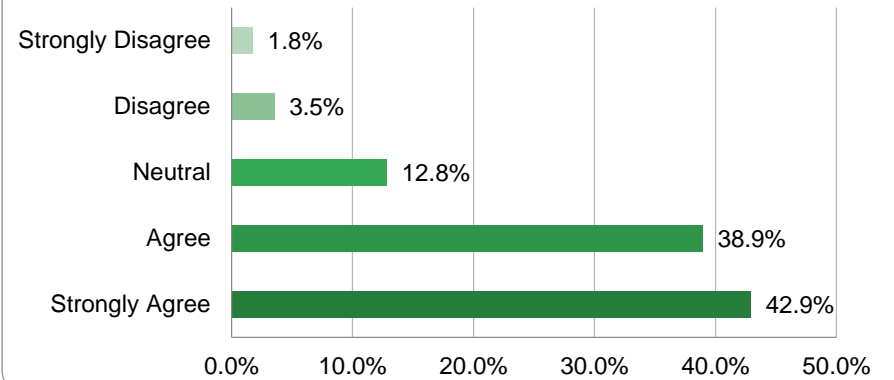
	1) The atmosphere on campus is conducive for spiritual growth.	2) Chapel is spiritually refreshing and encouraging.	3) My Resident Advisor has been a help to me.	4) I am able to experience intellectual growth here.	5) I have grown spiritually as a result of my Deepen Group.	6) I have seen evidence of God working on this campus.	7) There is a sufficient number of activities available for students.
Strongly Disagree	1	4	5	1	3	1	3
Disagree	4	8	2	1	9	1	11
Neutral	11	29	46	6	38	4	33
Agree	82	88	63	91	90	82	95
Strongly Agree	128	97	110	127	86	138	84

	8) The provided activities are varied and fun.	9) Channels for expressing valid student complaints are readily available.	10) It is an enjoyable experience to be a student on this campus.	11) FBBC shows concern for students as individuals.	12) I have grown in my relationship with God while here at Faith.	13) Student Leadership (SA and class officers) is a beneficial part of campus life.	14) The Student Handbook clearly communicates campus information and expectations.
Strongly Disagree	2	7	3	2	1	5	6
Disagree	4	8	0	2	0	7	7
Neutral	45	61	11	11	6	57	37
Agree	105	86	86	64	53	99	108
Strongly Agree	70	64	126	147	166	58	68

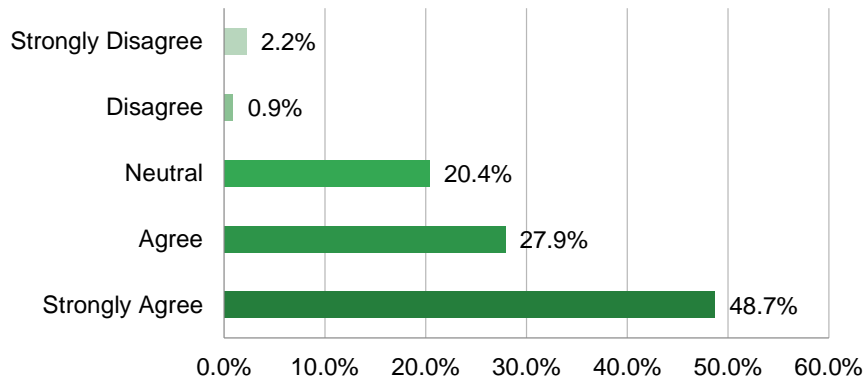
1) The atmosphere on campus is conducive for spiritual growth.



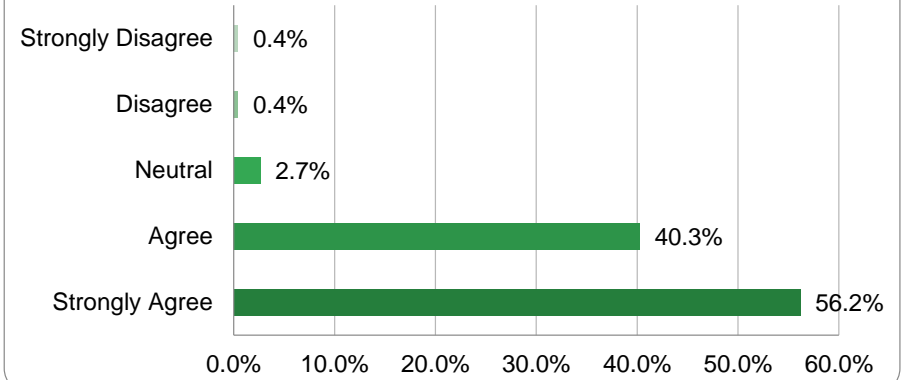
2) Chapel is spiritually refreshing and encouraging.



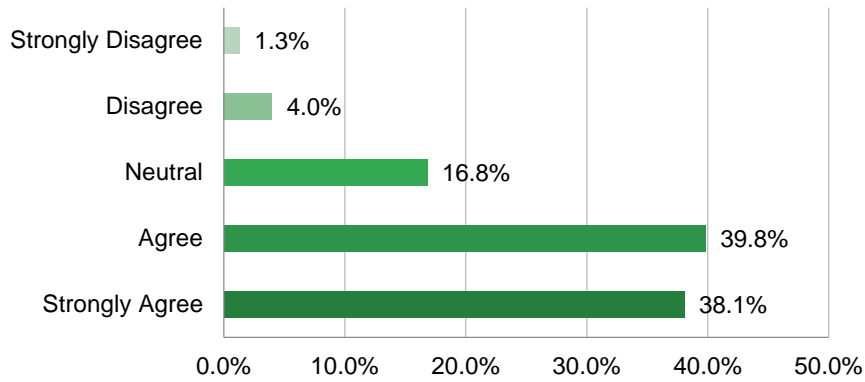
3) My Resident Advisor has been a help to me.



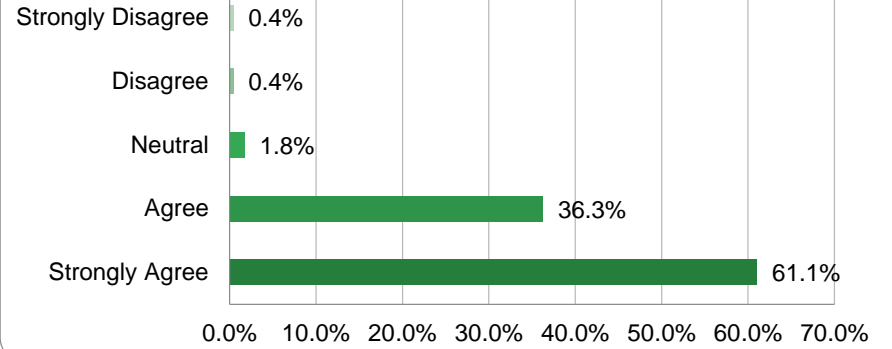
4) I am able to experience intellectual growth here.



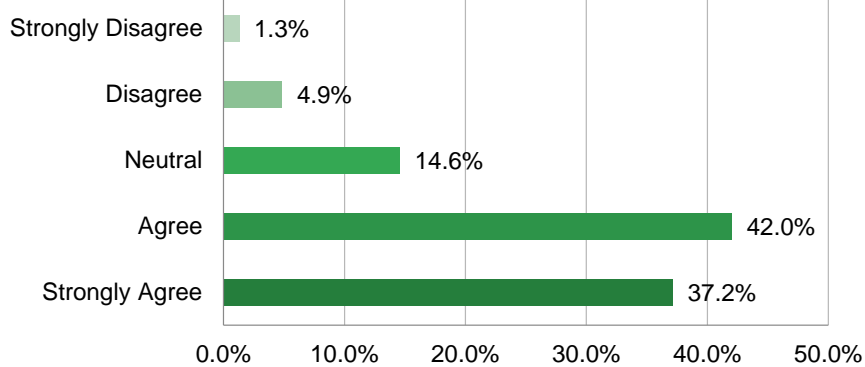
5) I have grown spiritually as a result of my Deepen Group.



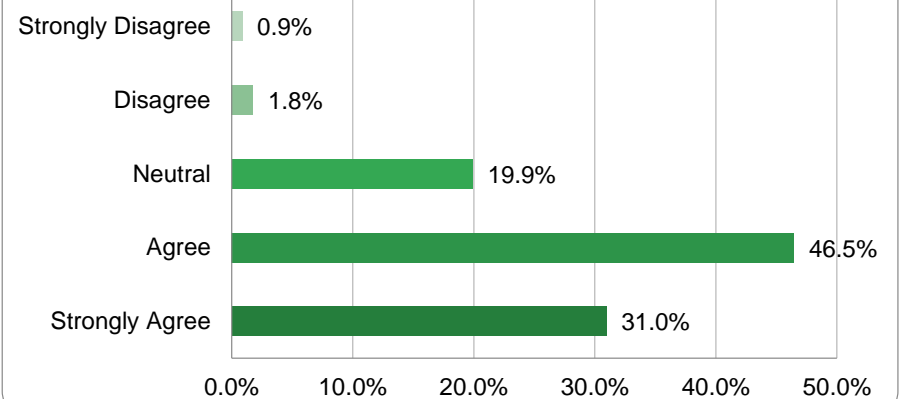
6) I have seen evidence of God working on this campus.



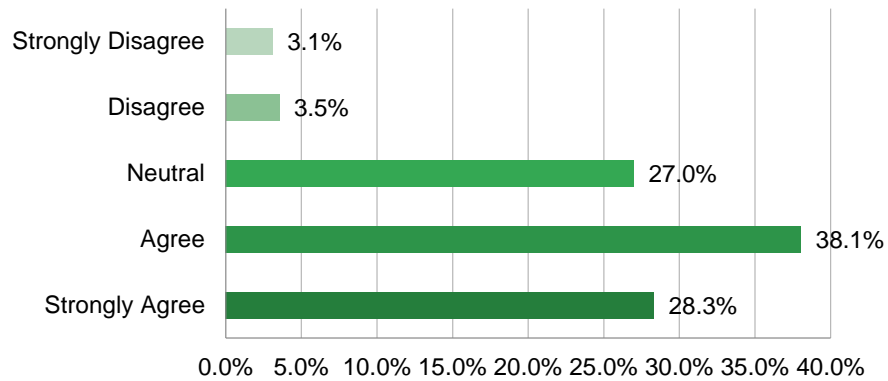
7) There is a sufficient number of activities available for students.



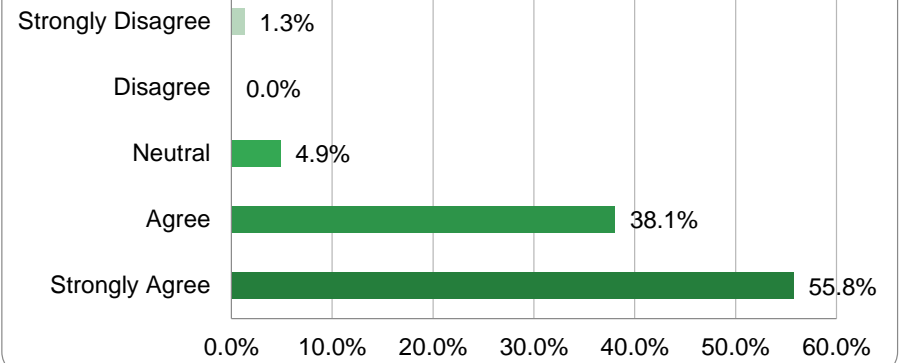
8) The provided activities are varied and fun.



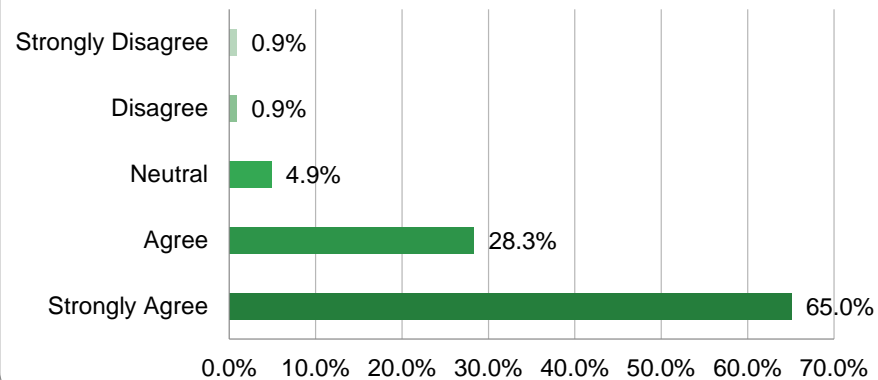
9) Channels for expressing valid student complaints are readily available.



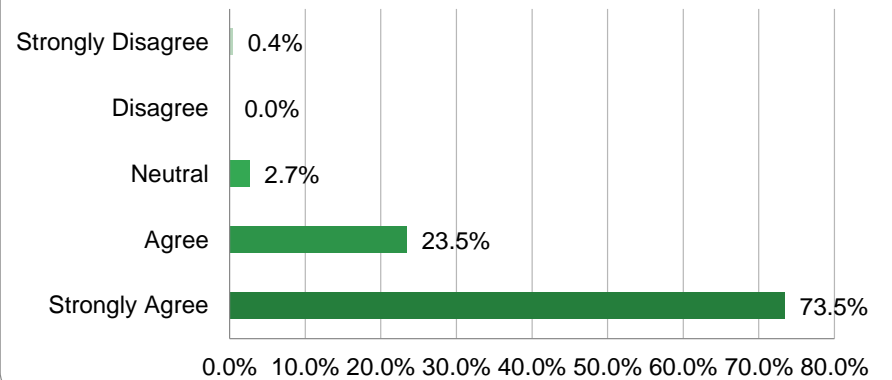
10) It is an enjoyable experience to be a student on this campus.



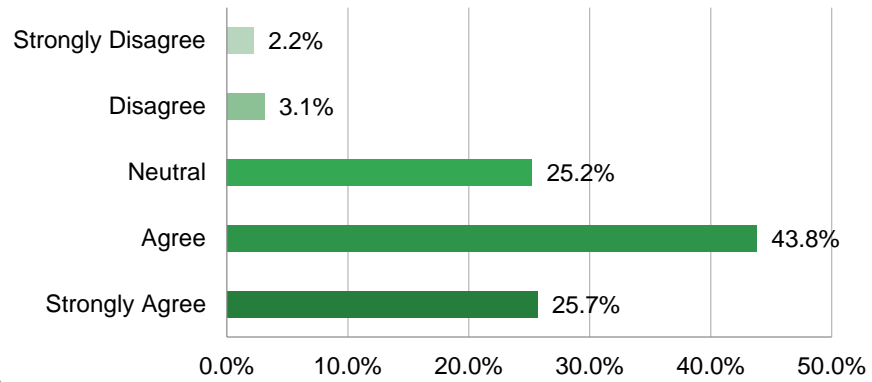
11) FBBC shows concern for students as individuals.



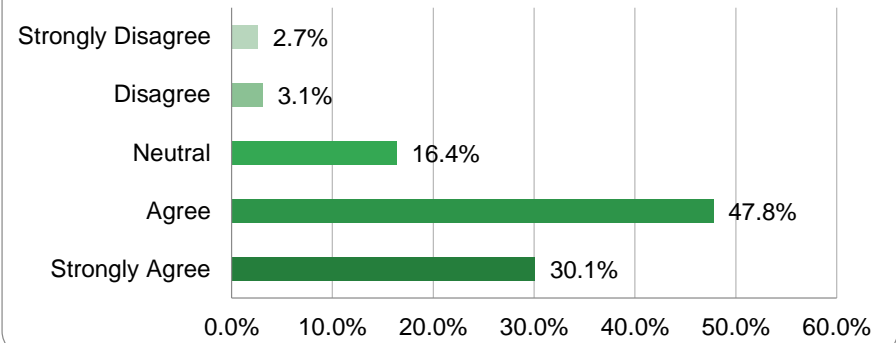
12) I have grown in my relationship with God while here at Faith.



13) Student Leadership (SA and class officers) is a beneficial part of campus life.

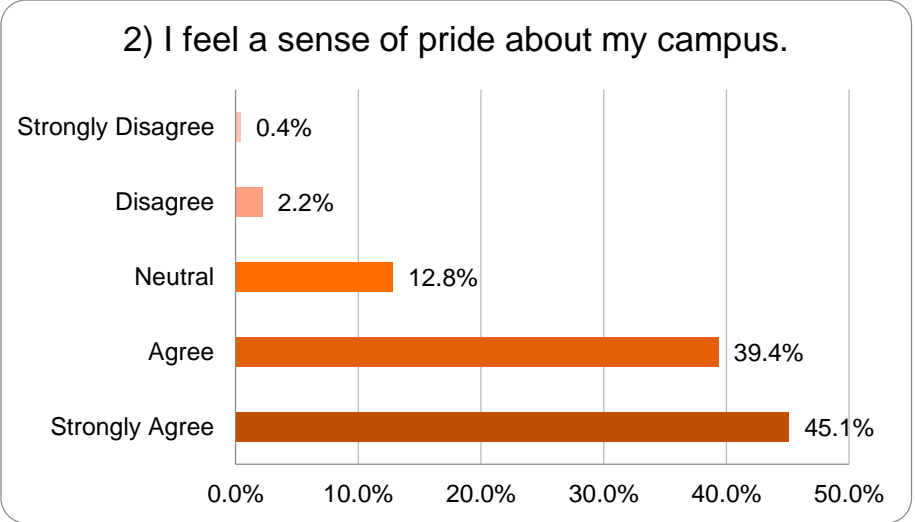
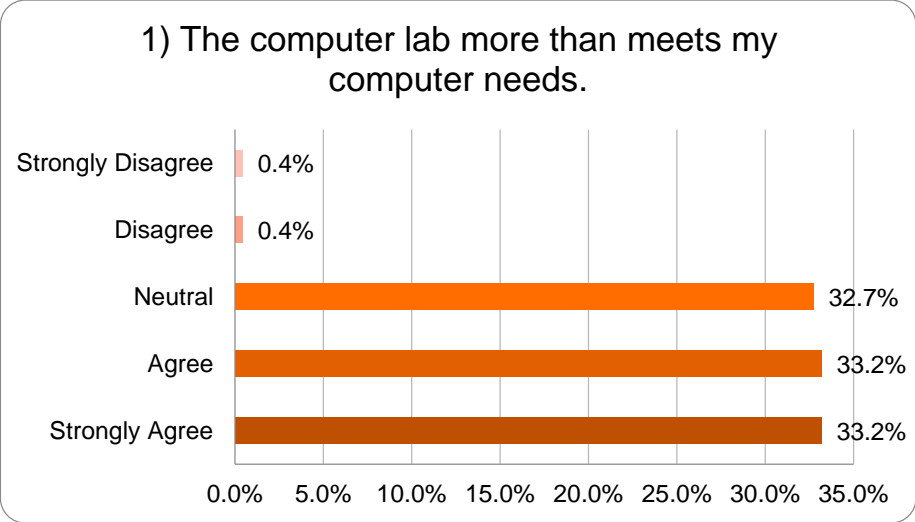


14) The Student Handbook clearly communicates campus information and expectations.

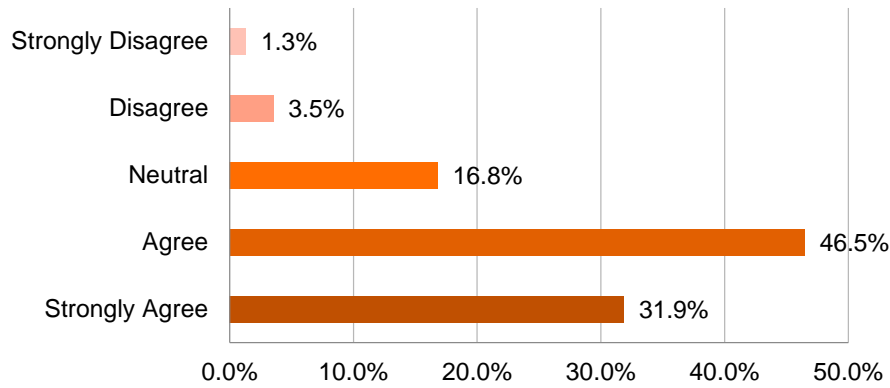


Facilities

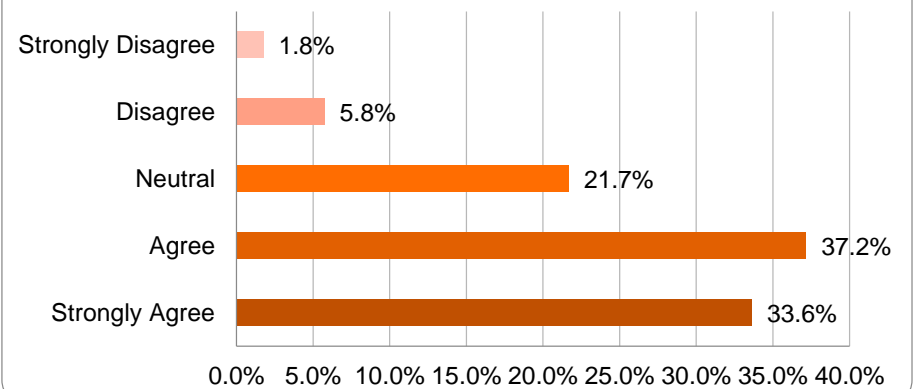
	1) The computer lab more than meets my computer needs.	2) I feel a sense of pride about my campus.	3) When I use the library, I almost always find materials relevant to my research.	4) The library is an important component for accomplishing success in my academic work.	5) The campus is safe and secure for all students.
Strongly Disagree	1	1	3	4	6
Disagree	1	5	8	13	7
Neutral	74	29	38	49	26
Agree	75	89	105	84	94
Strongly Agree	75	102	72	76	93



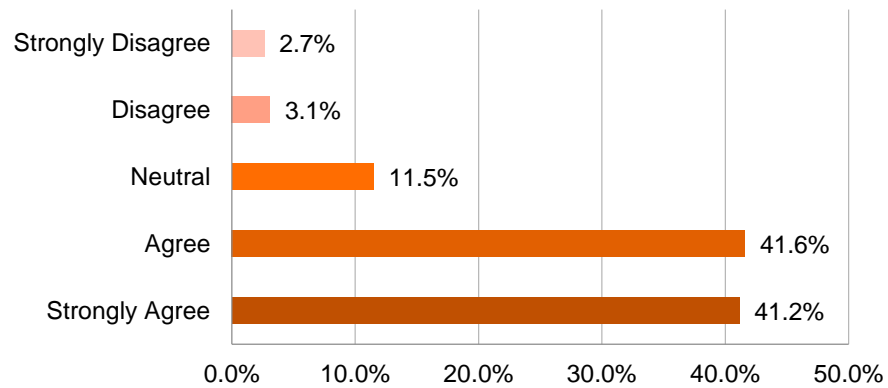
3) When I use the library, I almost always find materials relevant to my research.



4) The library is an important component for accomplishing success in my academic work.



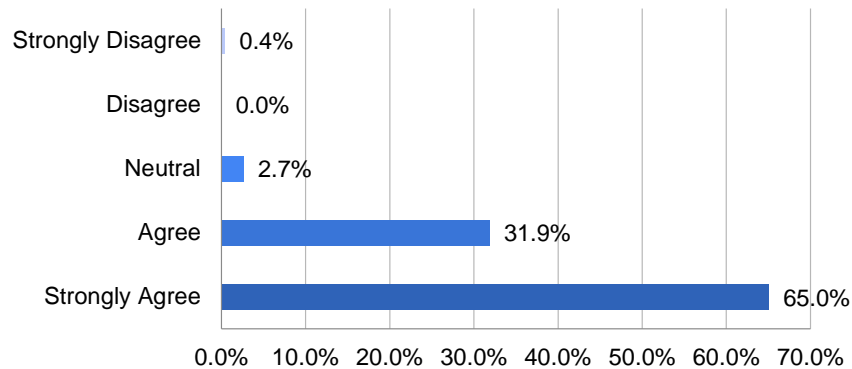
5) The campus is safe and secure for all students.



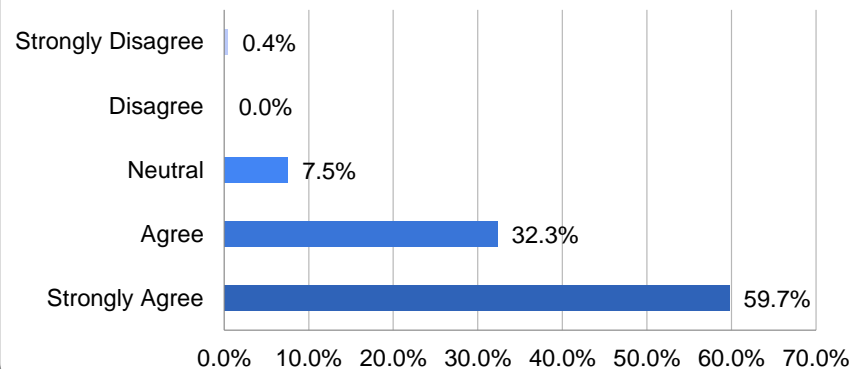
FBBC Staff

	1) The Registrar's Office staff is very knowledgeable and helpful	2) I find the registration process (for the next semester's classes) easy to navigate.	3) The Student Life Department staff members are approachable, accessible and helpful.	4) The staff members in the Financial Aid Office are knowledgeable and helpful.	5) My Room Leader has been a help to me.	6) Overall, the staff around campus are caring and helpful.
Strongly Disagree	1	1	2	1	2	1
Disagree	0	0	1	0	4	0
Neutral	6	17	7	3	55	5
Agree	72	73	82	74	53	51
Strongly Agree	147	135	134	148	112	169

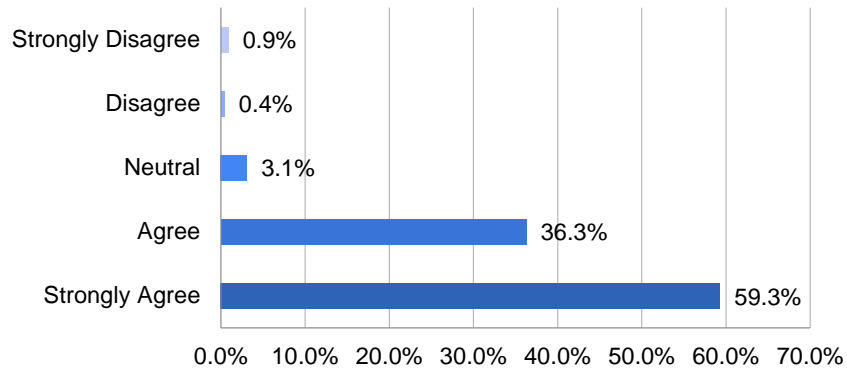
1) The Registrar's Office staff is very knowledgeable and helpful.



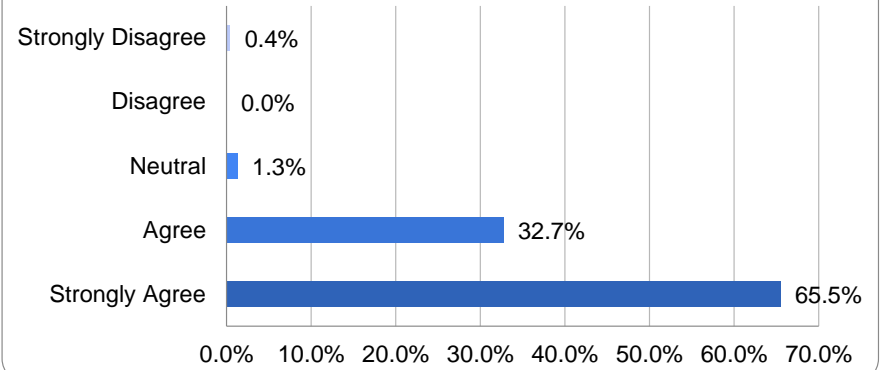
2) I find the registration process (for the next semester's classes) easy to navigate.



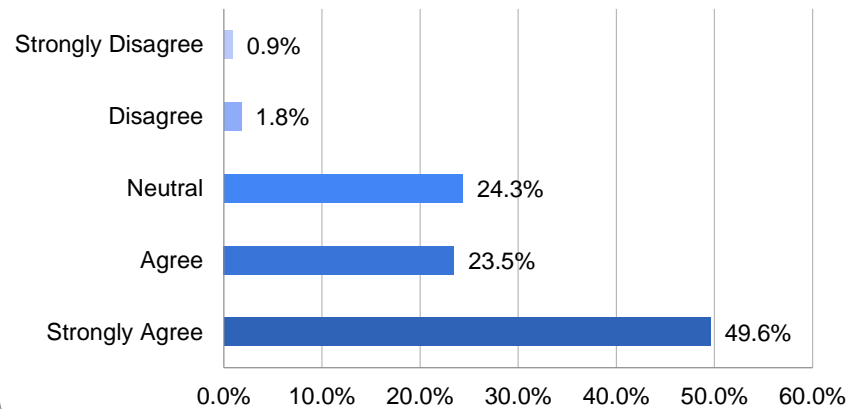
3) The Student Life Department staff members are approachable, accessible and helpful.



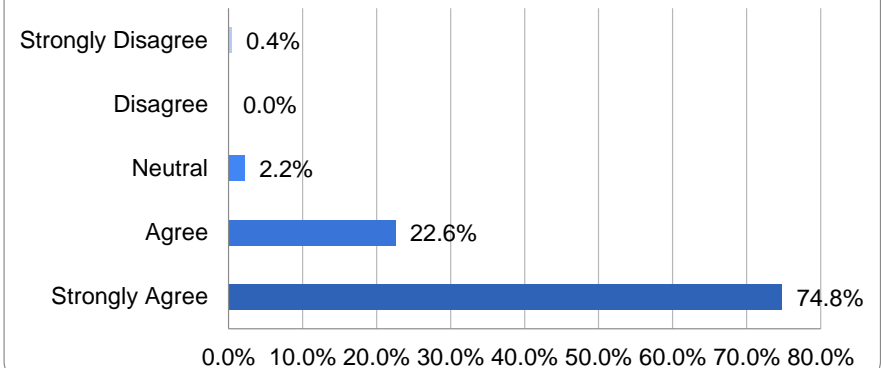
4) The staff members in the Financial Aid Office are knowledgeable and helpful.



5) My Room Leader has been a help to me.



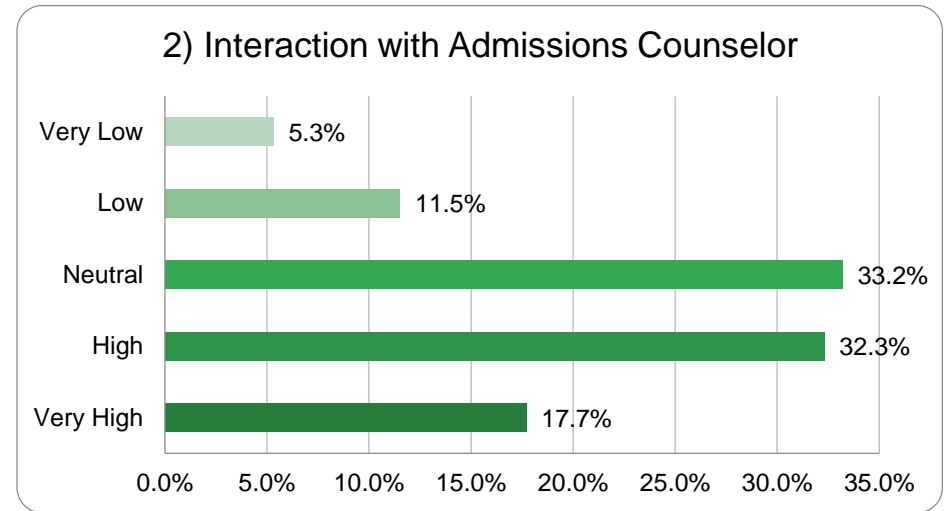
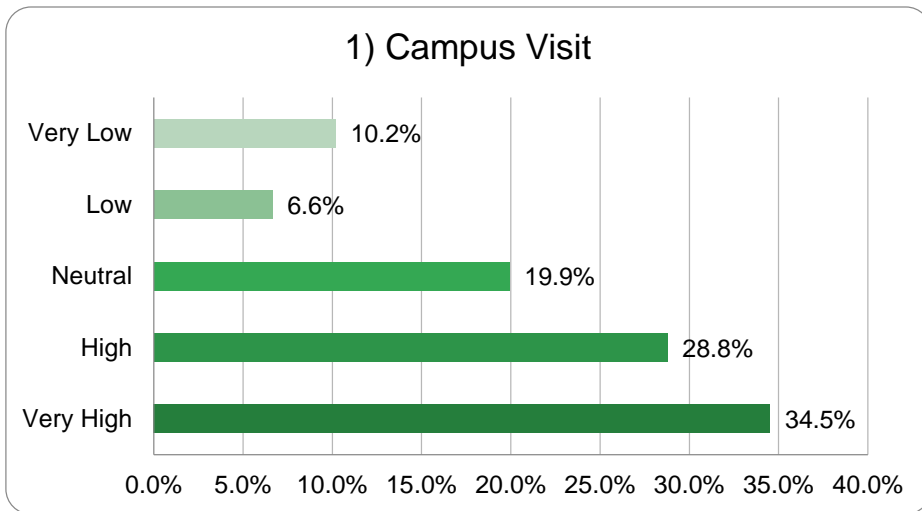
6) Overall, the staff around campus are caring and helpful.



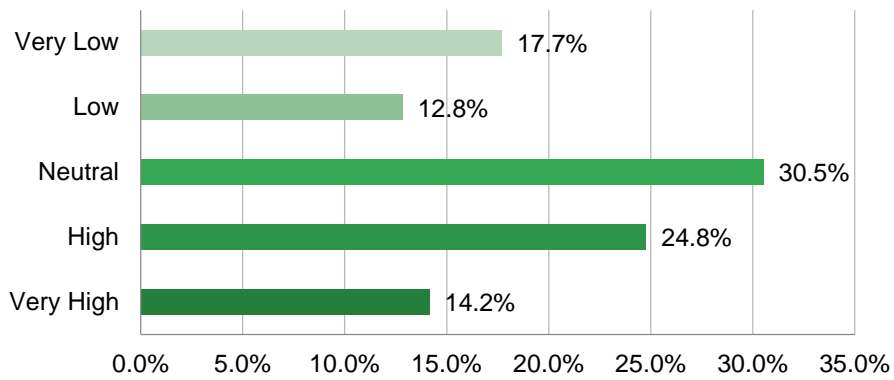
What factors were important in your decision to attend Faith?

	1) Campus Visit	2) Interaction with Admissions Counselor	3) Interaction with Traveling Representative at my church or school or camp	4) Athletic opportunities	5) Music opportunities	6) Academic program
Very Low	23	12	40	69	63	6
Low	15	26	29	29	28	8
Neutral	45	75	69	57	71	36
High	65	73	56	42	42	104
Very High	78	40	32	29	22	72

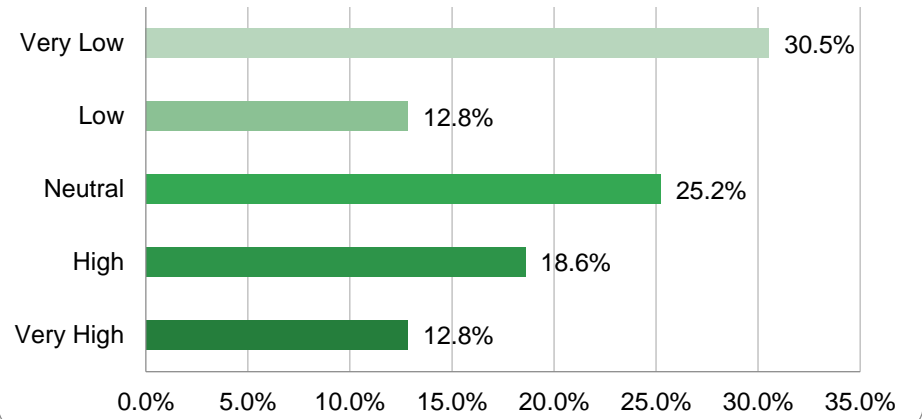
	7) Faith's theological position (Baptistic and Dispensational)	8) Faculty	9) Parent or pastoral referral	10) Scholarships	11) Other**
Very Low	5	7	14	8	30
Low	7	8	12	6	5
Neutral	26	43	49	38	123
High	90	90	70	89	21
Very High	98	78	81	85	47



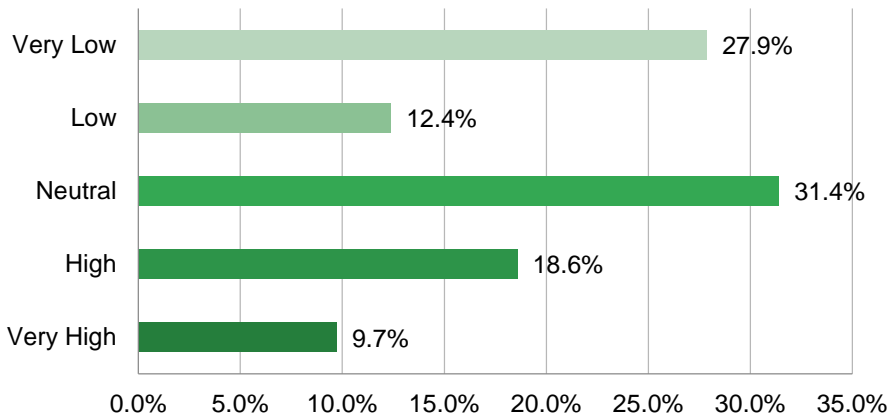
3) Interaction with Traveling Representative at my church or school or camp



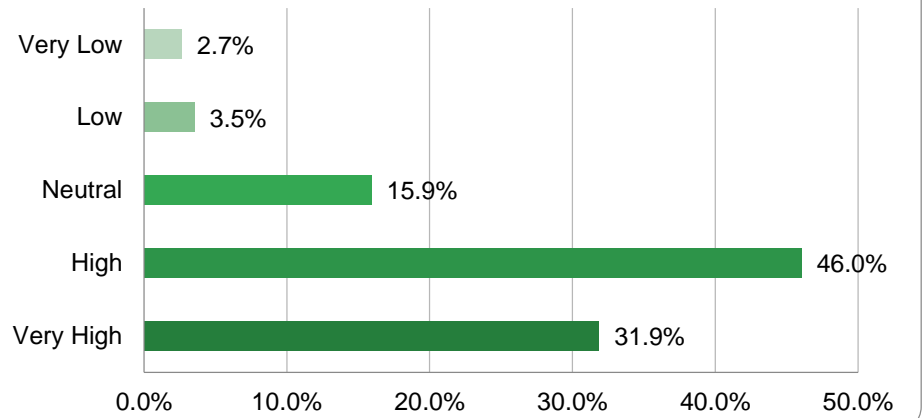
4) Athletic opportunities



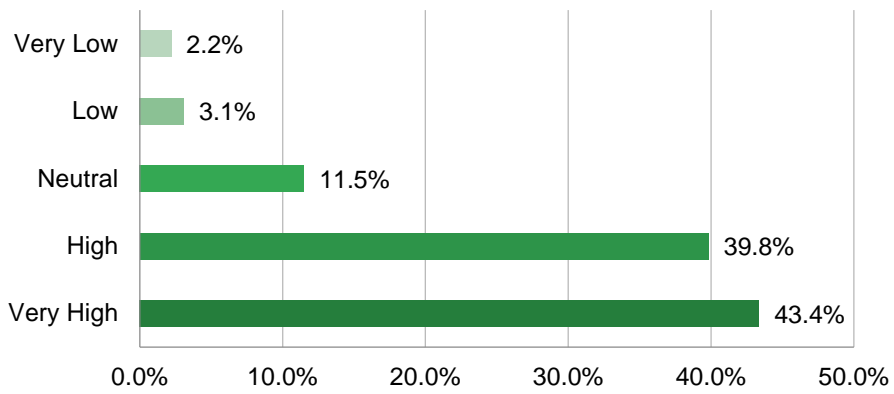
5) Music opportunities



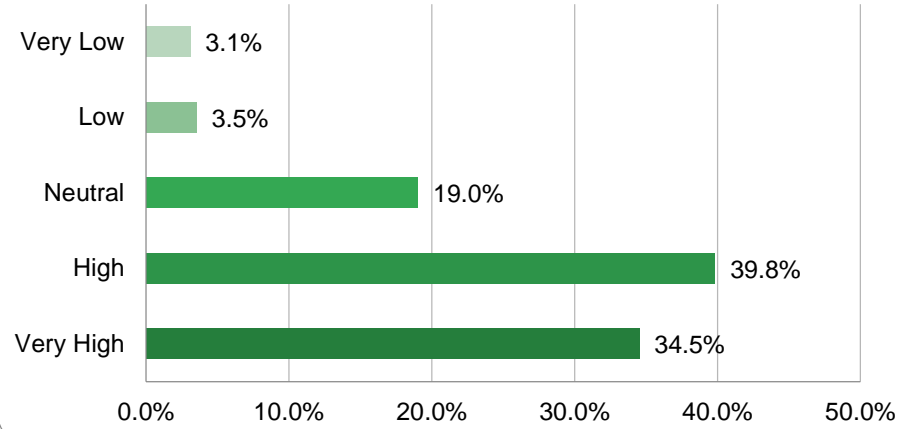
6) Academic program



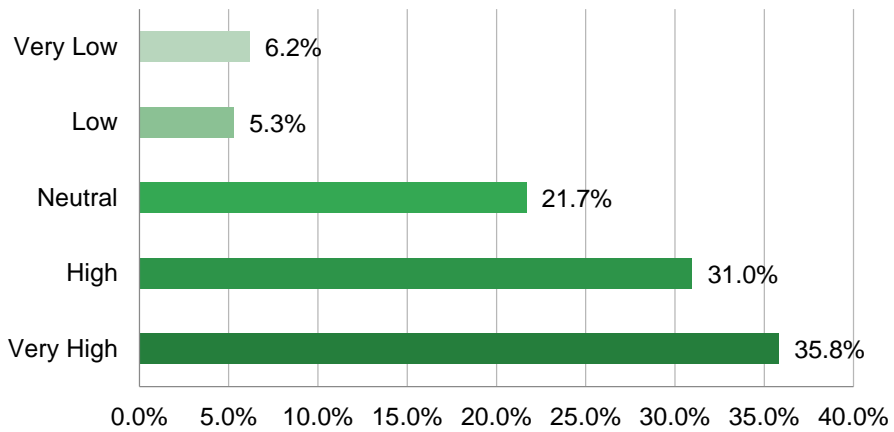
7) Faith's theological position (Baptistic and Dispensational)



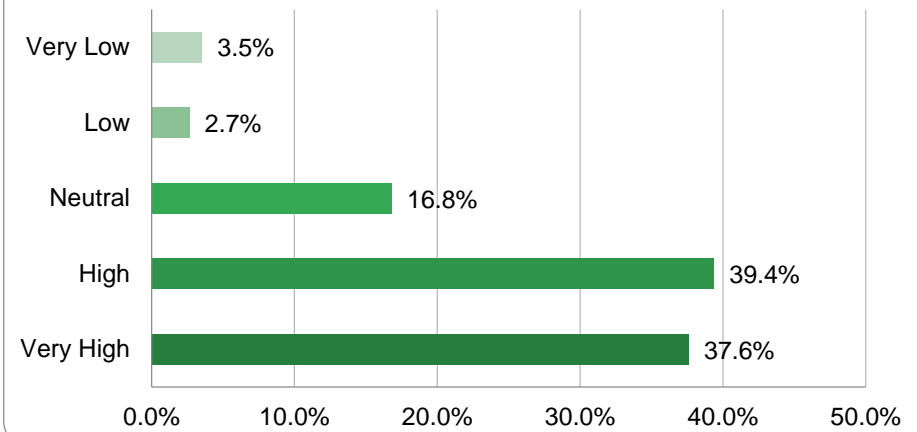
8) Faculty

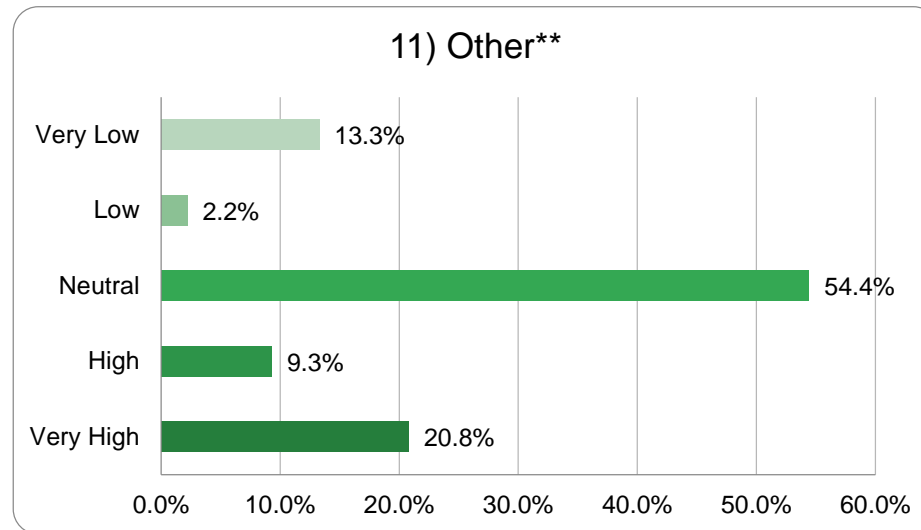


9) Parent or pastoral referral



10) Scholarships





****Other Reason not listed above**

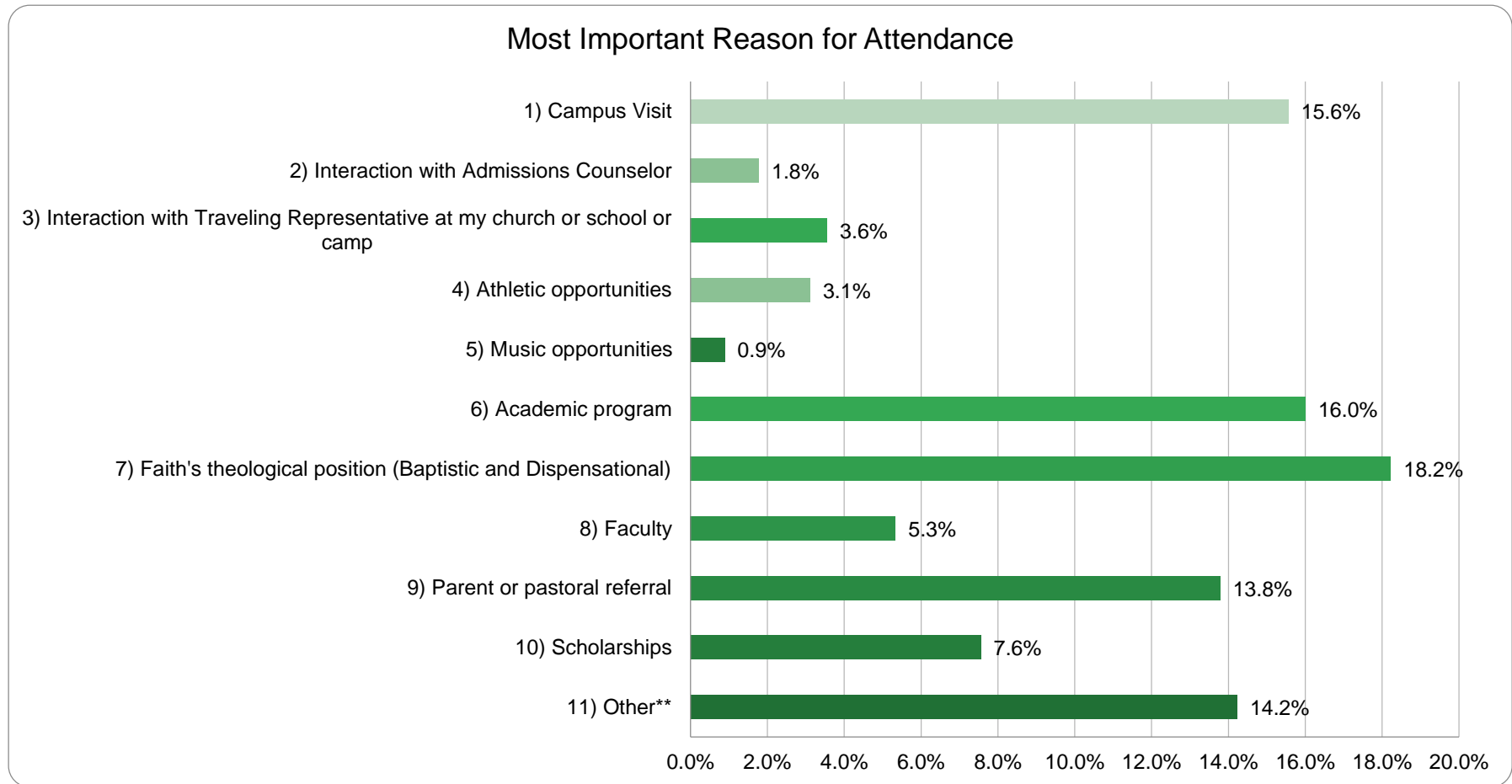
- One reason for me was so I could more easily get accustomed to the American culture.
- location
- Contenders at camp
- Interacting with students on campus.
- Other family attending
- I can't think of other reasons that I came here.
- The testimony of my brother and other friends.
- music, volleyball, and the smaller size interested me
- All my family and friends have gone or go here.
- friendly atmosphere
- Academic Program
- Dorm Life
- opportunity to attend local churches
- My friends were going here too
- When I visited campus, there was a family atmosphere that I was looking for in a school.

- Cost
- students from my campus visit keeping in contact with me
- Family, and proximity to home
- The students Here definitely swayed my decision.
- Family has also attended FBBC
- The atmosphere in the student body and on campus in general.
- Family Encouragement
- they had the program that I was going into
- Close to home
- A visit of the Chorale to my home church at the time was the single largest factor in my being here today! God deeply used it to get me out of one college and into Faith.
- Fine arts, tournaments, and other high school activities.
- Parent is a staff member
- Closeness
- Recommendation from trusted family and friends
- interaction with present students
- It was the smiles from the Students/ the atmosphere
- Missions
- Mom
- Family in the area
- Location
- Spiritual growth/ growing christian atmosphere/connection to professors
- One year Bible program
- Hearing the experiences others whom I know who attended Faith.
- I didn't really have any intention of coming here, but during my senior year a lot of doors were being opened and by the end I honestly just felt like this is where the Lord wanted me to be.
- Friend from church who attended FBBC
- My cousin attended Faith for a year, and it made me want to research it more
- Professors commitment to teaching the students truth about Scripture
- Getting a chance to really grow in God.
- The Student Body
- Parent is full-time staff.
- God clearly led me here despite my own lack of desire to come.
- The opportunity to sit in on classes; interactions with students during scholarship weekend
- Meeting Faith students at a music conference I attended
- Faith is in the family

- I needed some stability in my life, and faith was a good place to find that
- Tuition
- Sense of community and comfort experienced during my years at Jumpstart.
- Applying at this college after being recommended by a friend.
- People and friends
- campus visit
- School atmosphere
- God's Calling
- Testimony of Faith from family members
- God. Sorry to be cliché, but on my own I was too rebellious and prideful to submit to Him. He guided me here to change me.
- just the how welcome the other student where
- Friend experiences and college students
- The small size
- Events hosted by Faith helped me to remind me about Faith and kept it on my mind... for example: Faithfest, concerts, plays, seminary Q&A

Which item on the list above was the most important reason for attending Faith?

1) Campus Visit	2) Interaction with Admissions Counselor	3) Interaction with Traveling Representative at my church or school or camp	4) Athletic opportunities	5) Music opportunities	6) Academic program	7) Faith's theological position (Baptistic and Dispensational)	8) Faculty	9) Parent or pastoral referral	10) Scholarships	11) Other**
35	4	8	7	2	36	41	12	31	17	32



**** Other Answers**

It was affordable.

The fact it is a good Christian college

Family works at faith

The reputation of the staff I knew of

They were focused on one's personal relationship with Christ. That is what attracted me to the school.

Everyone from Faith that I interacted with

The opportunity for Spiritual Growth

I felt at home there because of my prior experience at Faith.

I was familiar with it because of my sister

Close to home

The academic program offered, combined with my knowing alumni, in addition to a Chorale visit to my home church at the time. It was that Chorale visit
God

Parent is a staff member

The accreditation was most important to me

Other: Recommendation from trusted family and friends

To grow spiritually while surrounded by Godly friends

The most important reason for me attending was due to a referral by a friend and his family.

Wanted to grow in my Bible knowledge

Hearing the experiences of others whom I know who attended Faith.

My friend

The values of FBBC

Knowing that I would be able to grow my relationship with God.

The Student body

A biblically based education in biblical counseling.

The atmosphere of people who genuinely want to serve God.

Spiritual growth

God. Again, sorry for the cliché, but I mean it quite earnestly.

Feels like God is calling me here.

Those with Multiple Answers

Their theological position and missions focus.

The faculty, academic program and my parents approval

Athletics and the Degree offered

Financial and interactions with contenders and other students

sports and academics

The soundness of the doctrine and theology, and the missions-minded atmosphere

The faculty's friendliness to me, the doctrinal statement, and academic opportunities and the opportunity to grow spiritually.

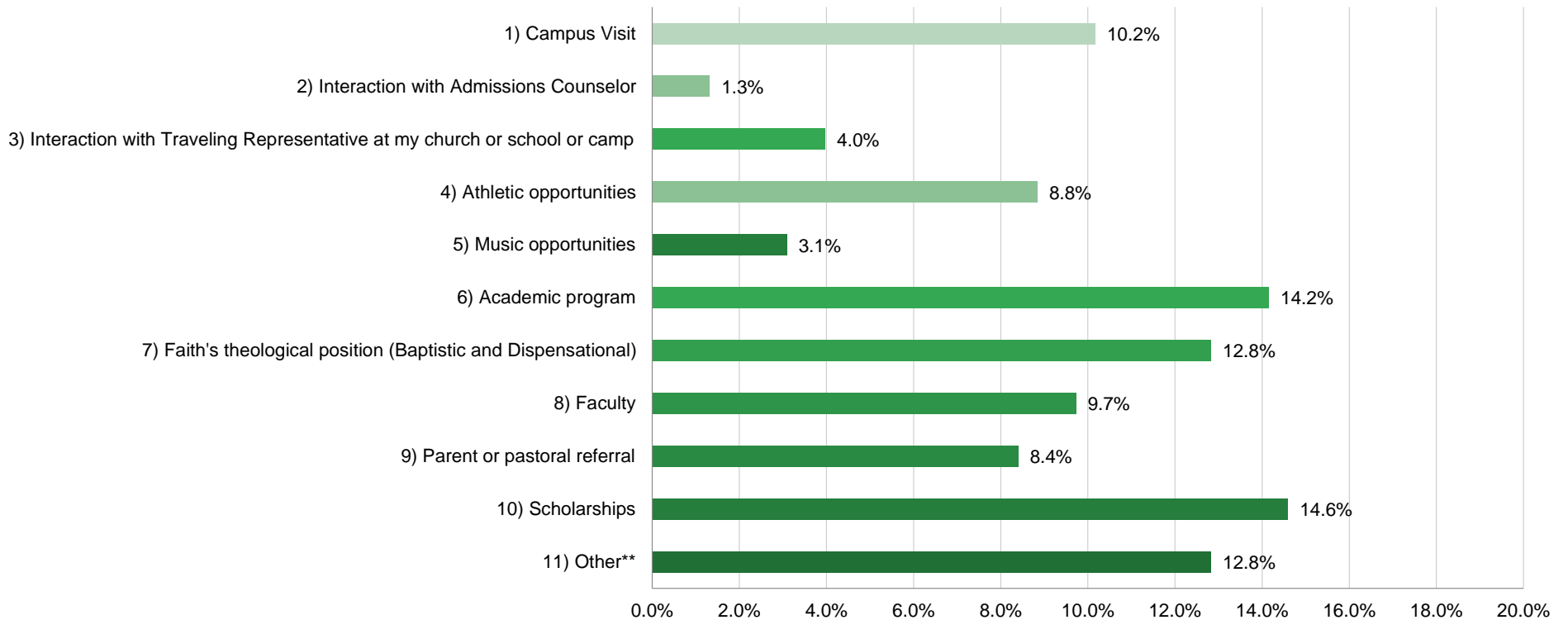
A mix of program and Faith's theological position

Academic program/Faith's theological position - I knew I needed to be at a Baptist college for four years to grow in my knowledge of God and His Word.

Which item was second in importance?

1) Campus Visit	2) Interaction with Admissions Counselor	3) Interaction with Traveling Representative at my church or school or camp	4) Athletic opportunities	5) Music opportunities	6) Academic program	7) Faith's theological position (Baptistic and Dispensational)	8) Faculty	9) Parent or pastoral referral	10) Scholarships	11) Other**
23	3	9	20	7	32	29	22	19	33	29

Second Most Important Reason for Attendance



**** Other Answers**

The relationships that can be built and the small atmosphere.
Recommended by other people
The cost
Getting used to American culture
My school bill is free
Financial
Conservative music standards
Campus atmosphere
The friendly atmosphere
That I knew about it from a friend
Student body and campus life
I didn't have a chance to visit before coming here so there wasn't much to go off of, but everything I had heard was nothing but good :)
Price
Family (other)
Referral by Alumni
family
My parents went here
Gad calling me. nothing else
Surrounding of believe
Missions
Interaction
I had a desire to gain more Bible knowledge.
Didn't have one
Location
The staff
location
Interactions with staff, faculty, and students
School atmosphere
Close to home

Those with Multiple Answers

Either athletic opportunities or parent referral.
A combination of the academic program, faculty, and the doctrinal position, namely Dr. Newman and the Counseling program
Music opportunities/theological position
It is still a biblically solid school and my Dad went here

For upperclassmen: What has been the most important factor in your choosing to continue your education at Faith?

Dorm atmosphere

The Christian atmosphere and affordability.

It feels like a family here. I have spiritually grown here and I want to continue in the classes that I love.

the environment

I was discipled and loved here.

Mark Davis

My program has a good progression of classes that build on one another

The Faculty & especially Student Life

I really enjoy the faculty, want to finish my education program, and love the friendships that I have made.

The staff, and the spiritual growth on campus.

Faculty

The relational aspect among the staff/faculty and the students. And the aspect of discipleship on campus

the faculty

The atmosphere of spiritual growth and encouragement

The environment of spiritual growth

the professors

Faculty and staff

the Academic Programs

The staff/faculty/student body and overall heart of the campus.

Everyone is friendly and personal.

The genuine care everyone has on campus.

That it is a Christian college.

The people I have met who have genuinely invested in me

Spiritual growth. The faculty loving and caring for me. Location.

My biggest decision for staying at faith these three years, soon to be four, is the personal connections with professors that I have and the amazing biblical education that I am receiving here.

I think that God has just continued to open doors and provide for me to stay here

Theological Position

The staff and faculty care about us as individuals and fellow believers

The positive atmosphere that Faith has that supports both spiritual and relational growth

My spouse also goes here :)

scholarships, athletics, the faculty and staff

Faith is committed to keep its sound doctrine and having faculty that wants to know their students personally.

I love it here, and feel like this is the place God wants me to be.

Christian environment

The solid education I have been receiving

seeing continued spiritual growth in my life and how that growth affects everything else

The seminary opportunities

The professors and classes! I appreciate how personal the faculty and professors are with me as a person. They have sacrificed time and energy to get to know me and help me grow in my relationship with God.

more scholarships

The people

Academic Excellence paired with a clear ministry intent

I appreciate the godly atmosphere. It is easy to grow spiritually here.

The professors, content, and friendships are what keep me at Faith!

The faculty and staff truly are helpful and care about us.

My parents, the Lord, and my future.

The student atmosphere and the clear bible teaching

God working in my life

My classes, friends, and I had so much spiritual growth in one year.

Relationships made

The care of the instructors and other students to help me grow spiritually.

Faculty cares about me personally

the education and the people

The material that I learn in class and Faith's theological position

Personally, I have chosen to remain at Faith to continue my education because of the godly, discipleship atmosphere that is here on campus. It is such a blessing to have teachers and Student Life invest in me and genuinely care about my schoolwork and personal life.

The Lord has used Faith to grow me in more ways I thought possible, I did not wish to leave.

N/A

People here

My program and the focus on spiritual growth

The friends I've made and connected with.

Parental Influence

The staff and other students

The amount of classes I still desire to take in order to gain skills in studying and teaching the Word.

I realize the importance of learning here at Faith and how much I have grown in my time here.

The other students

My growth spiritually and academically, as well as the many good friends that I have made here.

none

The growth spiritually and intellectually that I've experienced here

I am so close to being done with my program that I feel it would be unwise for me to transfer.

same reasons listed above plus the close friends I have made

Relationships with friends, coaches, faculty, etc. and that I get to go somewhere where I am daily encouraged in my walk with the Lord.

I gotta find that godly woman (which I did), and I was determined to attend Faith for at least two years

More Bible classes and spiritual growth

The people here.

Spiritual growth

Seeing the ability to craft skills that are relevant to the field i am pursuing.

commitment to getting my degree and enjoying being a student

Doctrinal stances

Academic Value

The program is adequate in preparing me for live and ministry.

I had no reason to stop attending.

The sense of home and community.

The people. People at Faith genuinely care for one another

Classmates

A mix of program and Faith's theological position

Expanding my knowledge of God and His Word for the sake of sharing it with other people.

The faculty's continued intentional involvement and genuine concern in my life

The family environment and the genuine faith and love shown by the students and staff.

The discipleship atmosphere - how much people care about my spiritual (and educational) growth.

Interactions with staff, faculty, and students

Faculty

Already started and want to finish

love the staff and faculty

The academics

The atmosphere and dedication to training for ministry

Faith theological position and it's application

Doctrine and good education

the people and what Im learning

That this is the place that God called me to get my education

The people

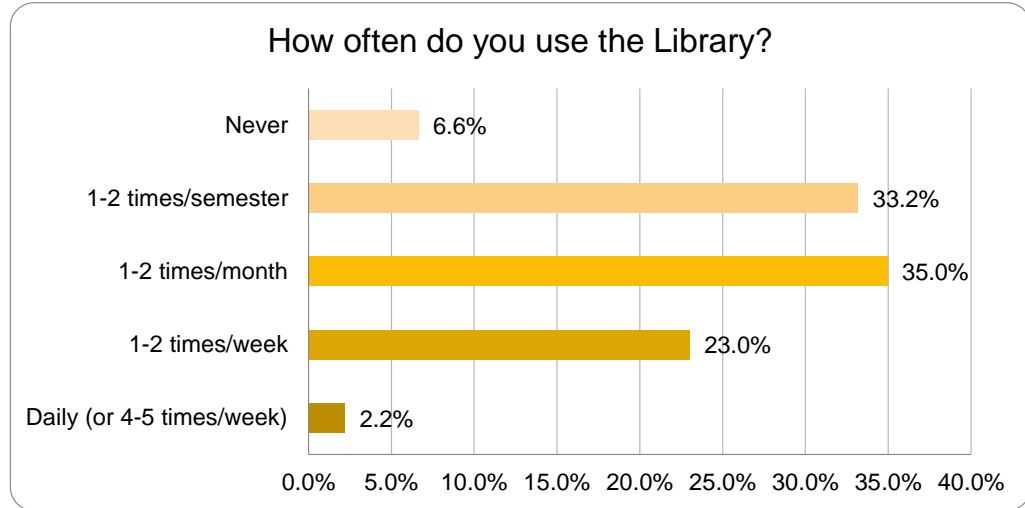
The faculty

Teachers

Library

How often do you use the Library? (Don't include class attendance in a library classroom.)

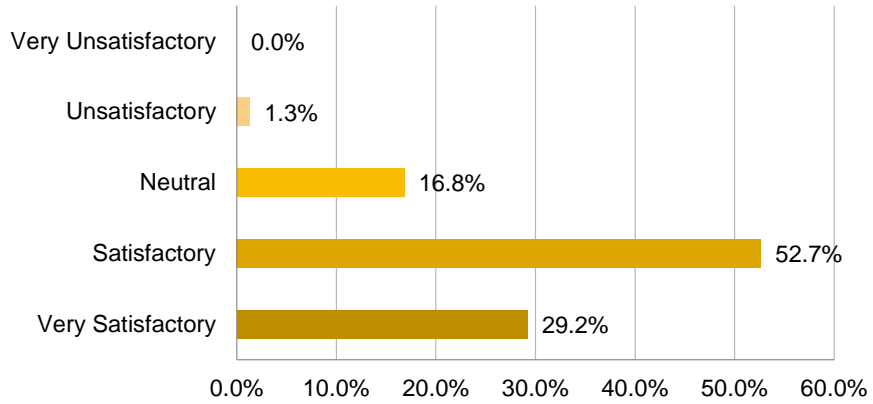
Never	15
1-2 times/semester	75
1-2 times/month	79
1-2 times/week	52
Daily (or 4-5 times/week)	5



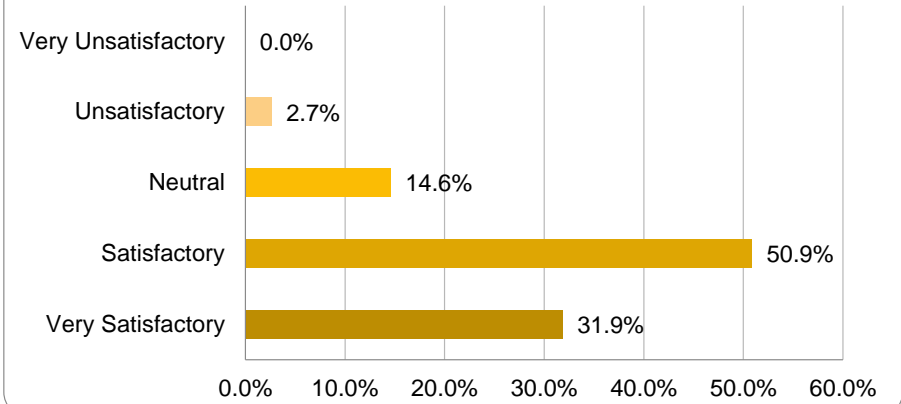
Please rate the Library's resources and services below:

	1) Overall Collection	2) Availability of reading materials	3) Ability to obtain materials from other libraries	4) Ease in finding library materials	5) Ease in checking out library materials	6) Library web page
Very Unsatisfactory	0	0	0	2	0	2
Unsatisfactory	3	6	5	11	0	7
Neutral	38	33	99	39	21	49
Satisfactory	119	115	76	113	93	95
Very Satisfactory	66	72	46	61	112	73

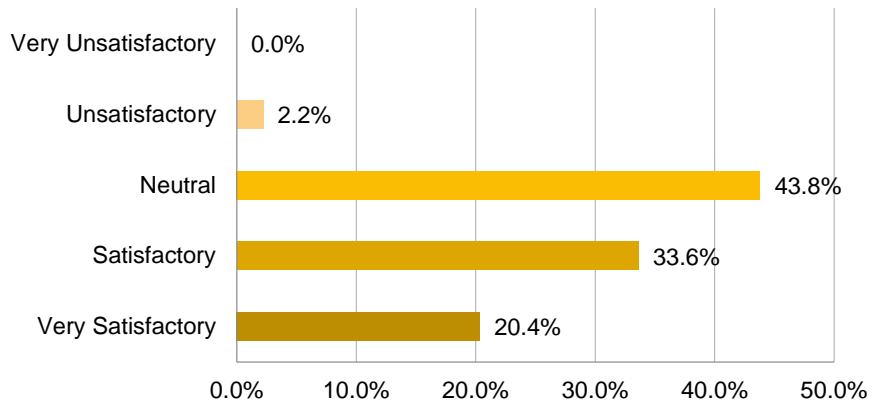
1) Overall Collection



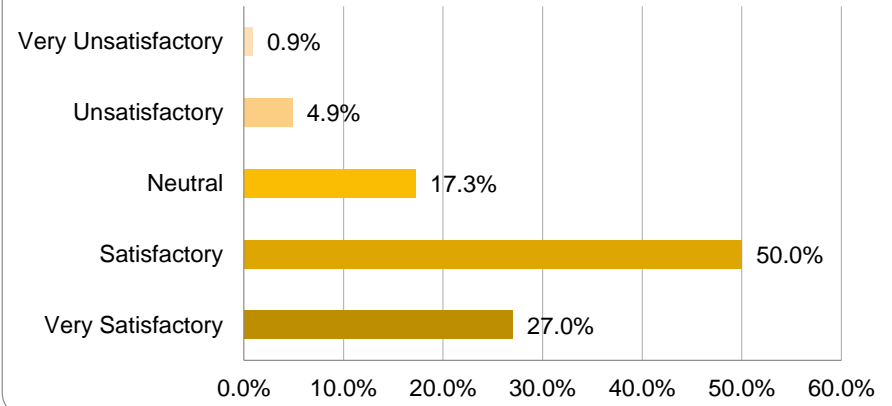
2) Availability of reading materials



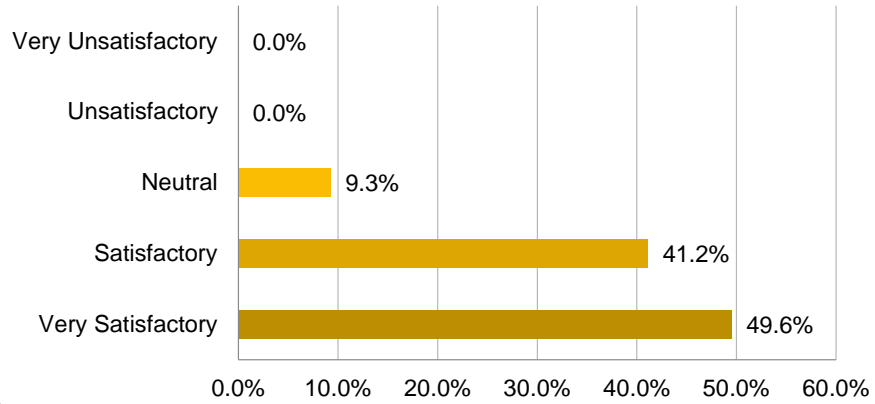
3) Ability to obtain materials from other libraries



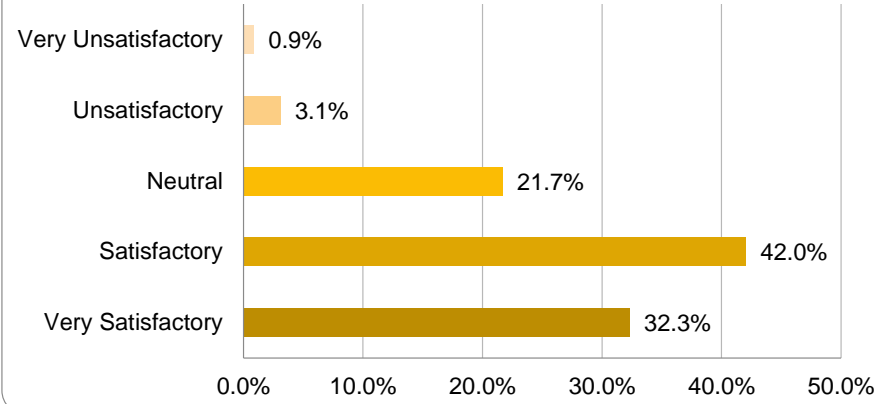
4) Ease in finding library materials



5) Ease in checking out library materials



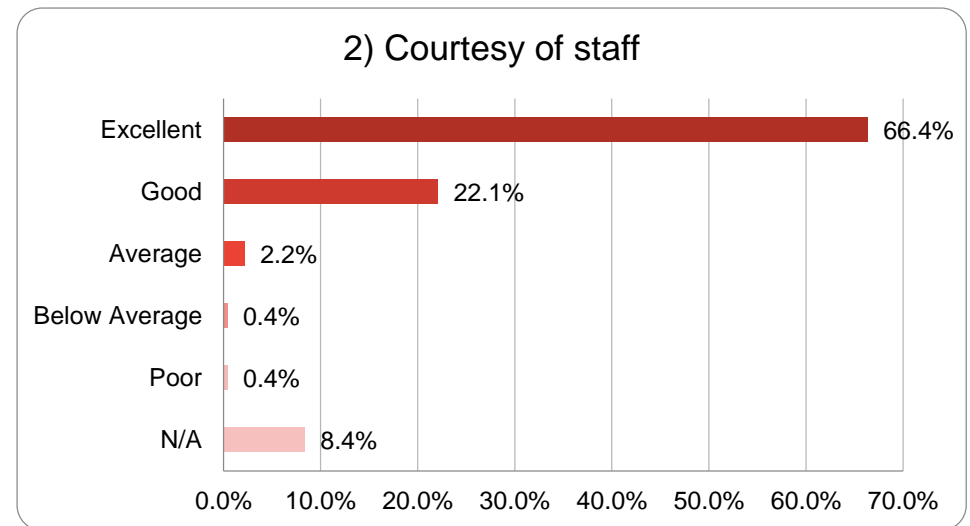
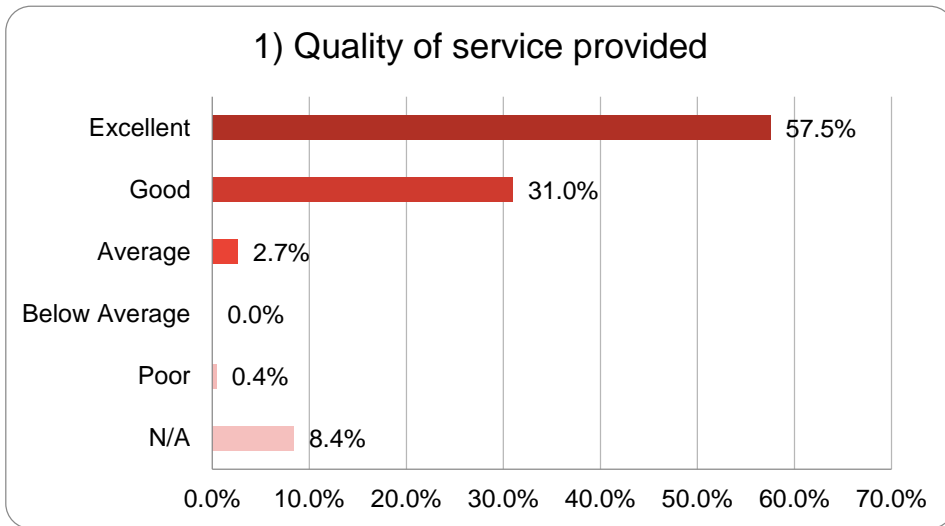
6) Library web page



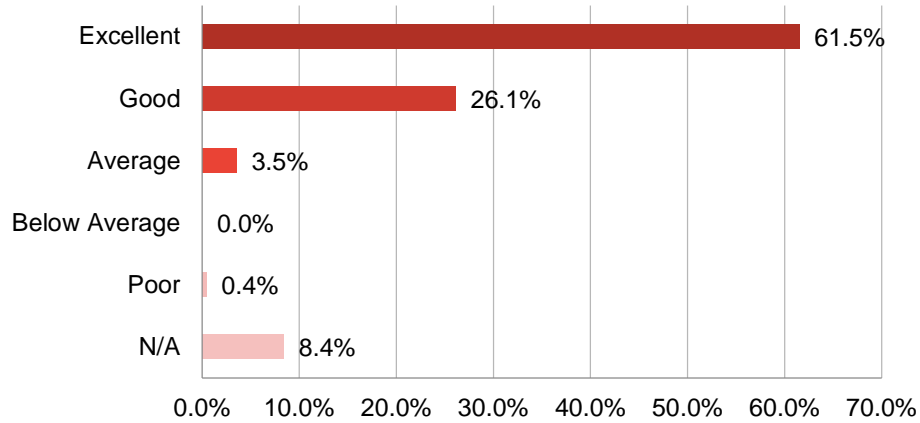
Financial Aid

If you visited with someone from the Financial Aid Office, please rate the following aspects of your experience:

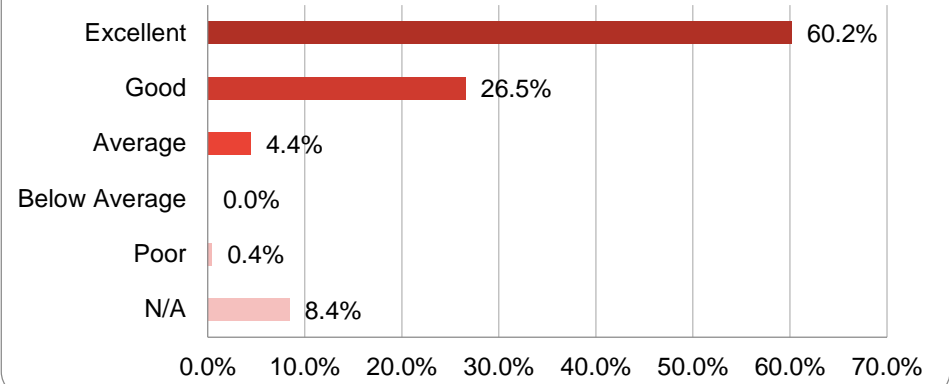
	1) Quality of service provided	2) Courtesy of staff	3) Knowledge and competence of staff	4) Ability of staff to understand your concerns / request	5) Overall experience with service provided by staff
Excellent	130	150	139	136	148
Good	70	50	59	60	52
Average	6	5	8	10	6
Below Average	0	1	0	0	0
Poor	1	1	1	1	1
N/A	19	19	19	19	19



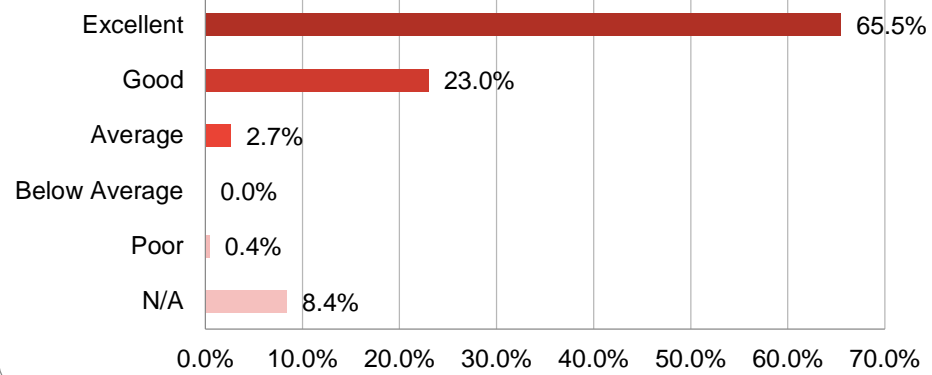
3) Knowledge and competence of staff



4) Ability of staff to understand your concerns / request

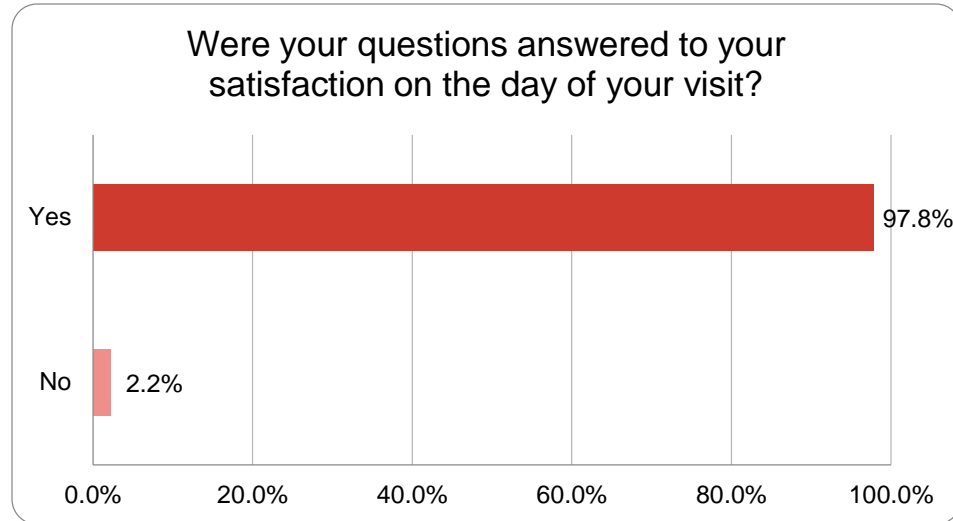


5) Overall experience with service provided by staff



Financial Aid: Were your questions answered to your satisfaction on the day of your visit?

Yes	221
No	5



If no, please explain:

I have never gone to visit financial aid

I've never visited the Financial Aid office.

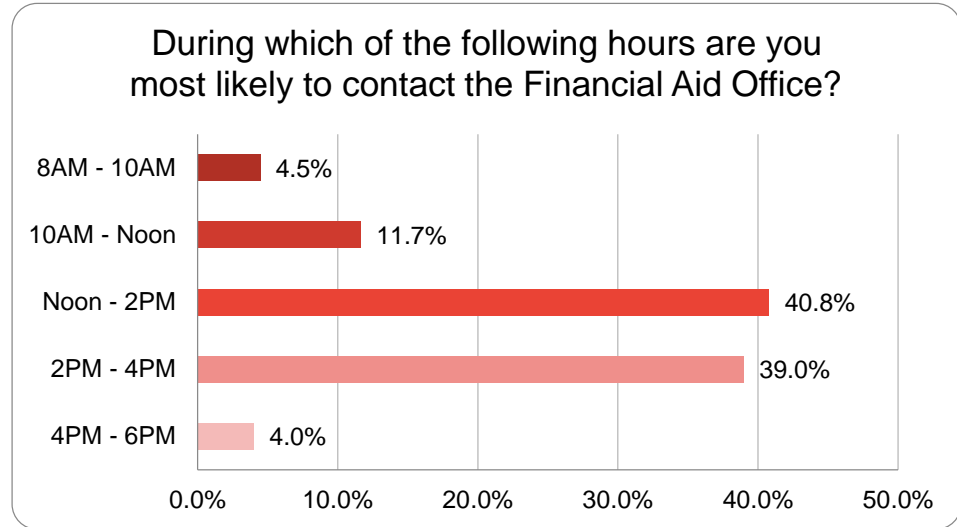
I never visited

The answer is yes, but I love everyone who works with financial aid.

How much school would cost was \$3000-4000 off.

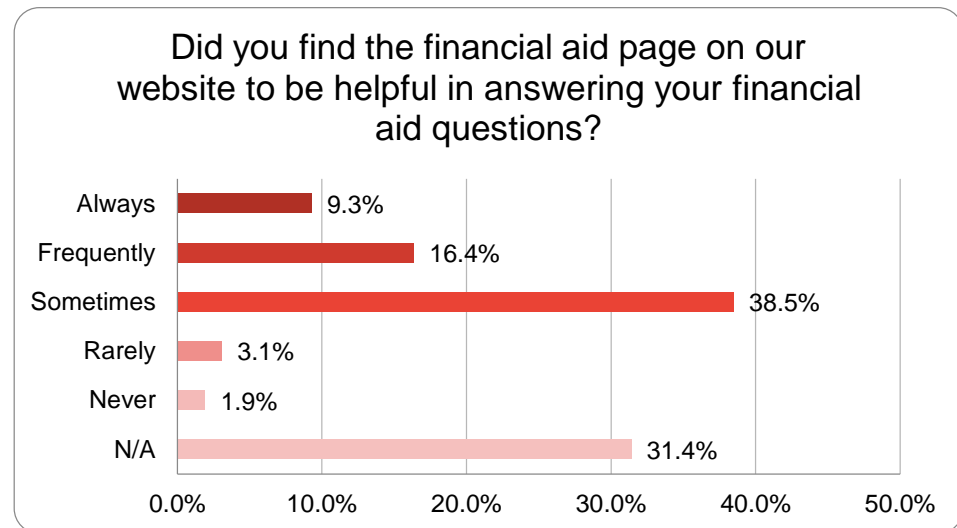
During which of the following hours are you most likely to contact the Financial Aid Office?

8AM - 10AM	10
10AM - Noon	26
Noon - 2PM	91
2PM - 4PM	87
4PM - 6PM	9



Did you find the financial aid page on our website to be helpful in answering your financial aid questions?

Always	21
Frequently	37
Sometimes	87
Rarely	7
Never	3
N/A	71



Please indicate the three biggest problems or challenges you encountered when going through the Financial Aid process:

"No Problems": 84 responses

Other Responses:

I'm not sure it's been long since I went through the process

Knowing exactly what I was going to pay.

How long it took

I haven't really had to contact them much so I do not know.

There were no problems for me. Everything sailed smoothly.

I didn't really have any problems

I didn't run into any issues

Really it was just trying to find time being off campus to get an opportunity to get there to see them.

My financial aid process went smoothly. There have been no problems or challenges.

1) My own lack of understanding 2) I need more money 3) Refer back to 1. and 2.

I don't really have to go through the financial aid office so I cannot speak to this.

its confusing

Not a lot of scholarship opportunities for those not from a ministry family

I don't know why I'd be required to have problems with it. It seems fine to me.

It's hard to make plans for next semester financially as I don't know which scholarships I will get until close to graduation.

1. The length 2. The time 3. The amount of information needed?

The amount of time it took for scholarships to be applied. I always came during lunch hour.

Some of the processes may not always be properly explained.

Nothing wrong, there was one instance where paper work wasn't filed correctly but it was fixed immediately

Not understanding how scholarships work. the COVID era. Loans

they were not always their when I went to talk to them.

Checking in in-person/email after doing something online. I forgot to communicate...

The only one I can think of is not always being aware of what I needed to do.

Not knowing anything about financial aid, confusion on who to go to

1. The scholarship process 2. Trying to figure out money from my end of things 3. I can't think of anything.....

I did not know when I needed to pay. I did not know what charges were covered by financial aid.

1 - summer pell grant is not available. That's a big bummer.

2 - not enough financial aid for those with high scoring ACT/GPA

3 - understanding how much I would need to work to pay off school bill

The webpage confuses me sometimes. There was a mix up once when I was getting my bill figured out. I did not get one of their emails one time.

Finding the previous amounts of financial aid

I don't really think I had any issues with the Financial Aid office here - the first year was a little hard to get all of my scholarships transferred over but everyone was super helpful to get it fixed.

The only challenges I faced was understanding how loans work and understanding the process of financial aid, but the Financial Aid department was able to answer all of my questions!

Lack of clear information, lack of reasons for not receiving financial aid, the ability to get other scholarships

Waiting to hear back, applying took awhile, and worrying if it will be a decent amount.

I have never had any problems. I just get confused about when to go to Mrs. Ellis and when to go to Mrs. Bunjer haha

Not understanding how to figure out my loans on Populi.

website was odd at first

I have always found going through the financial aid process at faith super easy.

The email "tag" back and forth can be a frustration.

1) Trying to figure out FAFSA 2) Not having scholarships applied, so my Populi says I owe several thousand more dollars than I actually do 3) I think that's it. The staff here who work with financial stuff are very understanding and honest and helpful in figuring out everything.

Not knowing what to do. After finishing something and turning it in sometimes it wouldn't work and I would have to do it again. Lots of stuff to do.

FAFSA's shenanigans, looking at parents' income when they do not help with college

1. Just not sure what needed be done 2. Remembering to do it 3. N/A

I am intimidated by trying to tackle school bills, but the financial aid office has been very helpful

It was easy to go through the process

Making sure everything I needed was in. Sometimes I was able to check on the status of my materials on my own, but I wasn't sure how, so I would have to ask them.

1) Lack of knowledge 2) Indecisiveness 3) Dread of impending student loans :)

Filling out the fasfa forms is not always easy

1. Getting my military benefits figured out 2. Financial Aid being busy/not there

Scheduling conflicts between me and the financial aid office.

I had trouble because I transferred and some issues fell through the cracks. The staff helped me figure everything out in that situation.

No money

FASFA, the process (how and when),

Just learning the process

Not really any, maybe understanding timing on financial aid disbursing.

Money is really the only problem. its a stressful time seeing how much i actually get for the year.

1. Learning (for myself) about loans and how that process works 2. N/A 3. Not having enough money.... :)

Filling out the fafsa away from home Applying for loans* Figuring out a payment plan for tuition

My parents (mostly my Mom) helped me through the Financial Aid process, so I did not encounter many problems. :)

Not knowing certain things. Learning things late. Not having money

time and waiting, not being able to speak to someone in person, having to travel across the country. I don't know

Confusion about what all the things/ abbreviations on my scholarship list mean

Ambiguity of some questions, deadlines sometimes being unclear

The hardest part for me, was finding a time to go.

Back when I went through it, Jordan Sauser was in the position. He was great but he was never available because he had too many jobs to do. Ever since Mrs. Bunger took over it has been great! No complaints!

Figuring out scholarships, figuring out a payment plan, navigating the financial website before aid had gone through

- My wages

FAFSA, other than that there were no problems.

It's always hard to gauge how much I still have left, and stuff, which then starts to pop up as unknown fees.

1. hard to figure out what/how aid is being applied at times 2. At times it's hard to stop by during their office hours. 3. The staff are too friendly :)

1. Deciding if Faith was too expensive 2. I didn't really have any problems or challenges.

The verification process for financial aid.

Fafsa, changes in class load, modules

I can't think of anything other than just being generally unaware of the process of financial aid (which is my fault).

It is confusing all together. Populi amounts don't update with scholarships right away (it would be nice to know, without having to go there to ask, if I could see the "predicted" amount needed to pay off my school bill).

1. sometime a person would speak very fast and not pause to see if I had any questions 2. n/a 3. n/a

I have no real feedback for this question

the fasfa

Correctly reading the cost of everything, understanding exactly what and how to fill out the financial aid sheet

The biggest problems that I faced during the financial aid process was figuring our scholarships. For the first few weeks leading up and during the semester I didn't fully understand how much I would be receiving because there was an error on their part. Another issue was about a month into school, one of my scholarships for the All Iowa Opportunity Scholarship got revoked because I hadn't taken classes last fall. This really sucked because on my award letter I was told to be expecting a certain amount of money but in reality I lost out on around \$3000 worth. Lastly, another issue was trying to figure out my funds and how to pay for school. Thankfully over the past couple weeks somethings have lined up to help but for awhile it was pretty difficult to figure that stuff out.

Going through the forms, loans and paying it off. Not getting any financial aid.

Having to figure out the amount of money I was supposed to be paying every month, which plan I needed to choose, and how much in loans I needed to take out.

Thinking ahead, raising money, ...

Getting scholarships

1. Contacting Financial Aid early 2. Issues with card payment 3. Honestly, I don't know? I don't usually have problems with this?

Not knowing where to start, who to go to, credible sources

Figuring out the different plans for paying my student bill, figuring out what fees I had (i.e. car registration), and scholarships.

1. I did not know all the scholarships available 2. Scholarships do not apply for online classes. 3. Understand how the financial aid process works in America.

With transferring from another school, it was difficult because I had to take care of keeping my loans from that school on hold, and financial aid didn't seem to know much to help me with that.

I honestly can't think of any problems that I've had with the Financial Aid process.

Sometimes dealing with scholarships being applied are confusing. It is confusing navigating getting a student loan. It was an overwhelming process.

Communication could be clearer sometimes.

Gaining scholarships other than the program scholarship (which has been very helpful in and of itself :))

It takes awhile sometimes, but other than that nothing.

1. Making payments throughout the semester is convenient (not a problem/challenge)2. I do not recall the initial financial aid process3. N/A
not sure who to talk to, did not know where to view my finances/scholarships online, unclear how much I would need to pay after scholarships
I am not really sure. I don't really remember. It was just hard to understand in general for me.

the only challenge i had with Financial Aid was understanding the process.

repeatedly being selected to reconfirm Fasfa.

Not knowing until class begins what my package will look like.

populi only showing the annual cost unless you look at a very specific page.

I didn't really have trouble. My admissions rep helped me a ton, and I went to schoalrship weekend.

It is a bit frustrating when trying to help others apply and suggesting Faith that the scholarships change relatively often, so scholarships I received as a Freshman may no longer exist.

In general not knowing what to do, making sure I filled out everything, and knowing where to find information

It's just tedious to fill out forms

My dad went through most of the process for me, so I don't have a good answer to this question

1, some things I didn't understand, 2, it was over email so sometimes that's hard to explain, and 3, I didn't know how to calculate it
1/2/3

In the past there were some issues communicating over the summer in preparation for the coming semester, but that hasn't been an issue recently.

Sometimes it's a little difficult sorting through everything at the beginning of the year.

I had a few concerns over scholarships when I transitioned to living off campus, but they were eventually sorted out well.

The amount of scholarships. The process. Everything that comes in the package.

Understanding Loans, Grants, and how I can get them

I stopped in once and they helped me figure out my FAFSA so my EFT was lower. Otherwise, I was just dropping off my application for the endowment scholarships which was not a problem or challenge. My problem and challenge may be that I need to talk to them more?

1. Being prepared for payments. 2. Knowing how to take care of a loan or how to go about it.

1. slow process of determining financial aid2. competitive scholarships should be a thing

The biggest challenge was that the old website (2016-2017 school year) made it difficult to see what the exact cost of attendance would be.

it was hard for me to find my way around the Faith website page at the beginning before I knew anything about it. Now that I've used it a bunch I have learned a lot about it. But it wasn't the case for a beginner.

the only one that i had was with the great scripture memory scholarship and how i had to check in every once in a while to have them hold off on billing me

I didn't have any major problems, maybe just the time on responses, sometimes were slow, but it was understandable why.

1. There were only 2 payment period options listed when I enrolled. 2. N/A3. N/A

I honestly do not know. Possibly, making sure everything is filled out how it needs to be filled out, making sure I have all of the information I need to have, and learning how to gather that information.

N/A. The whole process was fairly straightforward to me. Thanks for working to make it understandable!

1. fafsa2. getting a copy of tax refunds3. scholarships

im not sure

Knowing who would be best to contact about certain questions

one was figuring out my balance after getting a loan

Paperwork or varification

Figuring out FAFSA

I do not remember running into challenges. My biggest concern was if I would get enough financial aid, and I did.

I was unsure of what questions to ask, I do not communicate as well over the phone or email as I do in person, and I did not have any connections in the financial aid staff so I was communicating with people I did not know.

Getting FAFSA completed and confirmed by the school, and there isn't anything else I can think of

Understanding student loans

My main problem was getting the scholarship money from my church to come through. Mrs. Ellis was fantastic with helping me know how much I needed to pay when the amount was technically slightly different from what the invoice said. Populi itself does not have a very intuitive UI, with multiple ways to get to the same thing, but (much like Canvas) is functional and makes sense once you get used to it.

I had a general illiteracy about financial matters as my parents never really taught me, there was a misunderstanding about the actual qualifications for some of the endowment scholarships, honestly there really wasn't that many problems or challenges.

knowing what scholarships I qualify for, how much money I would receive from them, applying for the scholarships

i haven't encounter much problem someone alway avalvabe to help when these a need at the office

It was difficult to maintain a job enough to pay for school and rent while taking my classes, but it was doable.

im not sure

1. Not understanding the process.2. Figuring out finances.3. Trusting God to provide if I am unable to.

Didn't know what I was doing/supposed to do/ how it worked.

The only problems I faced was when I didn't understand something and they clearly showed me and explained the problem and how to solve it

Total tuition, payment methods, communication of bills paid

Getting the copy of IRS text return

It was hard to know what all information I needed to give them(tax info, etc), to know what all different scholarships I was eligible for, and filling out FASFA is no fun...

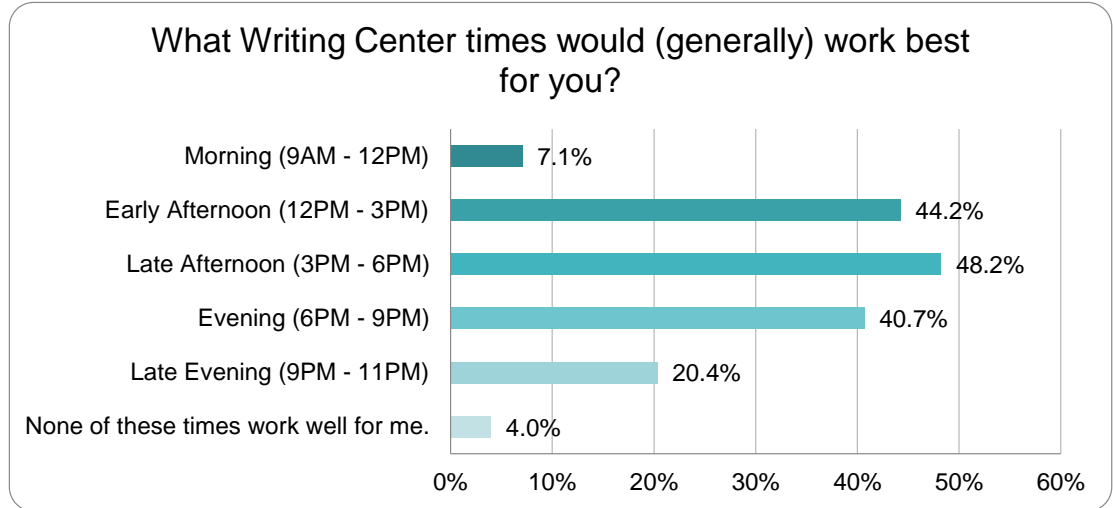
Finding exact charges. That's it.

Writing Center

What Writing Center times would (generally) work best for you?

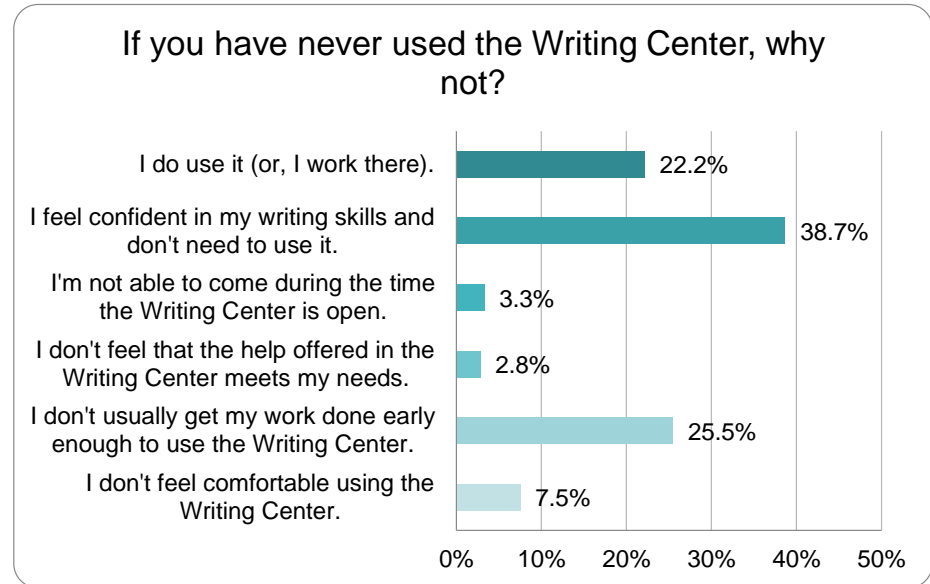
Morning (9AM - 12PM)	16
Early Afternoon (12PM - 3PM)	100
Late Afternoon (3PM - 6PM)	109
Evening (6PM - 9PM)	92
Late Evening (9PM - 11PM)	46
None of these times work well for me.	9

*multiple answers allowed



If you have never used the Writing Center, why not?

I do use it (or, I work there).	47
I feel confident in my writing skills and don't need to use it.	82
I'm not able to come during the time the Writing Center is open.	7
I don't feel that the help offered in the Writing Center meets my needs.	6
I don't usually get my work done early enough to use the Writing Center.	54
I don't feel comfortable using the Writing Center.	16

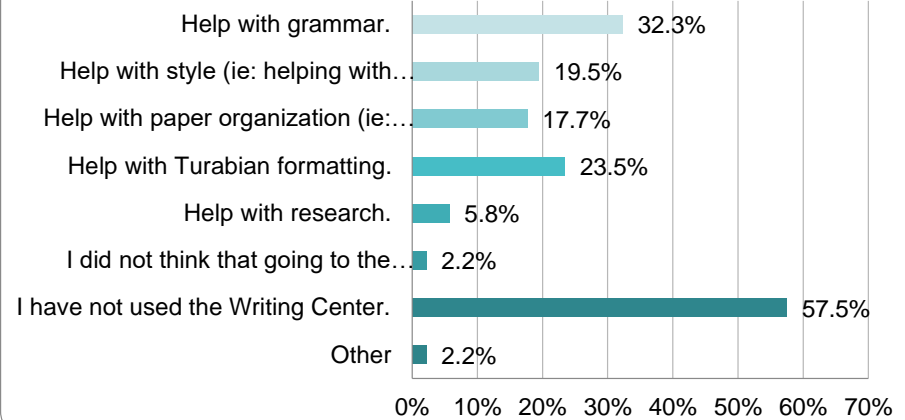


If you have used the Writing Center, what tutoring services have you found to be the most helpful?

Help with grammar.	73
Help with style (ie: helping with sentence clarity or paragraph construction).	44
Help with paper organization (ie: outlining or flow).	40
Help with Turabian formatting.	53
Help with research.	13
I did not think that going to the Writing Center was helpful.	5
I have not used the Writing Center.	130
Other	5

*multiple answers allowed

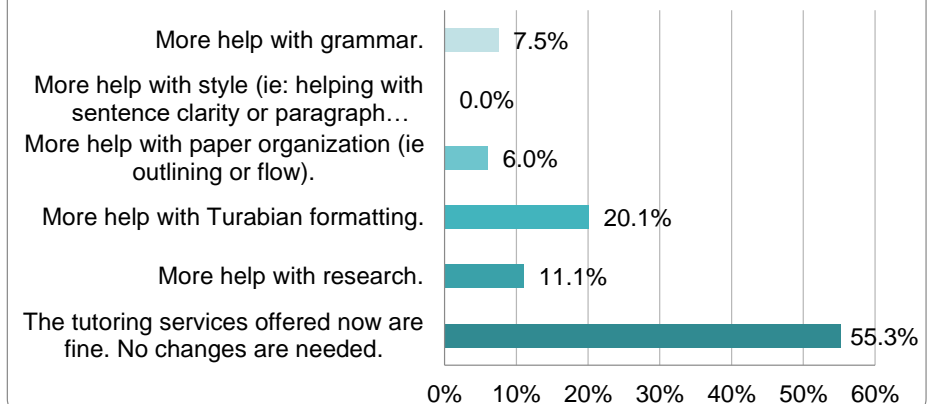
If you have used the Writing Center, what tutoring services have you found to be the most helpful?



What tutoring services would you like to see the Writing Center offer more frequently?

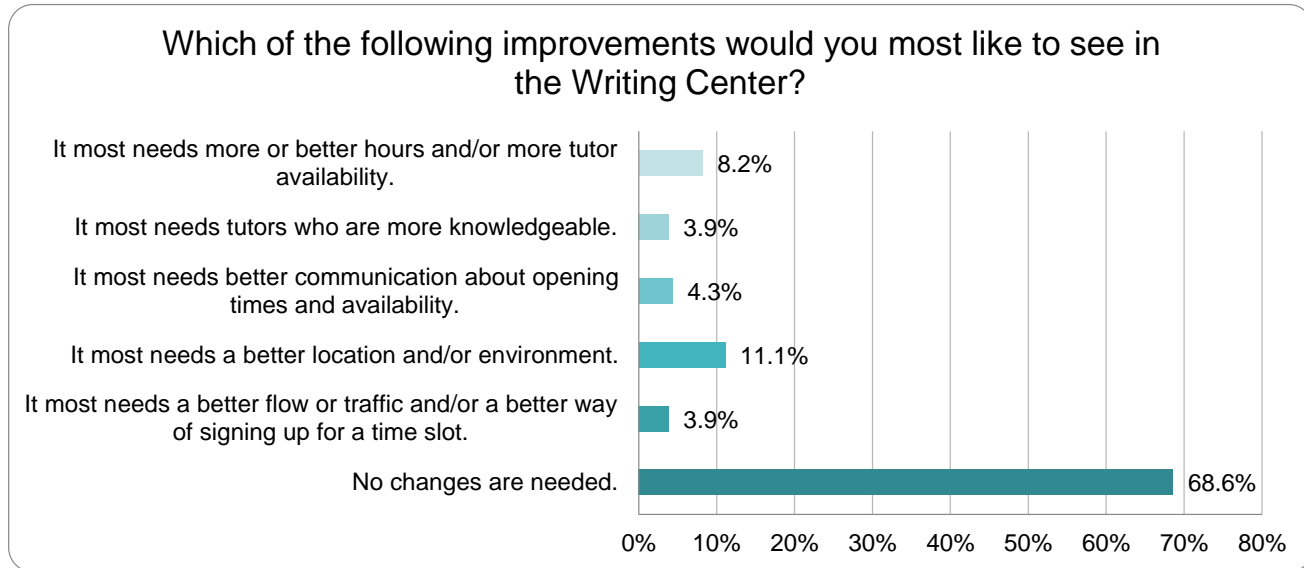
More help with grammar.	15
More help with style (ie: helping with sentence clarity or paragraph construction).	0
More help with paper organization (ie outlining or flow).	12
More help with Turabian formatting.	40
More help with research.	22
The tutoring services offered now are fine. No changes are needed.	110

What tutoring services would you like to see the Writing Center offer more frequently?



Which of the following improvements would you most like to see in the Writing Center?

It most needs more or better hours and/or more tutor availability.	17
It most needs tutors who are more knowledgeable.	8
It most needs better communication about opening times and availability.	9
It most needs a better location and/or environment.	23
It most needs a better flow or traffic and/or a better way of signing up for a time slot.	8
No changes are needed.	142



If you have any other comments, suggestions, or clarifications regarding the questions related to the Writing Center, please comment below.

it is meltingly hot in the write spot

It really need air conditioning, it gets really hot up there

All I'm gonna say is that I owe those tutors like 5% of my GPA

For those of us who have class till noon and then work at 1. It is hard to find a way to get to the write spot. By the time we get off work it is closed again.

In the times I have went, I don't think my writing was improved... I got the same grade I always got (the points deducted were always grammar). Those experiences pushed me to not go anymore.

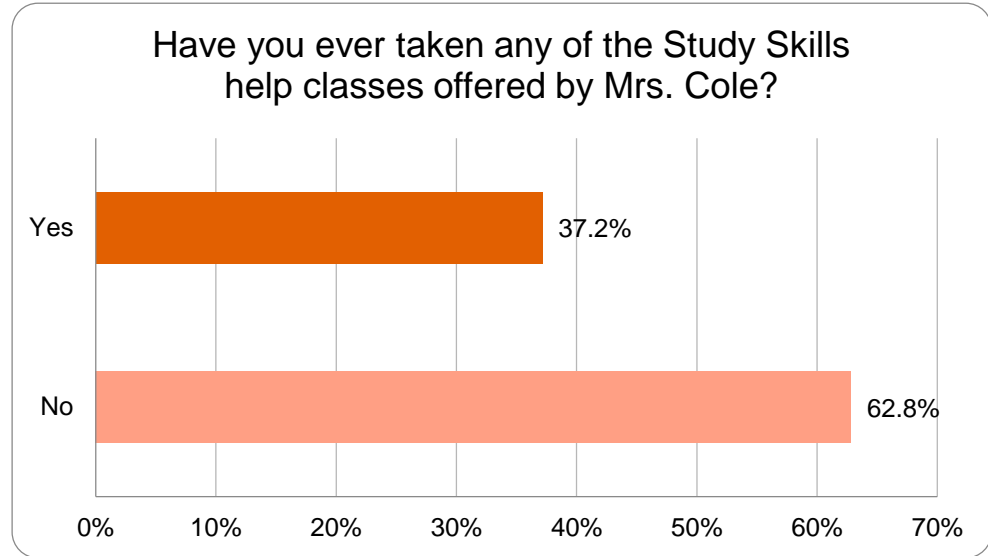
I didn't even know it existed all of last semester so I think if it was better communicated about it would be used more.

The location of the Write Spot is cozy and fun, but I also would appreciate windows and more couches or comfy chairs. Window seats would be cool.

Study Skills

Have you ever taken any of the Study Skills help classes offered by Mrs. Cole?

Yes	84
No	142



If not, why not? If yes, what have you found to be most helpful from those sessions?

I don't want to set aside time for it.

Time management

I don't have time to attend

I feel decently confident in my ability to take notes and study.

haven't needed to

I don't feel that I need them.

I feel I don't need the classes.

I have been unaware of when they are

Didn't think I needed them

I was working when the classes were offered.

I know how to study.

Busy doing other things

I have never needed them

I feel confident in my study skills

I don't have the time

I tend to do fine in school, and that's just another thing on my schedule to add.

I feel like I don't have time

never really had time with sports

Haven't needed it

yes

note taking

I learned a lot of good study skills in high school and am pretty self-motivated

It never worked well with my schedule when it was a topic I was interested in

I really appreciated her emphasis on prior planning.

I didn't need them.

becoming more organized as well as become better at papers

Not needed

What she has talked about and how she has presented it has been really helpful for writing in general.

She offered ideas for organizing your schedule and budgeting time and that was really helpful

I didn't feel like I needed them.

I do not need it

I have a routine of how to study.

I have not felt I needed them. If I had gone, I am sure I would have benefitted

She helped teach me about time management and scheduling out my classes in my planner.

I have never felt that I needed help in my studies. I found that I have always done pretty well academically

The organizational aspects have been super helpful. I think the class works really well for its intended purpose.

Never thought that I needed them.

I was adequately prepared for the academic level at Faith.

A daily list of goals to accomplish

She has some great ideas

She caters her teaching so each student understands in his/her own way

I always forget

She has instructed me in using her methods and ways of thinking.

She helps calm the students down and makes the challenges seem manageable.

I did not feel I needed them.

Never had time

Not needed

I know how to study.

They have been scheduled during the first week, which is when I am busy with athletics and settling in.

I am confident in my study skills already and already had a little bit of experience managing college classes.

Don't have time

I have not found them necessary

They were helpful in helping me organize things as a freshman.

I study well on my own

Never had the time to do them.

The five things to get done in a day

I never had any interest because I think my study skills are fine

There were some of her tips that I still use that help me feel more prepared.

I have found my study methods to be what I need for surviving and thriving in my school life.

timing

I did not need it

I do not remember a lot. However, I know learning how to prioritize time and get things done was helpful

I don't think the study skills would help me.

I have not gone to her study skills classes because I feel confident in my study skills. I have gone to her personally though for some help on personal assignments.

I can study on my own just fine

My schedule would not let me.

I didn't think I needed to, but I am planning on it next time around.

Her class on managing time and how to read was very helpful! I felt like I learned a lot!

I wasn't struggling in my studies so I didn't feel a need to go.

Scheduling my day out on paper.

Because I was working and as I knew there was a write spot I preferred just to go there in case I need help with homework.

I still think about the time management things we talked about there, but I think the most helpful thing from the sessions that I use a lot is Zotero.

I have been working during almost every one and I forget they are happening.

The suggestion to write out each assignment in a planner at the beginning of the year.

Time.

I have not felt obligated to do so

Learning how to make a schedule

I have found a lot of things helpful from Mrs. Cole's study skills class, including packing my bag the night before and writing down four things that need done that day

Never needed.

I've usually been working, or I just didn't feel like I needed to go.

Don't need to

Getting organized and preparing for the semester has been helpful; Most of her advice would be even more helpful if I actually did it.

I have never felt the need.

I was busy when she had them

I feel well prepared for college level courses.

I have been nervous to reach out

Mrs. Cole's paper writing kit has been a life saver.

I either forgot or had something going on at that time.

I don't have time.

I think my skills are adequate. I have considered going to the class as a junior and senior, but have feared that I would be the only upperclassmen attending (which would be embarrassing).

I feel confident in my study skills.

I am usually busy when she has them and I forget about them.

I have other things going on when the classes meet.

the writing parts or organizing parts

I don't think I need it. I already have a study system that works for me.

Didn't get chance too, but I wish I did.

Didn't need to

I didn't make the time to.

I took a planner organization class and it advanced my organization in my planner.

Preparing for a report.

I never had the time to

idk

I don't have time and I feel I can handle studying by myself.

Organization tips

because I never had the time

I didn't think I needed to.

I was working during all of them.

Have taken it in highschool

Time management

Textbook reading helped me be able to move through a textbook with better information retention, since textbooks do not read like a novel. Time management and study skills encouraged me to stay creative with my note-taking and to plan my days out better. I love Mrs. Cole's daily schedule sheet with the hours printed on it (pinned to my bulletin board right in front of me) because that helps me make sense of the day more clearly.

They were not really helpful to me. She went over stuff that most public school students would have had drilled into their heads by the state from the 5th grade. They may be beneficial for those coming from a different education background though.

Not very interested in them

I haven't had to take a study skills class

There is no reason but never have an opportunity to attend any of the sections

It is hard to find time.

I believe I was busy whenever she had a study skills class.

They were helpful for me to have a start and to continue throughout school.

Haven't really thought about taking them

I just haven't gotten around to it, also I forget when they are happening.

Have not needed them

Personally, I knew I just needed to make up my own mind and get the work done, I didn't particularly struggle with a certain thing.

Not worried about it.

Are there any topics you would like to see addressed in the Study Skills classes?

anything

How to format a paper more effectively, how to read quicker, but more effectively

Job management.

Taking notes for specific teachers, teaching styles.

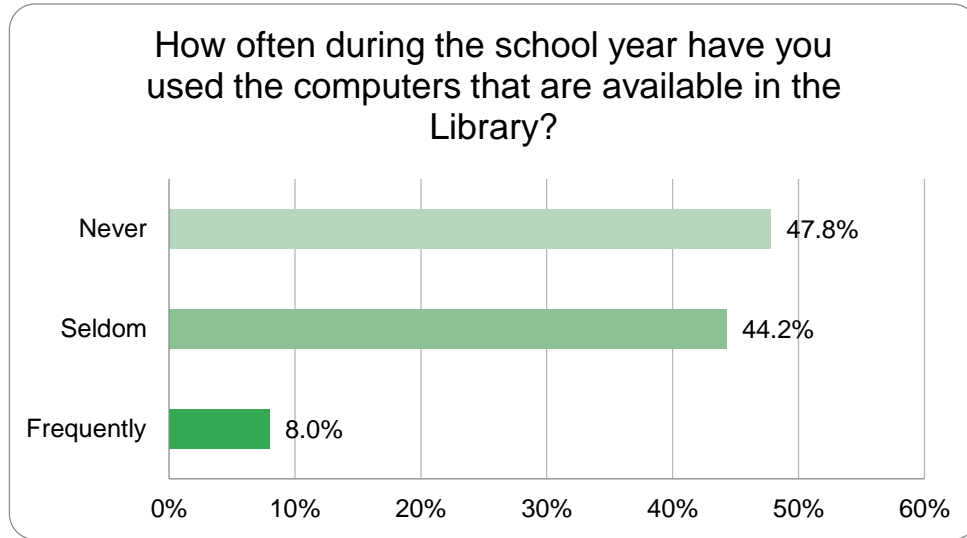
More time management

A practice skills workshop for musicians with Ms. Nicholson and Kristy Stodola

IT and Computers

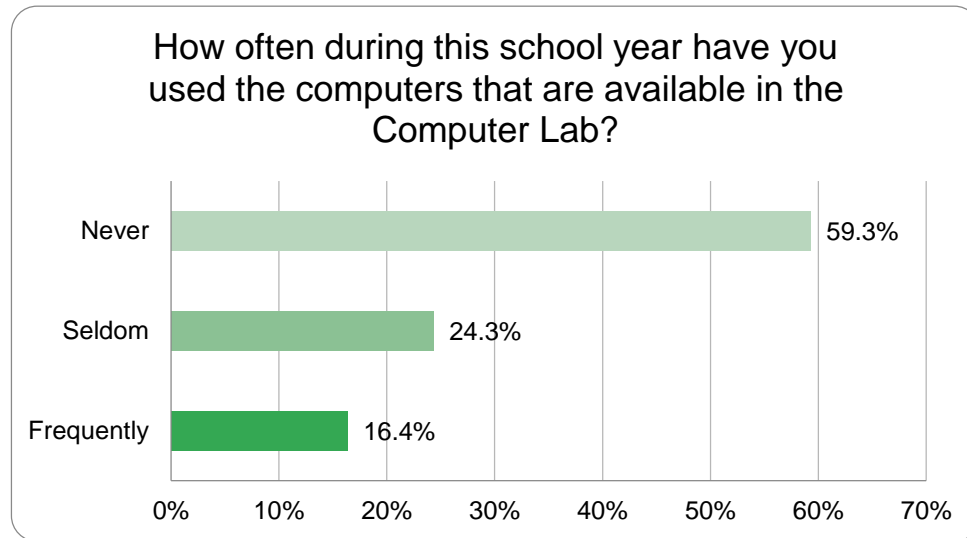
How often during the school year have you used the computers that are available in the Library? (computers other than those that host the online catalog)

Never	108
Seldom	100
Frequently	18



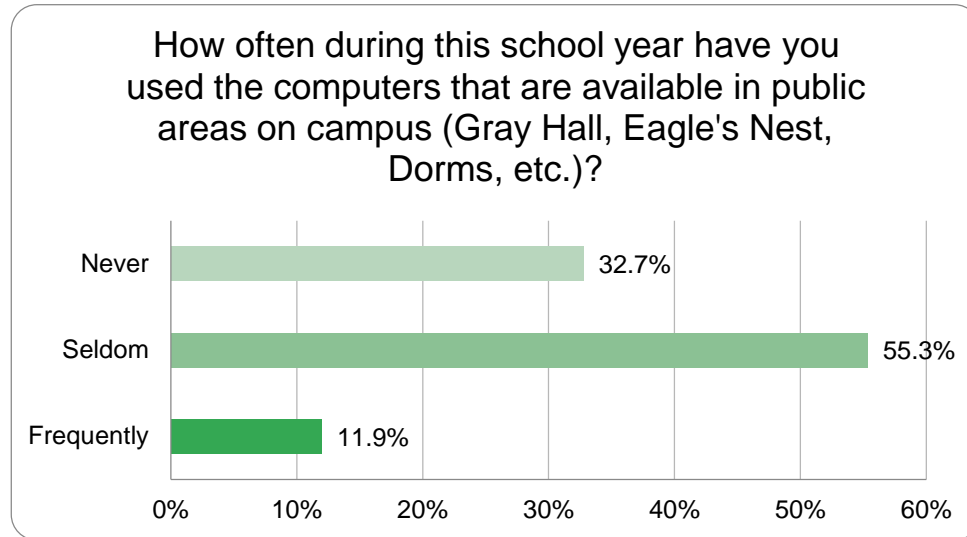
How often during this school year have you used the computers that are available in the Computer Lab?

Never	134
Seldom	55
Frequently	37



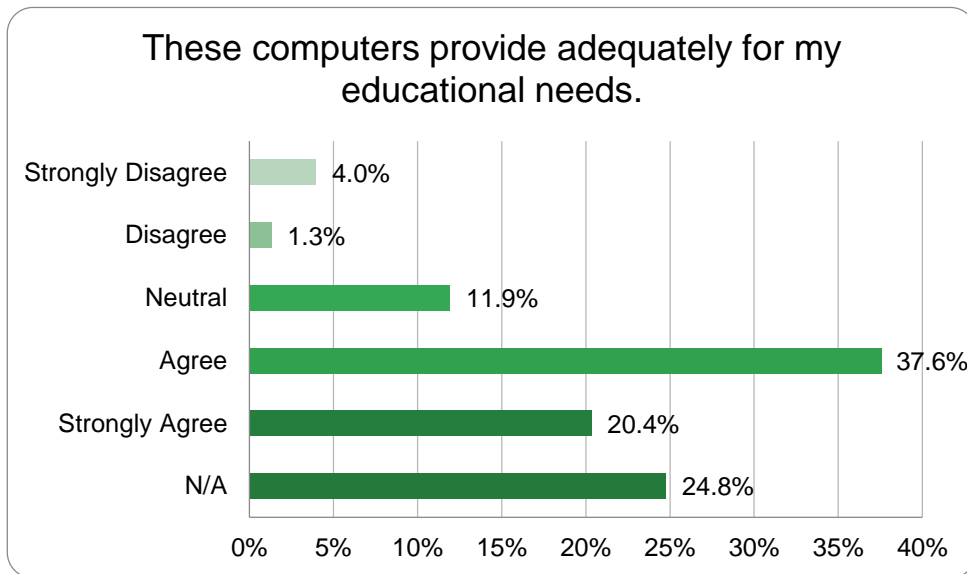
How often during this school year have you used the computers that are available in public areas on campus (Gray Hall, Eagle's Nest, Dorms, etc.)?

Never	74
Seldom	125
Frequently	27



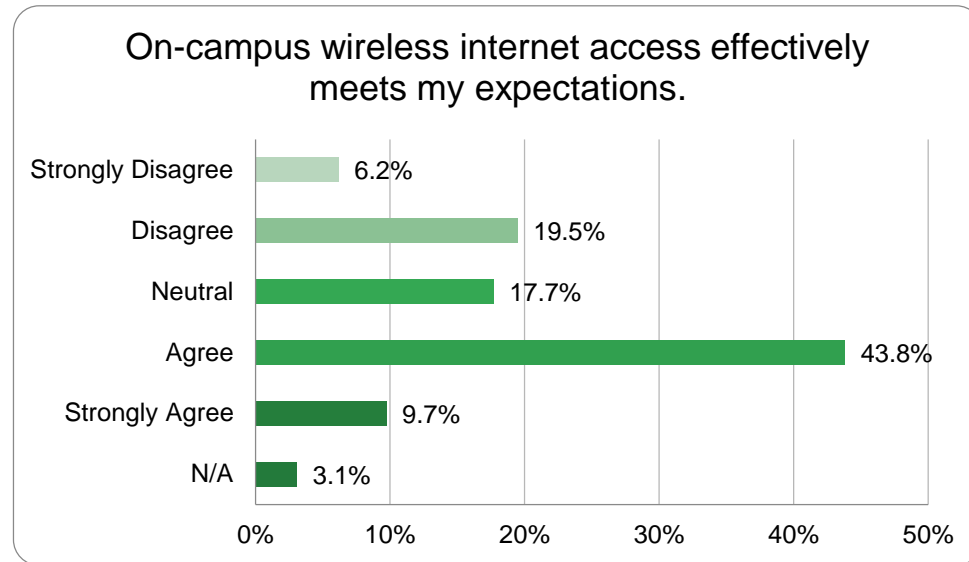
If you have used any of these computers during the school year, please respond to this statement: These computers provide adequately for my educational needs.

Strongly Disagree	9
Disagree	3
Neutral	27
Agree	85
Strongly Agree	46
N/A	56



If you have used the on-campus wireless internet during this school year, please respond to this statement: On-campus wireless internet access effectively meets my expectations.

Strongly Disagree	14
Disagree	44
Neutral	40
Agree	99
Strongly Agree	22
N/A	7



Please comment on the computers available on campus and the on-campus wireless internet access:

It makes me sign in every time on my phone so I never do connect.

available usually

The Wi-Fi has improved greatly since my freshman year. Good job IT!

getting better

I understand that WiFi access is a continual challenge. It would be nice to walk from building to building without being disconnected from the Wifi, but it is not urgent nor entirely necessary.

I have to turn off the wifi on my phone because my phone does better with one bar of data than being connected to the wifi.

The internet got a lot better but it is annoying that you have to sign in every time. Also, the wifi shutting off at 1 am seems to be a pointless rule because sometimes you need to do stuff late, but at least on Friday nights, extend it to 2 am.

the wifi is inconsistent and it makes me re login most of the time

Wifi can be slow at times, otherwise its great

I have gotten used to re-logging onto the internet several times a day

The wifi for my computer is ok, though it can be slow sometimes. However, it will not stay connected to my phone, and when it does, it is weak. This discourages me from connecting my phone to the wifi.

The keyboards not in the computer lab are pretty awful. My computer never automatically connects to the wifi.

overall it is good. Some days it can be pretty bad with connection, but otherwise it is great.

It's really slow and constantly disconnects

The wireless internet often times does not work.

The computers available are helpful and sufficient for what I need to get done; the wi-fi has had some issues in my time here. It tends to go out randomly or just stop working - in general it works pretty well though.

Internet cuts out way too often

The internet continually logs me out and will not stay connected

I think both work just fine and meet my needs.

The WiFi is so bad I never go off of my data plan while on campus

The wireless internet access is so horrible that I never go off my unlimited data.

Good overall, the wifi is kind of patchy on my phone at times.

I wake up super early sometimes to get homework done, and the wifi doesn't turn on until like 6am, and it would be really nice if it could turn on at like 5. I don't see any reason why it can't.

The on-campus wireless internet is slow at times and cuts in and out, which is not helpful when attending a Zoom class or working on an assignment. The WiFi cut out at 1 AM is not helpful for those who are attempting to complete assignments and turn them in because when the WiFi cuts out, we can no longer do research and we have to stop doing our assignment altogether.

It's stinks I have to log in to the internet frequently (very minor inconvenience)

To have a faster processor and better graphics would greatly increase productivity among the student body. The wireless internet could be quicker with less packet loss and less latency. Upgrading the security on both of these services would be worth the time.

The WIFI has improved for me since coming to Faith as a Freshman.

The wifi this year has been a major improvement over last year. I cannot complain.

The Internet can be slow at times

Wifi often does not work for my phone, but is fine for my computer.

They are everything I need.

The wireless internet access is good, but the Wifi does not work well, especially on my smartphone. However, I understand this is an inherent difficulty when large amounts of people are using the same wireless internet service.

My computer and phone have a hard time staying connected to the internet. This has made taking tests/quizzes and doing homework difficult at times.

The WIFI lags a lot

The wireless internet goes in and out hourly, and each time it goes out you must relog into the wifi. It makes it painstakingly hard to connect.

The connection will go in and out.

Need more band-width

There should be an easier way to register devices so that disconnection from the Wi-Fi happens less.

The computer lab computer are excellent! The ones around campus are a bit lagging and slow. I use data on my phone 24/7 because the internet on my phone is slow and unreliable. It feels like too much work to log in on my phone each time I use it. I always get kicked off the internet.

Sometimes the internet was slow, but that is understandable because of so many student using it.

The WI-FI sucks. I only use it on my computer. We need to get either new routers or more of them on campus

The internet is always killer slow when not using it on a computer.

It kicks my CPU off about every other day. Id like it to stay connected longer.

I have my own laptop which is the reason why I don't use the ones on campus.

They are good.

My devices never stay connected to the Wifi.

better connection, login always back in, keep the wifi on on the weekends

Overall I find the wireless access internet to be pretty smooth. Occasionally there are a few glitches, but other than that, I am pretty happy with it. I have been able to access computers easily on campus.

Sometimes the WiFi blocks things unnecessarily, but the speed is good for the most part.

It would be beneficial to have wifi past 1:00 am.

Perfect; much better than last year.

I know that there is a lot to keep up with the internet access here so it's not that bad, but it would always nice to have faster internet.

It doesn't always stay available. It cuts out, and the service isn't very good outside if you wanna do homework outside.

The computers are sufficient, but at times I need internet after 1am for assignments.

Some better internet outside would be nice.

Computers disconnect often on wireless internet and phones generally don't work with with it.

I just wish that we could use color ink when printing stuff from the library or other places

The wifi kicks me off sometimes but shows that I'm still connected. It's kind of annoying when I'm in the middle of a video chat with my family.

The WIFI is not good. It's hard to connect to, and I have to reconnect multiple times a day.

The wifi conncection in buildings is satisfactory. However, certain places just outside the buildings--specifically the benches in front of the library--don't connect easily.

I only use them when I need to print something, but they are satisfactory.

Computers are fine. Wifi has had issues from time to time, namely with my phone connecting. Overall, it is not too big of a deal.

Once I got Covenant Eyes and Faith WIFI to play nicely, I have not had problems with the internet.

n/a

The on-campus wireless internet is not fast, and I personally think that it is very inefficient to have it turn off at 1:00 AM.

the internet is spotty and drops my phone often even though i have it registered

I use the computers around campus for printing and that is very helpful when I don't have my laptop on hand. The internet does not work on my phone and it I have to login on my laptop every day. The wifi also shuts off at 1am which has made it hard to submit assignments that late.

The internet has been great for my laptop, but I choose not to use it for my phone. The computers are generally good. I do love the switch to double monitors in the computer lab; as an Office major, this has been extremely beneficial for the programs that we use in completing assignments.

I primarily use chrome on those computers, but the default is either edge or iExplorer. Is there a way to change that default?

the internet should be on longer especially on the weekends

The Eagle's Nest computer is slow and the printer sometimes is non-operational.

Wifi turning off at 1am is very inconvenient

Downloading the certificate for iPhones is confusing

Internet disconnects frequently on my devices

I lose connection and have to sign back in with my account and password everytime I go to Benson Hall

There are computers in the library?

Honestly, the library itself is kind of a mystery. The filing system doesn't make sense to me and the shelf labels aren't adequate to help one navigate to the more obscure sections. Some sections aren't labeled on the shelves at all. The library staff is physically distanced by being tucked back in a closed office so that I have to disturb them to ask for help. I had to ask for help with the online catalog computer (really don't care for the search system that uses; very awkward to navigate). Pens and paper (what one needs to help find the books one looks up) are almost never stocked by the computer (unsure if the staff just doesn't think of it or if they're secretly desperate for social interaction and use this as a trap). The library system functions, though, and the library is a huge asset to use for research.

What deters me from using the library more often (would be in there at least weekly if this wasn't a rule) is the system of having to carry every book I'm not checking out back up to the cart at the front for someone else to put back on the shelves. First of all, sometimes my reading choices are sensitive and nobody else needs to know. (I'm sure the staff are very friendly and not judgmental, but no. I don't need people with whom, outside the library, I almost never interact to know several of the more personal things about me.) Second (she says, fully aware that she's an idiot), it seems insulting to assume that a student can't manage to put the book they just browsed back on the shelf in the correct spot. Providing shelf markers would be a much easier way for a person to carry out self-directed study. Third, I like to browse a wide variety of material. If I had my druthers, I'd come in for several hours at a stretch and look at more books than one can carry back to the front. Fourth, I HATE leaving work for another person to do. Dropping the books on the cart for the librarians and walking out without even seeing any of them feels wrong.

It might work better to move the test-taking tables away from the front door and to have at least one of the library personnel doing their work at the front desk so they're available to assist people who come in (rather than having patrons do the awkward stand-by-the-front-desk-and-wait-for-someone-in-the-office-to-look-up thing).

The staff are very businesslike, knowledgeable, and professional. Sometimes this comes across as being cold, but not usually.

It might be cool to have displays up somewhere (like on that closed-off side of the ELC room?) with files and records from important people and events in FBBC history. For example (yes I'm nosy and I'm sorry for this), I poked around just a little in the boxes by the armchair by the upstairs librarian's office (which I really wish weren't locked or private, because that second-story landing up there looks SO COOL and I want to go be on it) and found Dr. Houghton's certificate of ordination. That's a really neat artifact! Honestly, having boxes of stuff around makes the library feel more like a treasure hunt. I really want to go poke through things and discover what they are. Dr. Houghton was a massive influence on my father's life while I only met him once, briefly, in the nursing home, so I'm interested in finding out more about him. We're coming up on a generation gap in Faith history because the upperclassmen still talk about Dr. Houghton and Dr. Newman (I've met them only briefly) and Dr. Van Hoosier (who I literally never met), and Dean Fritz is leaving next year and the freshmen won't know about him either. It would be nice to preserve who these educators were.

Mark Davis mentioned (when I was camped out upstairs reading) that there's talk of turning one of the side areas into a study hangout. I would be absolutely delighted with this. I study better with people around so I feel like I have to perform and stay on topic, but the student center can become a rowdy, noisy mess. It would be nice to have more than one hangout spot on campus with deliberately differing purposes: one for people who want to study quietly but without isolation, and one for people seeking to socialize. A lot of people stay in their rooms because the student center is just too loud to study in.

At any rate, there's my essay on the library. And I still didn't know they had computers there.

The internet will almost always disconnect you by no longer providing internet access but still making it seem like you are connected to the Wi-Fi. You then have to manually disconnect from the network and reconnect and enter your password again. This can even happen multiple times throughout the day and I know this is a common occurrence for most people.

the wireless internet sometime slow

it kicks me off that the worst time when there is to many people on later on in the day

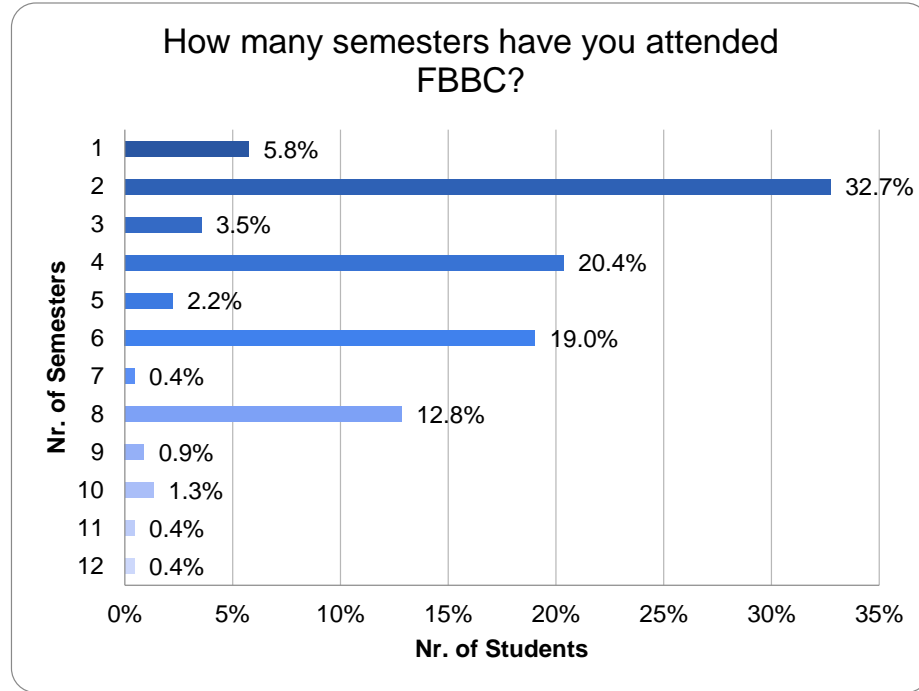
It is slightly annoying to have to reconnect once a day, but it is ok.

Internet is terrible, regularly ineffective, and needs left on past one for homework

Demographics

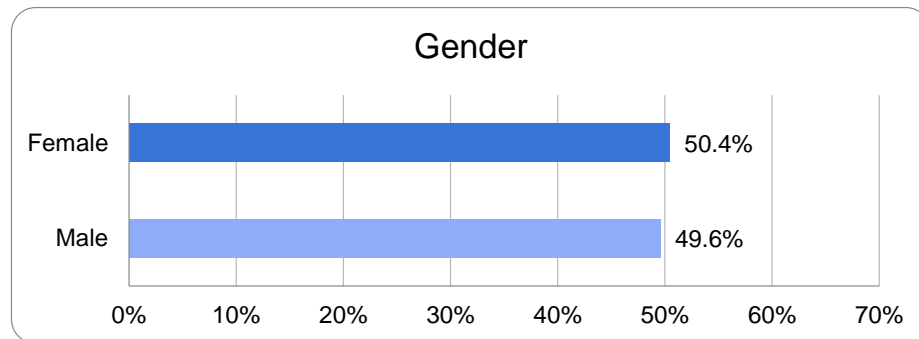
How many semesters have you attended FBBC (Count this semester as one of them)?

Nr. of Semesters	Nr. of Students
1	13
2	74
3	8
4	46
5	5
6	43
7	1
8	29
9	2
10	3
11	1
12	1



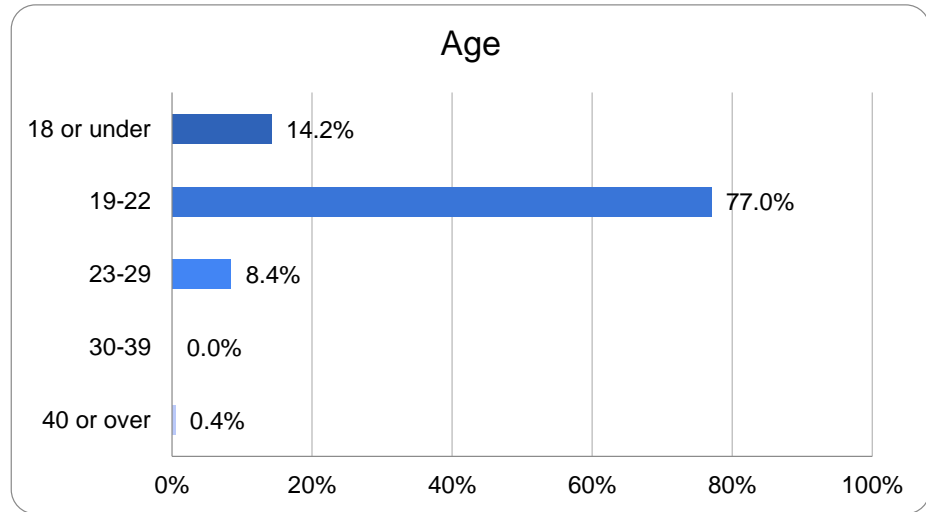
Gender

Female	114
Male	112



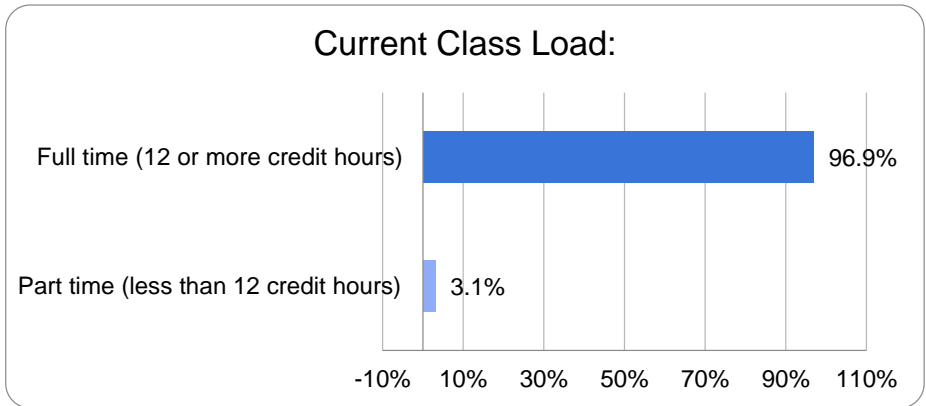
Age

18 or under	32
19-22	174
23-29	19
30-39	0
40 or over	1



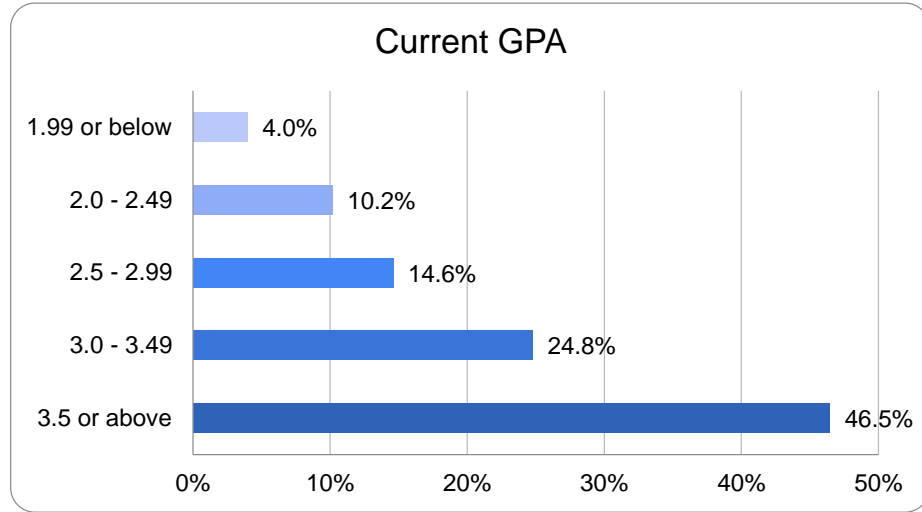
Current class load:

Full time (12 or more credit hours)	219
Part time (less than 12 credit hours)	7



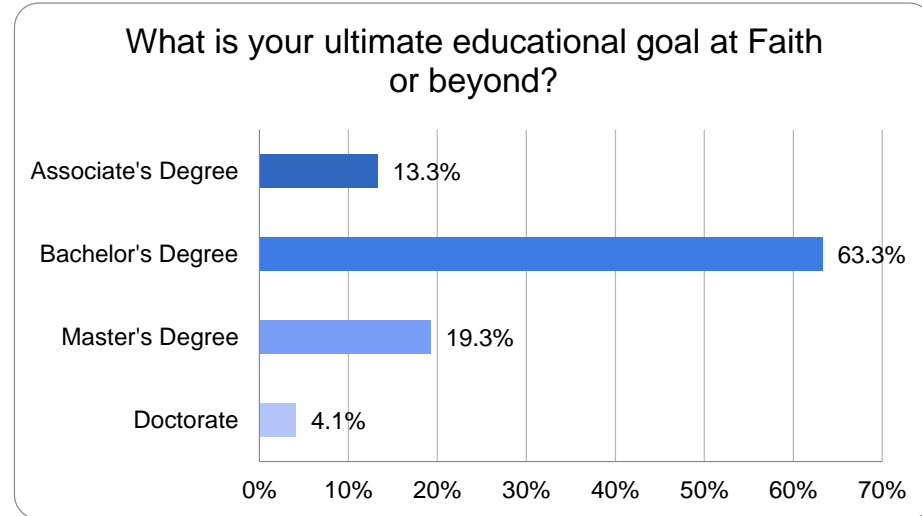
Current GPA

1.99 or below	9
2.0 - 2.49	23
2.5 - 2.99	33
3.0 - 3.49	56
3.5 or above	105



What is your ultimate educational goal at Faith or beyond?

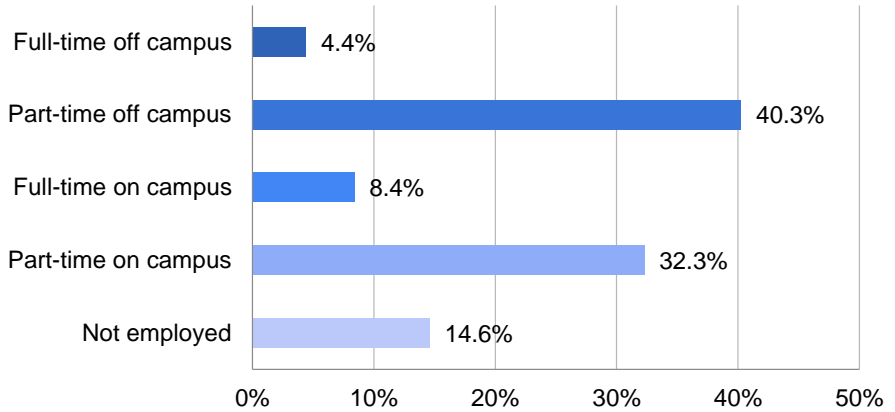
Associate's Degree	29
Bachelor's Degree	138
Master's Degree	42
Doctorate	9



Current Employment Status:

Full-time off campus	10
Part-time off campus	91
Full-time on campus	19
Part-time on campus	73
Not employed	33

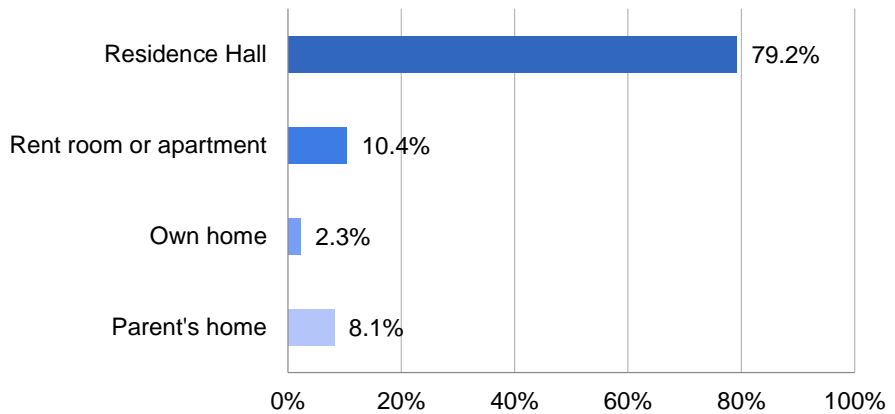
Current Employment Status:



Current Residence:

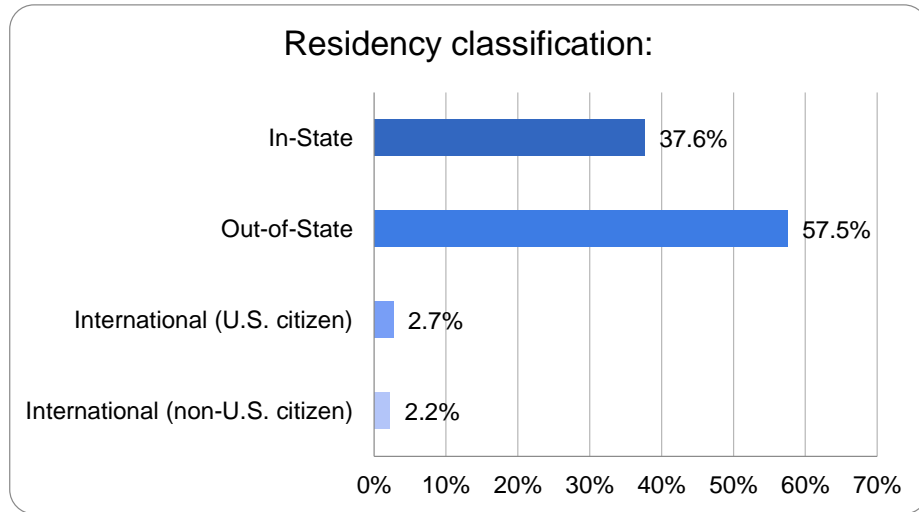
Residence Hall	175
Rent room or apartment	23
Own home	5
Parent's home	18

Current Residence:



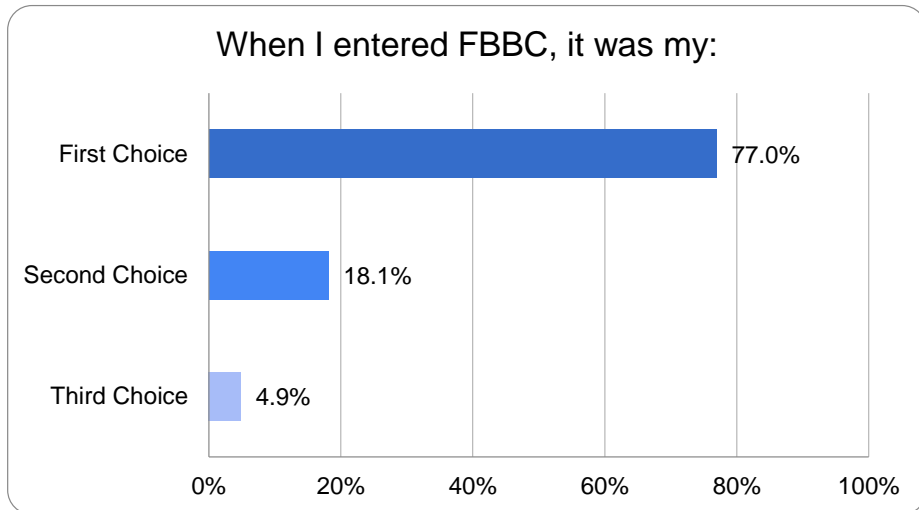
Residency classification:

In-State	85
Out-of-State	130
International (U.S. citizen)	6
International (non-U.S. citizen)	5



When I entered FBBC, it was my:

First Choice	174
Second Choice	41
Third Choice	11



Executive Summary

Assessment Day 2021 took place on March 30, 2021. That was a few days earlier than Assessment Day is normally held. Because we were forced to have Assessment Day 2020 completely online due to the COVID-19 pandemic and the students doing all their work remotely we learned what it would be like to do an Assessment Day fully online. The experience was positive with some details that needed improving so the decision was made to do Assessment Day 2021 fully online even though the students were physically present on campus.

In previous years the FBBC Student Satisfaction Survey (SSI) has been administered by means of a Scantron form which the students filled out while sitting in one of the classrooms. To be able to administer the survey in an online format the Administrative Assistant to the Vice President of Academic Affairs took the time to create the survey in Google Forms. She carried over the questions from previous administrations, but she did reorganize the order in which some of the questions were asked. The questions that appeared in the first section of the previous survey form she grouped into categories which makes it easier for data distribution to the various departments after the survey has been given. The students took the survey this year on their computers while in their dorms or the library.

On Assessment Day 2021 all on-campus students taking more than six credit hours of classes were able to access the link to the FBBC Student Satisfaction Survey through a "class" that was created for them in our LMS, Canvas, specifically for the Assessment Day activities. 226 students filled out the survey. That was a 97% participation rate.

Because we administered the survey through Google Forms it was possible to have only students in their first year of school fill out the questions in the Admissions section. The decision to do this was made in consultation with the Admissions department. Since a number of procedural and personnel changes had been made since the last administration, the feeling was that limiting the responses to those who had experienced the recent changes would give better and clearer feedback to the Admissions department of how the current procedure is perceived by the students. All other questions were answered by all the students.

Each department addressed in the 2021 FBBC SSI has been sent a copy of the data that pertains to their particular area. Along with the data the link to a survey was sent to encourage each department to take the time to read, digest and evaluate the data given. In the survey they were asked to name at least two positive areas from the data and how to champion that information. They were also asked to find at least two areas of concern that needed improvement and what action steps to take to make those improvements. The results of that work are given in the document named "2021 FBBC Student Satisfaction Survey Data Evaluation".

Another document has been prepared entitled "FBBC Student Satisfaction Survey Results 2015-2021" which shows the comparison data for the last five administrations of the FBBC Student Satisfaction Survey from the years 2015, 2016, 2017, 2019 and 2021. In it the percentages are compared and trends can be seen.

Jeffrey Bunjer
Director of Institutional Effectiveness