



**Student Satisfaction Inventory
Results from Assessment Day
April 5, 2022**

Strategic Planning Overview - Strengths and Challenges

Strength/ Challenge	Item No.	Item with High Importance and Satisfaction Rating	vs. Nat'l 4-Yr.	Higher/Lower Satisfaction	Import- ance Rank
Strength	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	----	----	1
Strength	68	Nearly all of the faculty are knowledgeable in their field.	↑	higher satisfaction	3
Strength	75	Campus item: I agree with Faith's stated mission.	----	----	3
Strength	16	The instruction in my major field is excellent.	↑	higher satisfaction	5
Strength	2	The campus staff are caring and helpful.	↑	higher satisfaction	6
Strength	58	The quality of instruction I receive in most of my classes is excellent.	↑	higher satisfaction	6
Strength	39	I am able to experience intellectual growth here.	↑	higher satisfaction	8
Strength	3	Faculty care about me as an individual.	↑	higher satisfaction	10
Strength	59	This institution shows concern for students as individuals.	↑	higher satisfaction	10
Strength	51	This institution has a good reputation within the community.	↑	higher satisfaction	13
Strength	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	----	----	14
Strength	80	Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	----	----	14
Strength	6	My academic advisor is approachable.	↑	higher satisfaction	20
Strength	14	My academic advisor is concerned about my success as an individual.	↑	higher satisfaction	22
Strength	33	My academic advisor is knowledgeable about requirements in my major.	↑	higher satisfaction	22
Strength	5	Financial aid counselors are helpful.	↑	higher satisfaction	29
Strength	27	The personnel involved in registration are helpful.	↑	higher satisfaction	29
Strength	72	On the whole, the campus is well-maintained.	↑	higher satisfaction	33
Strength	15	The staff in the health services area are competent.	↑	higher satisfaction	38

Item with High Importance and Lower Satisfaction Rating					
Challenge	8	The content of the courses within my major is valuable.	↑	higher satisfaction	2
Challenge	17	Adequate financial aid is available for most students.	↑	higher satisfaction	8
Challenge	66	Tuition paid is a worthwhile investment.	↑	higher satisfaction	12
Challenge	29	It is an enjoyable experience to be a student on this campus.	↑	higher satisfaction	16
Challenge	55	Major requirements are clear and reasonable.	↑	higher satisfaction	18

Strength/ Challenge	Item No.	Item with High Importance and Satisfaction Rating	vs. Nat'l 4-Yr.	Higher/Lower Satisfaction	Import- ance Rank
Challenge	7	The campus is safe and secure for all students.	↑	higher satisfaction	20
Challenge	25	Faculty are fair and unbiased in their treatment of individual students.	↑	higher satisfaction	27
Challenge	63	Student disciplinary procedures are fair.	↑	higher satisfaction	33
Challenge	36	Security staff respond quickly in emergencies.	↑	higher satisfaction	38
Challenge	12	Financial aid awards are announced to students in time to be helpful in college planning.	↑	higher satisfaction	40

Benchmarking - Items with Higher Satisfaction and Higher Importance vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item with <u>Higher Satisfaction</u> than 4-Year National Universities	Import- ance Rank
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	40
★	15	The staff in the health services area are competent.	38
Ⓜ	36	Security staff respond quickly in emergencies.	38
	4	Admissions staff are knowledgeable.	36
	30	Residence hall staff are concerned about me as an individual.	36
	48	Admissions counselors accurately portray the campus in their recruiting practices.	33
Ⓜ	63	Student disciplinary procedures are fair.	33
★	72	On the whole, the campus is well-maintained.	33
	65	Faculty are usually available after class and during office hours.	32
★	5	Financial aid counselors are helpful.	29
★	27	The personnel involved in registration are helpful.	29
Ⓜ	25	Faculty are fair and unbiased in their treatment of individual students.	27
	34	I am able to register for classes I need with few conflicts.	27
	22	Counseling staff care about students as individuals.	26
	41	There is a commitment to academic excellence on this campus.	25
★	14	My academic advisor is concerned about my success as an individual.	22
★	33	My academic advisor is knowledgeable about requirements in my major.	22
★	6	My academic advisor is approachable.	20
Ⓜ	7	The campus is safe and secure for all students.	20
Ⓜ	55	Major requirements are clear and reasonable.	18
Ⓜ	29	It is an enjoyable experience to be a student on this campus.	16
	45	Students are made to feel welcome on this campus.	16
★	51	This institution has a good reputation within the community.	13
Ⓜ	66	Tuition paid is a worthwhile investment.	12
★	3	Faculty care about me as an individual.	10

Benchmarking - Items with Higher Satisfaction and Higher Importance vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item with <u>Higher Satisfaction</u> than 4-Year National Universities	Import- ance Rank
★	59	This institution shows concern for students as individuals.	10
Ⓜ	17	Adequate financial aid is available for most students.	8
★	39	I am able to experience intellectual growth here.	8
★	2	The campus staff are caring and helpful.	6
★	58	The quality of instruction I receive in most of my classes is excellent.	6
★	16	The instruction in my major field is excellent.	5
★	68	Nearly all of the faculty are knowledgeable in their field.	3
Ⓜ	8	The content of the courses within my major is valuable.	2

Item with Higher Importance than 4-Year National Universities




	30	Residence hall staff are concerned about me as an individual.	36
	48	Admissions counselors accurately portray the campus in their recruiting practices.	33
★	27	The personnel involved in registration are helpful.	29
★	51	This institution has a good reputation within the community.	13
★	3	Faculty care about me as an individual.	10
★	59	This institution shows concern for students as individuals.	10
Ⓜ	17	Adequate financial aid is available for most students.	8
★	2	The campus staff are caring and helpful.	6

★	Strength
Ⓜ	Challenge

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	1	Most students feel a sense of belonging here.	6.35	5.94	0.41	6.19	5.24	0.95	0.70
★	2	The campus staff are caring and helpful.	6.66	6.62	0.04	6.45	5.71	0.74	0.91
★	3	Faculty care about me as an individual.	6.61	6.53	0.08	6.32	5.67	0.65	0.86
	4	Admissions staff are knowledgeable.	6.39	6.34	0.05	6.29	5.58	0.71	0.76
★	5	Financial aid counselors are helpful.	6.46	6.43	0.03	6.32	5.28	1.04	1.15
★	6	My academic advisor is approachable.	6.54	6.63	-0.09	6.5	5.98	0.52	0.65
Ⓜ	7	The campus is safe and secure for all students.	6.54	6.04	0.50	6.57	5.72	0.85	0.32
Ⓜ	8	The content of the courses within my major is valuable.	6.76	6.41	0.35	6.61	5.78	0.83	0.63
	9	A variety of intramural activities are offered.	5.40	6.09	-0.69	5.36	5.31	0.05	0.78
	10	Administrators are approachable to students.	6.33	6.21	0.12	6.14	5.43	0.71	0.78
	11	Billing policies are reasonable.	6.29	6.05	0.24	6.11	4.77	1.34	1.28
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.37	6.1	0.27	6.33	5.32	1.01	0.78
	13	Library staff are helpful and approachable.	5.90	6.23	-0.33	5.92	5.93	-0.01	0.30
★	14	My academic advisor is concerned about my success as an individual.	6.52	6.64	-0.12	6.43	5.83	0.6	0.81
★	15	The staff in the health services area are competent.	6.38	6.45	-0.07	6.26	5.4	0.86	1.05
★	16	The instruction in my major field is excellent.	6.68	6.46	0.22	6.6	5.79	0.81	0.67
Ⓜ	17	Adequate financial aid is available for most students.	6.62	6.22	0.40	6.41	5.1	1.31	1.12
	18	Library resources and services are adequate.	6.13	6.12	0.01	6.17	5.86	0.31	0.26

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	19	My academic advisor helps me set goals to work toward.	5.95	5.99	-0.04	6.14	5.38	0.76	0.61
	20	The business office is open during hours which are convenient for most students.	6.02	6.1	-0.08	6.03	5.45	0.58	0.65
	21	The amount of student parking space on campus is adequate.	5.87	5.36	0.51	5.98	3.86	2.12	1.50
	22	Counseling staff care about students as individuals.	6.48	6.4	0.08	6.33	5.57	0.76	0.83
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.35	6.28	0.07	6.28	4.68	1.6	1.60
	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.66	6.08	-0.42	5.48	4.88	0.6	1.20
	25	Faculty are fair and unbiased in their treatment of individual students.	6.47	6.2	0.27	6.42	5.42	1	0.78
	26	Computer labs are adequate and accessible.	5.90	6.44	-0.54	6.14	5.73	0.41	0.71
	27	The personnel involved in registration are helpful.	6.46	6.56	-0.10	6.28	5.66	0.62	0.90
	28	Parking lots are well-lighted and secure.	6.00	5.83	0.17	6.14	5.11	1.03	0.72
	29	It is an enjoyable experience to be a student on this campus.	6.56	6.27	0.29	6.47	5.46	1.01	0.81
	30	Residence hall staff are concerned about me as an individual.	6.39	6.24	0.15	6.01	5.24	0.77	1.00
	31	Males and females have equal opportunities to participate in intercollegiate athletics.	5.93	6.4	-0.47	6.08	5.92	0.16	0.48







Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	32	Tutoring services are readily available.	5.89	6.24	-0.35	6.24	5.85	0.39	0.39
★	33	My academic advisor is knowledgeable about requirements in my major.	6.52	6.6	-0.08	6.58	6	0.58	0.60
	34	I am able to register for classes I need with few conflicts.	6.47	6.24	0.23	6.51	5.34	1.17	0.90
	35	The assessment and course placement procedures are reasonable.	6.23	6.24	-0.01	6.28	5.61	0.67	0.63
Ⓜ	36	Security staff respond quickly in emergencies.	6.38	6.03	0.35	6.5	5.48	1.02	0.55
	37	I feel a sense of pride about my campus.	5.98	6.05	-0.07	6.01	5.36	0.65	0.69
	38	There is an adequate selection of food available in the cafeteria.	6.11	5.24	0.87	6.14	4.23	1.91	1.01
★	39	I am able to experience intellectual growth here.	6.62	6.45	0.17	6.54	5.89	0.65	0.56
	40	Residence hall regulations are reasonable.	6.27	5.86	0.41	6.08	5.07	1.01	0.79
	41	There is a commitment to academic excellence on this campus.	6.49	6.31	0.18	6.43	5.8	0.63	0.51
	42	There are a sufficient number of weekend activities for students.	5.41	5.85	-0.44	5.61	4.73	0.88	1.12
	43	Admissions counselors respond to prospective students' unique needs and requests.	6.22	6.3	-0.08	6.18	5.58	0.6	0.72
	44	Academic support services adequately meet the needs of students.	6.31	6.38	-0.07	6.3	5.64	0.66	0.74
	45	Students are made to feel welcome on this campus.	6.56	6.36	0.20	6.44	5.7	0.74	0.66
	46	I can easily get involved in campus organizations.	5.93	6.16	-0.23	6.06	5.6	0.46	0.56

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	47	Faculty provide timely feedback about student progress in a course.	6.29	5.9	0.39	6.37	5.32	1.05	0.58
	48	Admissions counselors accurately portray the campus in their recruiting practices.	6.40	6.17	0.23	6.23	5.32	0.91	0.85
	49	There are adequate services to help me decide upon a career.	6.05	5.78	0.27	6.33	5.5	0.83	0.28
	50	Class change (drop/add) policies are reasonable.	6.14	6.29	-0.15	6.2	5.71	0.49	0.58
★	51	This institution has a good reputation within the community.	6.59	6.47	0.12	6.3	5.84	0.46	0.63
	52	The student center is a comfortable place for students to spend their leisure time.	6.14	6.08	0.06	5.98	5.42	0.56	0.66
	53	Faculty take into consideration student differences as they teach a course.	6.29	6.04	0.25	6.25	5.27	0.98	0.77
	54	Bookstore staff are helpful.	6.07	6.42	-0.35	5.89	5.73	0.16	0.69
Ⓜ	55	Major requirements are clear and reasonable.	6.55	6.27	0.28	6.5	5.79	0.71	0.48
	56	The student handbook provides helpful information about campus life.	6.31	6.11	0.20	5.82	5.47	0.35	0.64
	57	I seldom get the "run-around" when seeking information on this campus.	6.25	6.11	0.14	6.09	5.06	1.03	1.05
★	58	The quality of instruction I receive in most of my classes is excellent.	6.66	6.51	0.15	6.53	5.66	0.87	0.85
★	59	This institution shows concern for students as individuals.	6.61	6.48	0.13	6.43	5.45	0.98	1.03
	60	I generally know what's happening on campus.	6.24	5.94	0.30	6.03	5.31	0.72	0.63

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	61	Adjunct faculty are competent as classroom instructors.	6.36	6.33	0.03	6.28	5.62	0.66	0.71
	62	There is a strong commitment to racial harmony on this campus.	6.23	6.26	-0.03	6.3	5.59	0.71	0.67
	63	Student disciplinary procedures are fair.	6.40	5.95	0.45	6.27	5.4	0.87	0.55
	64	New student orientation services help students adjust to college.	6.21	6.08	0.13	6.18	5.45	0.73	0.63
	65	Faculty are usually available after class and during office hours.	6.41	6.41	0.00	6.39	5.97	0.42	0.44
	66	Tuition paid is a worthwhile investment.	6.60	6.2	0.40	6.46	4.98	1.48	1.22
	67	Freedom of expression is protected on campus.	6.20	5.9	0.30	6.34	5.46	0.88	0.44
	68	Nearly all of the faculty are knowledgeable in their field.	6.69	6.64	0.05	6.6	6.05	0.55	0.59
	69	There is a good variety of courses provided on this campus.	6.35	6.09	0.26	6.45	5.67	0.78	0.42
	70	Graduate teaching assistants are competent as classroom instructors.	6.33	6.32	0.01	6.13	5.6	0.53	0.72
	71	Channels for expressing student complaints are readily available.	6.11	5.88	0.23	6.16	4.88	1.28	1.00
	72	On the whole, the campus is well-maintained.	6.40	6.59	-0.19	6.36	5.75	0.61	0.84
	73	Student activities fees are put to good use.	6.18	6.06	0.12	6.16	4.89	1.27	1.17
	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	6.57	6.63	-0.06				
	75	Campus item: I agree with Faith's stated mission.	6.69	6.68	0.01				

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	76	Campus item: Faith has a clearly articulated vision for its future.	6.45	6.37	0.08				
	77	Campus item: Senior administrators create a climate of trust and encouragement.	6.37	6.41	-0.04				
	78	Campus item: Counsel for personal financial management is readily available for students.	6.30	6.21	0.09				
	79	Campus item: Program of study consulting and advice is readily available for students.	6.37	6.4	-0.03				
★	80	Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	6.57	6.53	0.04				
	81	Campus item: Students' academic expectations are being met while attending Faith.	6.55	6.37	0.18				
★	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	6.77	6.47	0.30				
	83	Campus item: The institution has clearly defined guidelines for student behavior.	6.50	6.38	0.12				
	84	Institution's commitment to part-time students?		6.16			5.44		0.72
	85	Institution's commitment to evening students?		6.02			5.38		0.64
	86	Institution's commitment to older, returning learners?		6.29			5.57		0.72
	87	Institution's commitment to under-represented populations?		6.21			5.37		0.84
	88	Institution's commitment to commuters?		6.17			5.27		0.90

Item Report vs. National 4-Year Private Schools

Strength/ Challenge	Item No.	Item	FBBC			National 4-Year Private Schools			Difference
			Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	
	89	Institution's commitment to students with disabilities?		6.23			5.53		0.70
	90	Cost as factor in decision to enroll.	6.08			6.24			
	91	Financial aid as factor in decision to enroll.	6.28			6.37			
	92	Academic reputation as factor in decision to enroll.	6.08			6.15			
	93	Size of institution as factor in decision to enroll.	5.43			5.55			
	94	Opportunity to play sports as factor in decision to enroll.	4.35			4.17			
	95	Recommendations from family/friends as factor in decision to enroll.	5.96			5			
	96	Geographic setting as factor in decision to enroll.	4.85			5.48			
	97	Campus appearance as factor in decision to enroll.	4.92			5.56			
	98	Personalized attention prior to enrollment as factor in decision to enroll.	5.60			5.69			
★	Strength								
Ⓜ	Challenge								

Scaled Summary vs. Comparison Groups

Scale	FBBC 2022			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.42	6.43	0.71	-0.01
Campus Climate	6.41	6.21	0.74	0.20
Campus Life	6.06	6.03	0.82	0.03
Campus Support Services	6.03	6.23	0.72	-0.20
Concern for the Individual	6.51	6.42	0.76	0.09
Instructional Effectiveness	6.5	6.33	0.66	0.17
Recruitment and Financial Aid	6.41	6.26	0.79	0.15
Registration Effectiveness	6.28	6.25	0.7	0.03
Responsiveness to Diverse Populations		6.19	0.9	
Safety and Security	6.2	5.81	1.07	0.39
Service Excellence	6.31	6.28	0.69	0.03
Student Centeredness	6.51	6.31	0.81	0.20

ABHE 2018-2021				
Importance	Satisfaction	SD	Gap	Difference
6.35	6.03	0.98	0.32	0.4
6.3	5.83	1.03	0.47	0.38
6	5.55	1.17	0.45	0.48
6.05	5.83	1.05	0.22	0.4
6.36	5.96	1.03	0.4	0.46
6.38	5.92	0.97	0.46	0.41
6.32	5.81	1.06	0.51	0.45
6.26	5.89	1	0.37	0.36
	5.79	1.23		0.4
6.27	5.59	1.21	0.68	0.22
6.21	5.82	1.05	0.39	0.46
6.36	5.94	1.07	0.42	0.37

Scale	FBBC 2022			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.42	6.43	0.71	-0.01
Campus Climate	6.41	6.21	0.74	0.20
Campus Life	6.06	6.03	0.82	0.03
Campus Support Services	6.03	6.23	0.72	-0.20
Concern for the Individual	6.51	6.42	0.76	0.09
Instructional Effectiveness	6.5	6.33	0.66	0.17
Recruitment and Financial Aid	6.41	6.26	0.79	0.15
Registration Effectiveness	6.28	6.25	0.7	0.03
Responsiveness to Diverse Populations		6.19	0.9	
Safety and Security	6.2	5.81	1.07	0.39
Service Excellence	6.31	6.28	0.69	0.03
Student Centeredness	6.51	6.31	0.81	0.20

National 4-Year Private Colleges (2018-2021)				
Importance	Satisfaction	SD	Gap	Difference
6.43	5.8	1.23	0.63	0.63
6.3	5.46	1.14	0.84	0.75
5.99	5.19	1.2	0.8	0.84
6.14	5.75	1.02	0.39	0.48
6.33	5.54	1.18	0.79	0.88
6.43	5.68	1.05	0.75	0.65
6.3	5.36	1.23	0.94	0.9
6.23	5.38	1.22	0.85	0.87
	5.42	1.44		0.77
6.29	5.02	1.39	1.27	0.79
6.19	5.45	1.15	0.74	0.83
6.35	5.5	1.23	0.85	0.81

Scaled Summary vs. Comparison Groups

Scale	FBBC 2022			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.42	6.43	0.71	-0.01
Campus Climate	6.41	6.21	0.74	0.20
Campus Life	6.06	6.03	0.82	0.03
Campus Support Services	6.03	6.23	0.72	-0.20
Concern for the Individual	6.51	6.42	0.76	0.09
Instructional Effectiveness	6.5	6.33	0.66	0.17
Recruitment and Financial Aid	6.41	6.26	0.79	0.15
Registration Effectiveness	6.28	6.25	0.7	0.03
Responsiveness to Diverse Populations		6.19	0.9	
Safety and Security	6.2	5.81	1.07	0.39
Service Excellence	6.31	6.28	0.69	0.03
Student Centeredness	6.51	6.31	0.81	0.20

National 4-Year Private Colleges Midwestern(2018-2021)				
Importance	Satisfaction	SD	Gap	Difference
6.43	5.9	1.14	0.53	0.53
6.29	5.52	1.07	0.77	0.69
5.94	5.25	1.13	0.69	0.78
6.06	5.82	0.96	0.24	0.41
6.34	5.64	1.09	0.7	0.78
6.43	5.73	0.97	0.7	0.6
6.28	5.44	1.15	0.84	0.82
6.18	5.46	1.15	0.72	0.79
	5.44	1.42		0.75
6.28	5.07	1.32	1.21	0.74
6.15	5.53	1.08	0.62	0.75
6.35	5.54	1.18	0.81	0.77

Summary Report vs. Comparison Groups

Summary	AnswerDescription	FBBC	ABHE	Difference	National 4-Yr. Private	Difference	National 4-Yr. Private Mid-western	Difference
So far, how has your college experience met your expectations?	Total	5.41	5.03	0.38	4.66	0.75	4.70	0.71
	1= Much worse than I expected	0%	1%		2%		2%	
	2= Quite a bit worse than I expected	0%	1%		3%		2%	
	3= Worse than I expected	5%	6%		12%		12%	
	4= About what I expected	19%	27%		30%		29%	
	5= Better than I expected	27%	26%		23%		25%	
	6= Quite a bit better than I expected	14%	16%		14%		15%	
	7= Much better than I expected	30%	19%		13%		12%	
Rate your overall satisfaction with your experience here thus far.	Total	6.07	5.64	0.43	5.28	0.79	5.38	0.69
	1= Not satisfied at all	0%	0%		1%		1%	
	2= Not very satisfied	0%	3%		4%		3%	
	3= Somewhat dissatisfied	2%	4%		8%		7%	
	4= Neutral	5%	9%		10%		9%	
	5= Somewhat satisfied	9%	14%		18%		17%	
	6= Satisfied	39%	39%		36%		38%	
	7= Very satisfied	41%	27%		19%		20%	
All in all, if you had it to do over again, would you enroll here?	Total	6.27	5.82	0.45	5.29	0.98	5.43	0.84
	1= Definitely not	1%	1%		4%		3%	
	2= Probably not	3%	3%		7%		6%	
	3= Maybe not	2%	3%		6%		6%	
	4= I don't know	2%	8%		10%		8%	
	5= Maybe yes	5%	12%		12%		11%	
	6= Probably yes	22%	26%		27%		28%	
	7= Definitely yes	63%	44%		32%		35%	
	Total	5.92	5.50	0.42	5.08	0.84	5.17	0.75




Item Percentages vs. National 4-Year Private Schools

The percentage of reponses that indicated an answer of 6 or 7 to the items in the survey

Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	1	Most students feel a sense of belonging here.	83 %	77 %	6 %	79 %	48 %	31 %	29 %
★	2	The campus staff are caring and helpful.	94 %	93 %	1 %	87 %	65 %	22 %	28 %
★	3	Faculty care about me as an individual.	93 %	89 %	4 %	83 %	63 %	20 %	26 %
	4	Admissions staff are knowledgeable.	85 %	83 %	2 %	82 %	61 %	21 %	22 %
★	5	Financial aid counselors are helpful.	86 %	86 %	0 %	83 %	53 %	30 %	33 %
★	6	My academic advisor is approachable.	90 %	93 %	-3 %	88 %	74 %	14 %	19 %
Ⓜ	7	The campus is safe and secure for all students.	89 %	71 %	18 %	90 %	65 %	25 %	6 %
Ⓜ	8	The content of the courses within my major is valuable.	95 %	88 %	7 %	91 %	67 %	24 %	21 %
	9	A variety of intramural activities are offered.	51 %	76 %	-25 %	52 %	52 %	0 %	24 %
	10	Administrators are approachable to students.	83 %	79 %	4 %	77 %	55 %	22 %	24 %
	11	Billing policies are reasonable.	81 %	75 %	6 %	76 %	38 %	38 %	37 %
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	84 %	75 %	9 %	83 %	54 %	29 %	21 %
	13	Library staff are helpful and approachable.	68 %	80 %	-12 %	68 %	71 %	-3 %	9 %
★	14	My academic advisor is concerned about my success as an individual.	90 %	94 %	-4 %	86 %	69 %	17 %	25 %
★	15	The staff in the health services area are competent.	86 %	88 %	-2 %	81 %	57 %	24 %	31 %
★	16	The instruction in my major field is excellent.	94 %	91 %	3 %	91 %	67 %	24 %	24 %
Ⓜ	17	Adequate financial aid is available for most students.	94 %	80 %	14 %	86 %	47 %	39 %	33 %
	18	Library resources and services are adequate.	81 %	79 %	2 %	77 %	69 %	8 %	10 %

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			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	19	My academic advisor helps me set goals to work toward.	70 %	70 %	0 %	77 %	56 %	21 %	14 %
	20	The business office is open during hours which are convenient for most students.	73 %	78 %	-5 %	73 %	56 %	17 %	22 %
	21	The amount of student parking space on campus is adequate.	70 %	56 %	14 %	75 %	27 %	48 %	29 %
	22	Counseling staff care about students as individuals.	91 %	86 %	5 %	83 %	61 %	22 %	25 %
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	89 %	83 %	6 %	83 %	37 %	46 %	46 %
	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	64 %	75 %	-11 %	59 %	43 %	16 %	32 %
	25	Faculty are fair and unbiased in their treatment of individual students.	89 %	80 %	9 %	86 %	57 %	29 %	23 %
	26	Computer labs are adequate and accessible.	70 %	87 %	-17 %	77 %	65 %	12 %	22 %
	27	The personnel involved in registration are helpful.	89 %	92 %	-3 %	82 %	63 %	19 %	29 %
	28	Parking lots are well-lighted and secure.	74 %	70 %	4 %	77 %	49 %	28 %	21 %
	29	It is an enjoyable experience to be a student on this campus.	92 %	82 %	10 %	88 %	58 %	30 %	24 %
	30	Residence hall staff are concerned about me as an individual.	86 %	81 %	5 %	73 %	52 %	21 %	29 %
	31	Males and females have equal opportunities to participate in intercollegiate athletics.	76 %	86 %	-10 %	76 %	71 %	5 %	15 %

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	32	Tutoring services are readily available.	71 %	80 %	-9 %	80 %	69 %	11 %	11 %
★	33	My academic advisor is knowledgeable about requirements in my major.	90 %	92 %	-2 %	91 %	74 %	17 %	18 %
	34	I am able to register for classes I need with few conflicts.	88 %	81 %	7 %	89 %	56 %	33 %	25 %
	35	The assessment and course placement procedures are reasonable.	83 %	82 %	1 %	82 %	61 %	21 %	21 %
Ⓜ	36	Security staff respond quickly in emergencies.	85 %	76 %	9 %	88 %	60 %	28 %	16 %
	37	I feel a sense of pride about my campus.	71 %	75 %	-4 %	72 %	55 %	17 %	20 %
	38	There is an adequate selection of food available in the cafeteria.	80 %	51 %	29 %	78 %	30 %	48 %	21 %
★	39	I am able to experience intellectual growth here.	94 %	89 %	5 %	90 %	70 %	20 %	19 %
	40	Residence hall regulations are reasonable.	83 %	70 %	13 %	76 %	49 %	27 %	21 %
	41	There is a commitment to academic excellence on this campus.	91 %	86 %	5 %	87 %	67 %	20 %	19 %
	42	There are a sufficient number of weekend activities for students.	53 %	69 %	-16 %	60 %	39 %	21 %	30 %
	43	Admissions counselors respond to prospective students' unique needs and requests.	80 %	83 %	-3 %	78 %	61 %	17 %	22 %
	44	Academic support services adequately meet the needs of students.	82 %	88 %	-6 %	82 %	62 %	20 %	26 %
	45	Students are made to feel welcome on this campus.	93 %	86 %	7 %	87 %	65 %	22 %	21 %
	46	I can easily get involved in campus organizations.	69 %	78 %	-9 %	74 %	61 %	13 %	17 %

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	47	Faculty provide timely feedback about student progress in a course.	85 %	71 %	14 %	85 %	52 %	33 %	19 %
	48	Admissions counselors accurately portray the campus in their recruiting practices.	87 %	80 %	7 %	80 %	54 %	26 %	26 %
	49	There are adequate services to help me decide upon a career.	75 %	65 %	10 %	84 %	58 %	26 %	7 %
	50	Class change (drop/add) policies are reasonable.	78 %	83 %	-5 %	79 %	66 %	13 %	17 %
★	51	This institution has a good reputation within the community.	92 %	86 %	6 %	82 %	69 %	13 %	17 %
	52	The student center is a comfortable place for students to spend their leisure time.	77 %	75 %	2 %	71 %	57 %	14 %	18 %
	53	Faculty take into consideration student differences as they teach a course.	84 %	73 %	11 %	81 %	51 %	30 %	22 %
	54	Bookstore staff are helpful.	77 %	88 %	-11 %	68 %	66 %	2 %	22 %
Ⓜ	55	Major requirements are clear and reasonable.	93 %	82 %	11 %	89 %	67 %	22 %	15 %
	56	The student handbook provides helpful information about campus life.	84 %	80 %	4 %	67 %	57 %	10 %	23 %
	57	I seldom get the "run-around" when seeking information on this campus.	81 %	76 %	5 %	76 %	48 %	28 %	28 %
★	58	The quality of instruction I receive in most of my classes is excellent.	94 %	90 %	4 %	90 %	62 %	28 %	28 %
★	59	This institution shows concern for students as individuals.	93 %	89 %	4 %	86 %	58 %	28 %	31 %
	60	I generally know what's happening on campus.	80 %	70 %	10 %	73 %	53 %	20 %	17 %

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			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	61	Adjunct faculty are competent as classroom instructors.	86 %	86 %	0 %	82 %	62 %	20 %	24 %
	62	There is a strong commitment to racial harmony on this campus.	84 %	81 %	3 %	82 %	62 %	20 %	19 %
Ⓜ	63	Student disciplinary procedures are fair.	88 %	73 %	15 %	81 %	58 %	23 %	15 %
	64	New student orientation services help students adjust to college.	80 %	77 %	3 %	79 %	57 %	22 %	20 %
	65	Faculty are usually available after class and during office hours.	88 %	87 %	1 %	85 %	73 %	12 %	14 %
Ⓜ	66	Tuition paid is a worthwhile investment.	91 %	79 %	12 %	87 %	45 %	42 %	34 %
	67	Freedom of expression is protected on campus.	81 %	69 %	12 %	83 %	59 %	24 %	10 %
★	68	Nearly all of the faculty are knowledgeable in their field.	95 %	94 %	1 %	91 %	76 %	15 %	18 %
	69	There is a good variety of courses provided on this campus.	85 %	74 %	11 %	87 %	63 %	24 %	11 %
	70	Graduate teaching assistants are competent as classroom instructors.	84 %	84 %	0 %	77 %	61 %	16 %	23 %
	71	Channels for expressing student complaints are readily available.	76 %	70 %	6 %	78 %	43 %	35 %	27 %
★	72	On the whole, the campus is well-maintained.	87 %	94 %	-7 %	84 %	67 %	17 %	27 %
	73	Student activities fees are put to good use.	81 %	76 %	5 %	78 %	43 %	35 %	33 %
★	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	93 %	93 %	0 %				
★	75	Campus item: I agree with Faith's stated mission.	94 %	95 %	-1 %				

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			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	76	Campus item: Faith has a clearly articulated vision for its future.	87 %	84 %	3 %				
	77	Campus item: Senior administrators create a climate of trust and encouragement.	86 %	87 %	-1 %				
	78	Campus item: Counsel for personal financial management is readily available for students.	83 %	78 %	5 %				
	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.	94 %	92 %	2 %				
	81	Campus item: Students' academic expectations are being met while attending Faith.	94 %	88 %	6 %				
★	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	98 %	87 %	11 %				
	83	Campus item: The institution has clearly defined guidelines for student behavior.	91 %	86 %	5 %				
	84	Institution's commitment to part-time students?		78 %			55 %		23 %
	85	Institution's commitment to evening students?		72 %			54 %		18 %
	86	Institution's commitment to older, returning learners?		85 %			60 %		25 %
	87	Institution's commitment to under-represented populations?		80 %			55 %		25 %
	88	Institution's commitment to commuters?		81 %			53 %		28 %

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			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	89	Institution's commitment to students with disabilities?		82 %			61 %		21 %
	90	Cost as factor in decision to enroll.	79 %			80 %			
	91	Financial aid as factor in decision to enroll.	85 %			84 %			
	92	Academic reputation as factor in decision to enroll.	77 %			77 %			
	93	Size of institution as factor in decision to enroll.	57 %			60 %			
	94	Opportunity to play sports as factor in decision to enroll.	37 %			38 %			
	95	Recommendations from family/friends as factor in decision to enroll.	74 %			48 %			
	96	Geographic setting as factor in decision to enroll.	44 %			58 %			
	97	Campus appearance as factor in decision to enroll.	43 %			60 %			
	98	Personalized attention prior to enrollment as factor in decision to enroll.	61 %			64 %			
★	Strength								
Ⓜ	Challenge								

Demographic Responses

Age		
Demographic Responses	N	%
45 and over	0	0.00 %
35 to 44	1	0.44 %
25 to 34	4	1.78 %
No Answer	6	
18 and under	26	11.56 %
19 to 24	194	86.22 %
Total	225	100.00 %

Gender		
Demographic Responses	N	%
Prefer not to respond	2	0.88%
No Answer	5	
Male	107	47.35%
Female	117	51.77%
Total	226	100.00%

Ethnicity		
Demographic Responses	N	%
American Indian or Alaskan Native	0	0.00 %
Other race	0	0.00 %
Hispanic	4	1.79 %
Black/African-American	5	2.23 %
Race - Prefer not to respond	5	2.23 %
No Answer	7	
Asian or Pacific Islander	9	4.02 %
Multi-racial	9	4.02 %
Caucasian/White	192	85.71 %
Total	224	100.00 %

Class Load		
Demographic Responses	N	%
Part-time	5	2.22 %
No Answer	6	
Full-time	220	97.78 %
Total	225	100.00 %

Class Level		
Demographic Responses	N	%
Special student	0	0.00 %
Graduate/Professional	0	0.00 %
Other class level	0	0.00 %
No Answer	6	
Senior	30	13.33 %
Junior	41	18.22 %
Freshman	77	34.22 %
Sophomore	77	34.22 %
Total	225	100.00 %

Demographic Responses

Current Residence		
Demographic Responses	N	%
Fraternity / Sorority	0	0.00 %
No Answer	1	
Own house	2	0.87 %
Other residence	3	1.30 %
Parent's home	10	4.35 %
Rent room or apt off campus	18	7.83 %
Residence hall	197	85.65 %
Total	230	100.00 %

Residence Classification		
Demographic Responses	N	%
No Answer	0	0.00 %
International (not U.S. citizen)	14	6.06 %
In-state	102	44.16 %
Out-of-state	115	49.78 %
Total	231	100.00 %

This Institution was my...		
Demographic Responses	N	%
No Answer	1	
3rd choice or lower	18	7.83 %
2nd choice	49	21.30 %
1st choice	163	70.87 %
Total	230	100.00 %