



**Student Satisfaction Inventory
Results from Assessment Day
April 9, 2024**

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	39	I am able to experience intellectual growth here.	↑	higher satisfaction	2
Strength	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	-----	-----	2
Strength	2	The campus staff are caring and helpful.	↑	higher satisfaction	4
Strength	68	Nearly all of the faculty are knowledgeable in their field.	↑	higher satisfaction	4
Strength	59	This institution shows concern for students as individuals.	↑	higher satisfaction	6
Strength	75	Campus item: I agree with Faith's stated mission.	-----	-----	8
Strength	58	The quality of instruction I receive in most of my classes is excellent.	↑	higher satisfaction	10
Strength	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	-----	-----	10
Strength	22	Counseling staff care about students as individuals.	↑	higher satisfaction	12
Strength	45	Students are made to feel welcome on this campus.	↑	higher satisfaction	14
Strength	29	It is an enjoyable experience to be a student on this campus.	↑	higher satisfaction	15
Strength	33	My academic advisor is knowledgeable about requirements in my major.	↑	higher satisfaction	15
Strength	3	Faculty care about me as an individual.	↑	higher satisfaction	17
Strength	6	My academic advisor is approachable.	↑	higher satisfaction	17
Strength	51	This institution has a good reputation within the community.	↑	higher satisfaction	17
Strength	80	Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	-----	-----	25
Strength	83	Campus item: The institution has clearly defined guidelines for student behavior.	-----	-----	28
Strength	5	Financial aid counselors are helpful.	↑	higher satisfaction	30
Strength	14	My academic advisor is concerned about my success as an individual.	↑	higher satisfaction	31
Strength	27	The personnel involved in registration are helpful.	↑	higher satisfaction	36

Item with High Importance and Lower Satisfaction Rating					
Challenge	8	The content of the courses within my major is valuable.	↑	higher satisfaction	1
Challenge	16	The instruction in my major field is excellent.	↑	higher satisfaction	6
Challenge	17	Adequate financial aid is available for most students.	↑	higher satisfaction	8
Challenge	66	Tuition paid is a worthwhile investment.	↑	higher satisfaction	12

Strength/ Challenge	Item No.	Item with High Importance and Satisfaction Rating	vs. Nat'l 4-Yr.	Higher/Lower Satisfaction	Import- ance Rank
Challenge	25	Faculty are fair and unbiased in their treatment of individual students.	↑	higher satisfaction	22
Challenge	34	I am able to register for classes I need with few conflicts.	↑	higher satisfaction	22
Challenge	55	Major requirements are clear and reasonable.	↑	higher satisfaction	22
Challenge	7	The campus is safe and secure for all students.	↑	higher satisfaction	25
Challenge	12	Financial aid awards are announced to students in time to be helpful in college planning.	↑	higher satisfaction	29
Challenge	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	↑	higher satisfaction	33
Challenge	36	Security staff respond quickly in emergencies.	↑	higher satisfaction	39
Challenge	26	Computers and/or Wi-Fi are adequate and accessible.	↑	higher satisfaction	42
Challenge	48	Admissions counselors accurately portray the campus in their recruiting practices.	↑	higher satisfaction	42

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
Ⓜ	26	Computers and/or Wi-Fi are adequate and accessible.	42
	44	Academic support services adequately meet the needs of students.	42
Ⓜ	48	Admissions counselors accurately portray the campus in their recruiting practices.	42
	15	The staff in the health services area are competent.	41
	4	Admissions staff are knowledgeable.	40
Ⓜ	36	Security staff respond quickly in emergencies.	39
	30	Residence hall staff are concerned about me as an individual.	37
	65	Faculty are usually available after class and during office hours.	37
★	27	The personnel involved in registration are helpful.	36
Ⓜ	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	33
	72	On the whole, the campus is well-maintained.	33
★	14	My academic advisor is concerned about my success as an individual.	31
★	5	Financial aid counselors are helpful.	30
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	29
Ⓜ	7	The campus is safe and secure for all students.	25
	63	Student disciplinary procedures are fair.	25
Ⓜ	25	Faculty are fair and unbiased in their treatment of individual students.	22
Ⓜ	34	I am able to register for classes I need with few conflicts.	22
Ⓜ	55	Major requirements are clear and reasonable.	22
	41	There is a commitment to academic excellence on this campus.	20
★	3	Faculty care about me as an individual.	17
★	6	My academic advisor is approachable.	17
★	51	This institution has a good reputation within the community.	17
★	29	It is an enjoyable experience to be a student on this campus.	15

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
★	33	My academic advisor is knowledgeable about requirements in my major.	15
★	45	Students are made to feel welcome on this campus.	14
★	22	Counseling staff care about students as individuals.	12
Ⓜ	66	Tuition paid is a worthwhile investment.	12
★	58	The quality of instruction I receive in most of my classes is excellent.	10
Ⓜ	17	Adequate financial aid is available for most students.	8
Ⓜ	16	The instruction in my major field is excellent.	6
★	59	This institution shows concern for students as individuals.	6
★	2	The campus staff are caring and helpful.	4
★	68	Nearly all of the faculty are knowledgeable in their field.	4
★	39	I am able to experience intellectual growth here.	2
Ⓜ	8	The content of the courses within my major is valuable.	1

Item with Higher Importance than 4-Year National Universities

Ⓜ	26	Computers and/or Wi-Fi are adequate and accessible.	42
Ⓜ	48	Admissions counselors accurately portray the campus in their recruiting practices.	42
	4	Admissions staff are knowledgeable.	40
	30	Residence hall staff are concerned about me as an individual.	37
★	27	The personnel involved in registration are helpful.	36
Ⓜ	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	33
★	5	Financial aid counselors are helpful.	30
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	29
	63	Student disciplinary procedures are fair.	25
	41	There is a commitment to academic excellence on this campus.	20

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
★	3	Faculty care about me as an individual.	17
★	51	This institution has a good reputation within the community.	17
★	45	Students are made to feel welcome on this campus.	14
★	22	Counseling staff care about students as individuals.	12
Ⓜ	66	Tuition paid is a worthwhile investment.	12
Ⓜ	17	Adequate financial aid is available for most students.	8
★	59	This institution shows concern for students as individuals.	6
★	2	The campus staff are caring and helpful.	4
★	39	I am able to experience intellectual growth here.	2

★	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.	6.34	6.14	0.20	6.19	5.13	1.06	1.01
★	2	The campus staff are caring and helpful.	6.71	6.68	0.03	6.44	5.65	0.79	1.03
★	3	Faculty care about me as an individual.	6.59	6.62	-0.03	6.31	5.58	0.73	1.04
	4	Admissions staff are knowledgeable.	6.44	6.44	0.00	6.28	5.60	0.68	0.84
★	5	Financial aid counselors are helpful.	6.51	6.47	0.04	6.31	5.31	1.00	1.16
★	6	My academic advisor is approachable.	6.59	6.64	-0.05	6.5	5.96	0.54	0.68
Ⓜ	7	The campus is safe and secure for all students.	6.54	6.2	0.34	6.56	5.65	0.91	0.55
Ⓜ	8	The content of the courses within my major is valuable.	6.73	6.29	0.44	6.59	5.75	0.84	0.54
	9	A variety of intramural activities are offered.	5.44	6.28	-0.84	5.5	5.39	0.11	0.89
	10	Administrators are approachable to students.	6.37	6.43	-0.06	6.16	5.39	0.77	1.04
	11	Billing policies are reasonable.	6.38	6.16	0.22	6.06	4.73	1.33	1.43
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	6.52	6.22	0.30	6.33	5.38	0.95	0.84
	13	Library staff are helpful and approachable.	5.78	6.21	-0.43	5.94	5.99	-0.05	0.22
★	14	My academic advisor is concerned about my success as an individual.	6.50	6.53	-0.03	6.41	5.79	0.62	0.74
	15	The staff in the health services area are competent.	6.43	6.42	0.01	6.32	5.55	0.77	0.87
Ⓜ	16	The instruction in my major field is excellent.	6.70	6.34	0.36	6.59	5.76	0.83	0.58
Ⓜ	17	Adequate financial aid is available for most students.	6.68	6.38	0.30	6.4	5.11	1.29	1.27
	18	Library resources and services are adequate.	6.21	6.14	0.07	6.17	5.93	0.24	0.21

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.	6.03	5.94	0.09	6.11	5.35	0.76	0.59
	20	The business office is open during hours which are convenient for most students.	6.10	6.12	-0.02	6.00	5.46	0.54	0.66
	21	The amount of student parking space on campus is adequate.	5.98	5.14	0.84	5.88	3.87	2.01	1.27
★	22	Counseling staff care about students as individuals.	6.64	6.53	0.11	6.36	5.59	0.77	0.94
Ⓜ	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.49	6.15	0.34	6.31	4.62	1.69	1.53
	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.79	6.15	-0.36	5.56	5.00	0.56	1.15
Ⓜ	25	Faculty are fair and unbiased in their treatment of individual students.	6.55	6.29	0.26	6.42	5.43	0.99	0.86
Ⓜ	26	Computer labs are adequate and accessible.	6.42	5.85	0.57	6.12	5.68	0.44	0.17
★	27	The personnel involved in registration are helpful.	6.47	6.51	-0.04	6.29	5.64	0.65	0.87
	28	Parking lots are well-lighted and secure.	6.15	5.91	0.24	6.11	5.11	1.00	0.80
★	29	It is an enjoyable experience to be a student on this campus.	6.61	6.47	0.14	6.47	5.36	1.11	1.11
	30	Residence hall staff are concerned about me as an individual.	6.46	6.39	0.07	6.02	5.23	0.79	1.16
	31	Males and females have equal opportunities to participate in intercollegiate athletics.	5.97	6.41	-0.44	6.15	5.95	0.20	0.46





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.	6.08	6.23	-0.15	6.26	5.91	0.35	0.32
★	33	My academic advisor is knowledgeable about requirements in my major.	6.61	6.53	0.08	6.58	6.01	0.57	0.52
Ⓜ	34	I am able to register for classes I need with few conflicts.	6.55	6.33	0.22	6.5	5.35	1.15	0.98
	35	The assessment and course placement procedures are reasonable.	6.20	6.23	-0.03	6.27	5.64	0.63	0.59
Ⓜ	36	Security staff respond quickly in emergencies.	6.45	5.86	0.59	6.51	5.53	0.98	0.33
	37	I feel a sense of pride about my campus.	5.92	6.15	-0.23	5.94	5.25	0.69	0.90
	38	There is an adequate selection of food available in the cafeteria.	6.17	5.29	0.88	6.14	4.19	1.95	1.10
★	39	I am able to experience intellectual growth here.	6.72	6.57	0.15	6.52	5.86	0.66	0.71
	40	Residence hall regulations are reasonable.	6.34	6.16	0.18	6.09	5.10	0.99	1.06
	41	There is a commitment to academic excellence on this campus.	6.57	6.41	0.16	6.38	5.76	0.62	0.65
	42	There are a sufficient number of weekend activities for students.	5.51	5.95	-0.44	5.62	4.76	0.86	1.19
	43	Admissions counselors respond to prospective students' unique needs and requests.	6.40	6.43	-0.03	6.2	5.61	0.59	0.82
	44	Academic support services adequately meet the needs of students.	6.42	6.41	0.01	6.31	5.65	0.66	0.76
★	45	Students are made to feel welcome on this campus.	6.62	6.59	0.03	6.44	5.61	0.83	0.98
	46	I can easily get involved in campus organizations.	6.07	6.28	-0.21	6.07	5.62	0.45	0.66

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.	6.36	6.14	0.22	6.36	5.31	1.05	0.83
Ⓜ	48	Admissions counselors accurately portray the campus in their recruiting practices.	6.42	6.22	0.20	6.23	5.3	0.93	0.92
	49	There are adequate services to help me decide upon a career.	6.19	6.05	0.14	6.32	5.53	0.79	0.52
	50	Class change (drop/add) policies are reasonable.	6.25	6.45	-0.20	6.2	5.75	0.45	0.70
★	51	This institution has a good reputation within the community.	6.59	6.54	0.05	6.27	5.77	0.50	0.77
	52	The student center is a comfortable place for students to spend their leisure time.	6.17	6.34	-0.17	6.01	5.51	0.50	0.83
	53	Faculty take into consideration student differences as they teach a course.	6.22	6.22	0.00	6.25	5.22	1.03	1.00
	54	Bookstore staff are helpful.	6.12	6.42	-0.30	5.9	5.87	0.03	0.55
Ⓜ	55	Major requirements are clear and reasonable.	6.55	6.28	0.27	6.5	5.76	0.74	0.52
	56	The student handbook provides helpful information about campus life.	6.27	6.22	0.05	5.84	5.51	0.33	0.71
	57	I seldom get the "run-around" when seeking information on this campus.	6.25	6.05	0.20	6.07	5.07	1.00	0.98
★	58	The quality of instruction I receive in most of my classes is excellent.	6.65	6.49	0.16	6.53	5.61	0.92	0.88
★	59	This institution shows concern for students as individuals.	6.70	6.64	0.06	6.41	5.31	1.10	1.33
	60	I generally know what's happening on campus.	6.24	6.17	0.07	6.01	5.28	0.73	0.89

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.	6.39	6.45	-0.06	6.28	5.65	0.63	0.80
	62	There is a strong commitment to racial harmony on this campus.	6.23	6.38	-0.15	6.32	5.55	0.77	0.83
	63	Student disciplinary procedures are fair.	6.54	6.36	0.18	6.27	5.36	0.91	1.00
	64	New student orientation services help students adjust to college.	6.35	6.16	0.19	6.19	5.44	0.75	0.72
	65	Faculty are usually available after class and during office hours.	6.46	6.39	0.07	6.38	6.01	0.37	0.38
	66	Tuition paid is a worthwhile investment.	6.64	6.3	0.34	6.43	4.94	1.49	1.36
	67	Freedom of expression is protected on campus.	6.10	5.93	0.17	6.33	5.4	0.93	0.53
	68	Nearly all of the faculty are knowledgeable in their field.	6.71	6.67	0.04	6.6	6.07	0.53	0.60
	69	There is a good variety of courses provided on this campus.	6.33	6.23	0.10	6.44	5.72	0.72	0.51
	70	Graduate teaching assistants are competent as classroom instructors.	6.19	6.31	-0.12	6.18	5.73	0.45	0.58
	71	Channels for expressing student complaints are readily available.	6.04	5.84	0.20	6.13	4.8	1.33	1.04
	72	On the whole, the campus is well-maintained.	6.49	6.41	0.08	6.35	5.75	0.60	0.66
	73	Student activities fees are put to good use.	6.16	5.97	0.19	6.12	4.88	1.24	1.09
	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	6.65	6.64	0.01				
	75	Campus item: I agree with Faith's stated mission.	6.68	6.71	-0.03				

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.	6.49	6.31	0.18				
	77	Campus item: Senior administrators create a climate of trust and encouragement.	6.50	6.42	0.08				
	78	Campus item: Counsel for personal financial management is readily available for students.	6.34	6.25	0.09				
	79	Campus item: Program of study consulting and advice is readily available for students.	6.32	6.38	-0.06				
★	80	Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	6.54	6.47	0.07				
	81	Campus item: Students' academic expectations are being met while attending Faith.	6.57	6.4	0.17				
★	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	6.72	6.56	0.16				
★	83	Campus item: The institution has clearly defined guidelines for student behavior.	6.53	6.46	0.07				
	84	Institution's commitment to part-time students?		6.23			5.53		0.70
	85	Institution's commitment to evening students?		5.98			5.46		0.52
	86	Institution's commitment to older, returning learners?		6.31			5.63		0.68
	87	Institution's commitment to under-represented populations?		6.26			5.35		0.91
	88	Institution's commitment to commuters?		6.28			5.25		1.03

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?		6.40			5.43		0.97
	90	Cost as factor in decision to enroll.	6.33			6.25			
	91	Financial aid as factor in decision to enroll.	6.41			6.37			
	92	Academic reputation as factor in decision to enroll.	6.19			6.10			
	93	Size of institution as factor in decision to enroll.	5.25			5.55			
	94	Opportunity to play sports as factor in decision to enroll.	4.52			4.29			
	95	Recommendations from family/friends as factor in decision to enroll.	6.05			5.03			
	96	Geographic setting as factor in decision to enroll.	5.15			5.52			
	97	Campus appearance as factor in decision to enroll.	5.13			5.57			
	98	Personalized attention prior to enrollment as factor in decision to enroll.	5.67			5.64			
★	Strength								
Ⓜ	Challenge								

Scaled Summary vs. Comparison Groups

Scale	FBBC 2024			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.46	6.39	0.64	0.07
Campus Climate	6.42	6.33	0.65	0.09
Campus Life	6.12	6.14	0.75	-0.02
Campus Support Services	6.18	6.19	0.71	-0.01
Concern for the Individual	6.58	6.5	0.65	0.08
Instructional Effectiveness	6.52	6.39	0.57	0.13
Recruitment and Financial Aid	6.5	6.36	0.7	0.14
Registration Effectiveness	6.35	6.32	0.7	0.03
Responsiveness to Diverse Populations		6.26	0.92	
Safety and Security	6.28	5.78	1.04	0.50
Service Excellence	6.32	6.31	0.68	0.01
Student Centeredness	6.56	6.49	0.6	0.07

Scale	ABHE 2020-2023				
	Importance	Satisfaction	SD	Gap	Difference
Academic Advising	6.43	6.23	0.94	0.20	0.16
Campus Climate	6.39	6.03	0.99	0.36	0.30
Campus Life	6.14	5.81	1.13	0.33	0.33
Campus Support Services	6.17	6.05	0.99	0.12	0.14
Concern for the Individual	6.45	6.15	0.98	0.03	0.35
Instructional Effectiveness	6.46	6.13	0.91	0.33	0.26
Recruitment and Financial Aid	6.38	6.03	1.01	0.35	0.33
Registration Effectiveness	6.36	6.14	0.95	0.22	0.18
Responsiveness to Diverse Populations		6.11	1.12		0.15
Safety and Security	6.30	5.97	1.09	0.33	-0.19
Service Excellence	6.31	6.01	1.06	0.30	0.30
Student Centeredness	6.45	6.07	1.07	0.38	0.42

Scale	FBBC 2024			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.46	6.39	0.64	0.07
Campus Climate	6.42	6.33	0.65	0.09
Campus Life	6.12	6.14	0.75	-0.02
Campus Support Services	6.18	6.19	0.71	-0.01
Concern for the Individual	6.58	6.5	0.65	0.08
Instructional Effectiveness	6.52	6.39	0.57	0.13
Recruitment and Financial Aid	6.5	6.36	0.7	0.14
Registration Effectiveness	6.35	6.32	0.7	0.03
Responsiveness to Diverse Populations		6.26	0.92	
Safety and Security	6.28	5.78	1.04	0.50
Service Excellence	6.32	6.31	0.68	0.01
Student Centeredness	6.56	6.49	0.6	0.07

Scale	National 4-Year Private Colleges (2020-2023)				
	Importance	Satisfaction	SD	Gap	Difference
Academic Advising	6.42	5.78	1.28	0.64	0.61
Campus Climate	6.29	5.39	1.20	0.90	0.94
Campus Life	6.01	5.21	1.25	0.80	0.93
Campus Support Services	6.15	5.80	1.03	0.35	0.39
Concern for the Individual	6.33	5.49	1.23	0.84	1.01
Instructional Effectiveness	6.42	5.68	1.08	0.74	0.71
Recruitment and Financial Aid	6.30	5.39	1.26	0.92	0.97
Registration Effectiveness	6.21	5.36	1.30	0.85	0.96
Responsiveness to Diverse Populations		5.43	1.50		0.83
Safety and Security	6.26	4.99	1.50	1.27	0.79
Service Excellence	6.20	5.44	1.24	0.76	0.87
Student Centeredness	6.35	5.40	1.31	0.95	1.09

Scaled Summary vs. Comparison Groups

Scale	FBBC 2024			
	Importance	Satisfaction	SD	Gap
Academic Advising	6.46	6.39	0.64	0.07
Campus Climate	6.42	6.33	0.65	0.09
Campus Life	6.12	6.14	0.75	-0.02
Campus Support Services	6.18	6.19	0.71	-0.01
Concern for the Individual	6.58	6.5	0.65	0.08
Instructional Effectiveness	6.52	6.39	0.57	0.13
Recruitment and Financial Aid	6.5	6.36	0.7	0.14
Registration Effectiveness	6.35	6.32	0.7	0.03
Responsiveness to Diverse Populations		6.26	0.92	
Safety and Security	6.28	5.78	1.04	0.50
Service Excellence	6.32	6.31	0.68	0.01
Student Centeredness	6.56	6.49	0.6	0.07

National 4-Year Private Colleges Midwestern (2020-2023)				
Importance	Satisfaction	SD	Gap	Difference
6.42	5.88	1.17	0.54	0.51
6.27	5.46	1.13	0.81	0.87
5.97	5.24	1.17	0.73	0.90
6.09	5.85	96.00	0.24	0.34
6.33	5.58	1.14	0.75	0.92
6.41	5.73	1.00	0.68	0.66
6.28	5.46	1.17	0.82	0.90
6.17	5.45	1.22	0.72	0.87
	5.41	1.45		0.85
6.24	5.03	1.41	1.21	0.75
6.16	5.52	1.16	0.64	0.79
6.35	5.47	1.24	0.88	1.02

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	5.37	5.17	0.20	4.55	0.82	4.60	0.77
	1= Much worse than I expected	0%	1%		2%		2%	
	2= Quite a bit worse than I expected	0%	1%		3%		3%	
	3= Worse than I expected	4%	6%		13%		13%	
	4= About what I expected	21%	24%		31%		31%	
	5= Better than I expected	29%	26%		23%		24%	
	6= Quite a bit better than I expected	16%	15%		13%		14%	
	7= Much better than I expected	26%	24%		11%		11%	
Rate your overall satisfaction with your experience here thus far.	Total	6.23	5.81	0.42	5.19	1.04	5.26	0.97
	1= Not satisfied at all	0%	0%		2%		1%	
	2= Not very satisfied	0%	2%		5%		4%	
	3= Somewhat dissatisfied	2%	3%		8%		8%	
	4= Neutral	3%	7%		11%		10%	
	5= Somewhat satisfied	9%	13%		19%		18%	
	6= Satisfied	35%	39%		35%		37%	
	7= Very satisfied	48%	32%		18%		18%	
All in all, if you had it to do over again, would you enroll here?	Total	6.42	5.97	0.45	5.25	1.17	5.32	1.10
	1= Definitely not	0%	1%		4%		4%	
	2= Probably not	0%	3%		7%		7%	
	3= Maybe not	2%	3%		6%		6%	
	4= I don't know	5%	7%		10%		9%	
	5= Maybe yes	5%	10%		12%		11%	
	6= Probably yes	21%	26%		27%		29%	
	7= Definitely yes	65%	49%		30%		31%	
	Total	6.01	5.65	0.36	5.00	1.01	5.06	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.	85 %	81 %	4 %	79 %	44 %	35 %	37 %
★	2	The campus staff are caring and helpful.	96 %	94 %	2 %	87 %	62 %	25 %	32 %
★	3	Faculty care about me as an individual.	90 %	93 %	-3 %	82 %	61 %	21 %	32 %
	4	Admissions staff are knowledgeable.	88 %	88 %	0 %	81 %	61 %	20 %	27 %
★	5	Financial aid counselors are helpful.	90 %	88 %	2 %	82 %	53 %	29 %	35 %
★	6	My academic advisor is approachable.	92 %	93 %	-1 %	88 %	73 %	15 %	20 %
Ⓜ	7	The campus is safe and secure for all students.	90 %	81 %	9 %	89 %	64 %	25 %	17 %
Ⓜ	8	The content of the courses within my major is valuable.	98 %	85 %	13 %	91 %	65 %	26 %	20 %
	9	A variety of intramural activities are offered.	52 %	81 %	-29 %	56 %	54 %	2 %	27 %
	10	Administrators are approachable to students.	83 %	90 %	-7 %	77 %	54 %	23 %	36 %
	11	Billing policies are reasonable.	86 %	80 %	6 %	75 %	37 %	38 %	43 %
Ⓜ	12	Financial aid awards are announced to students in time to be helpful in college planning.	89 %	81 %	8 %	83 %	55 %	28 %	26 %
	13	Library staff are helpful and approachable.	63 %	79 %	-16 %	68 %	72 %	-4 %	7 %
★	14	My academic advisor is concerned about my success as an individual.	89 %	90 %	-1 %	86 %	68 %	18 %	22 %
★	15	The staff in the health services area are competent.	87 %	87 %	0 %	82 %	61 %	21 %	26 %
★	16	The instruction in my major field is excellent.	95 %	86 %	9 %	91 %	66 %	25 %	20 %
Ⓜ	17	Adequate financial aid is available for most students.	95 %	86 %	9 %	85 %	47 %	38 %	39 %
	18	Library resources and services are adequate.	81 %	78 %	3 %	77 %	71 %	6 %	7 %

Item Percentages vs. National 4-Year Private Schools

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	19	My academic advisor helps me set goals to work toward.	74 %	69 %	5 %	75 %	56 %	19 %	13 %
	20	The business office is open during hours which are convenient for most students.	75 %	78 %	-3 %	72 %	56 %	16 %	22 %
	21	The amount of student parking space on campus is adequate.	76 %	47 %	29 %	72 %	27 %	45 %	20 %
	22	Counseling staff care about students as individuals.	93 %	90 %	3 %	84 %	62 %	22 %	28 %
	23	Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	89 %	79 %	10 %	83 %	35 %	48 %	44 %
	24	The intercollegiate athletic programs contribute to a strong sense of school spirit.	64 %	76 %	-12 %	60 %	46 %	14 %	30 %
	25	Faculty are fair and unbiased in their treatment of individual students.	91 %	85 %	6 %	86 %	57 %	29 %	28 %
	26	Computer labs are adequate and accessible.	89 %	67 %	22 %	76 %	64 %	12 %	3 %
	27	The personnel involved in registration are helpful.	90 %	91 %	-1 %	82 %	62 %	20 %	29 %
	28	Parking lots are well-lighted and secure.	78 %	72 %	6 %	76 %	49 %	27 %	23 %
	29	It is an enjoyable experience to be a student on this campus.	91 %	86 %	5 %	87 %	55 %	32 %	31 %
	30	Residence hall staff are concerned about me as an individual.	90 %	85 %	5 %	73 %	52 %	21 %	33 %
	31	Males and females have equal opportunities to participate in intercollegiate athletics.	76 %	87 %	-11 %	78 %	72 %	6 %	15 %

Item Percentages vs. National 4-Year Private Schools

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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.	77 %	80 %	-3 %	80 %	70 %	10 %	10 %
★	33	My academic advisor is knowledgeable about requirements in my major.	93 %	90 %	3 %	91 %	75 %	16 %	15 %
	34	I am able to register for classes I need with few conflicts.	93 %	85 %	8 %	89 %	56 %	33 %	29 %
	35	The assessment and course placement procedures are reasonable.	83 %	83 %	0 %	82 %	62 %	20 %	21 %
Ⓜ	36	Security staff respond quickly in emergencies.	89 %	72 %	17 %	88 %	61 %	27 %	11 %
	37	I feel a sense of pride about my campus.	71 %	76 %	-5 %	70 %	52 %	18 %	24 %
	38	There is an adequate selection of food available in the cafeteria.	80 %	54 %	26 %	78 %	30 %	48 %	24 %
★	39	I am able to experience intellectual growth here.	97 %	92 %	5 %	89 %	69 %	20 %	23 %
	40	Residence hall regulations are reasonable.	85 %	78 %	7 %	76 %	50 %	26 %	28 %
	41	There is a commitment to academic excellence on this campus.	93 %	87 %	6 %	85 %	66 %	19 %	21 %
	42	There are a sufficient number of weekend activities for students.	56 %	71 %	-15 %	60 %	40 %	20 %	31 %
	43	Admissions counselors respond to prospective students' unique needs and requests.	87 %	87 %	0 %	79 %	61 %	18 %	26 %
	44	Academic support services adequately meet the needs of students.	88 %	88 %	0 %	83 %	62 %	21 %	26 %
	45	Students are made to feel welcome on this campus.	93 %	91 %	2 %	87 %	62 %	25 %	29 %
	46	I can easily get involved in campus organizations.	73 %	82 %	-9 %	74 %	62 %	12 %	20 %

Item Percentages vs. National 4-Year Private Schools

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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.	87 %	79 %	8 %	85 %	51 %	34 %	28 %
	48	Admissions counselors accurately portray the campus in their recruiting practices.	88 %	81 %	7 %	80 %	54 %	26 %	27 %
	49	There are adequate services to help me decide upon a career.	80 %	74 %	6 %	83 %	59 %	24 %	15 %
	50	Class change (drop/add) policies are reasonable.	83 %	89 %	-6 %	78 %	67 %	11 %	22 %
★	51	This institution has a good reputation within the community.	90 %	90 %	0 %	81 %	67 %	14 %	23 %
	52	The student center is a comfortable place for students to spend their leisure time.	76 %	84 %	-8 %	72 %	59 %	13 %	25 %
	53	Faculty take into consideration student differences as they teach a course.	81 %	82 %	-1 %	81 %	50 %	31 %	32 %
	54	Bookstore staff are helpful.	77 %	90 %	-13 %	68 %	70 %	-2 %	20 %
Ⓜ	55	Major requirements are clear and reasonable.	91 %	85 %	6 %	89 %	66 %	23 %	19 %
	56	The student handbook provides helpful information about campus life.	81 %	81 %	0 %	68 %	58 %	10 %	23 %
	57	I seldom get the "run-around" when seeking information on this campus.	84 %	76 %	8 %	75 %	48 %	27 %	28 %
★	58	The quality of instruction I receive in most of my classes is excellent.	95 %	88 %	7 %	89 %	61 %	28 %	27 %
★	59	This institution shows concern for students as individuals.	95 %	94 %	1 %	86 %	55 %	31 %	39 %
	60	I generally know what's happening on campus.	82 %	80 %	2 %	72 %	52 %	20 %	28 %

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	61	Adjunct faculty are competent as classroom instructors.	87 %	89 %	-2 %	82 %	63 %	19 %	26 %
	62	There is a strong commitment to racial harmony on this campus.	82 %	87 %	-5 %	83 %	61 %	22 %	26 %
Ⓜ	63	Student disciplinary procedures are fair.	92 %	86 %	6 %	81 %	57 %	24 %	29 %
	64	New student orientation services help students adjust to college.	84 %	79 %	5 %	79 %	57 %	22 %	22 %
	65	Faculty are usually available after class and during office hours.	90 %	88 %	2 %	85 %	74 %	11 %	14 %
Ⓜ	66	Tuition paid is a worthwhile investment.	93 %	82 %	11 %	86 %	44 %	42 %	38 %
	67	Freedom of expression is protected on campus.	78 %	74 %	4 %	83 %	58 %	25 %	16 %
★	68	Nearly all of the faculty are knowledgeable in their field.	97 %	96 %	1 %	91 %	76 %	15 %	20 %
	69	There is a good variety of courses provided on this campus.	87 %	83 %	4 %	87 %	65 %	22 %	18 %
	70	Graduate teaching assistants are competent as classroom instructors.	80 %	85 %	-5 %	78 %	65 %	13 %	20 %
	71	Channels for expressing student complaints are readily available.	76 %	71 %	5 %	77 %	41 %	36 %	30 %
★	72	On the whole, the campus is well-maintained.	91 %	89 %	2 %	84 %	67 %	17 %	22 %
	73	Student activities fees are put to good use.	80 %	73 %	7 %	77 %	43 %	34 %	30 %
★	74	Campus item: FBBC&TS (Faith's) mission is clearly understood.	95 %	95 %	0 %				
★	75	Campus item: I agree with Faith's stated mission.	93 %	94 %	-1 %				

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	76	Campus item: Faith has a clearly articulated vision for its future.	89 %	83 %	6 %				
	77	Campus item: Senior administrators create a climate of trust and encouragement.	90 %	87 %	3 %				
	78	Campus item: Counsel for personal financial management is readily available for students.	85 %	81 %	4 %				
	79	Campus item: Program of study consulting and advice is readily available for students.	85 %	87 %	-2 %				
★	80	Campus item: The institution has effectively organized its support processes to help students learn and prepare for future ministry.	90 %	90 %	0 %				
	81	Campus item: Students' academic expectations are being met while attending Faith.	93 %	88 %	5 %				
★	82	Campus item: People at Faith help create an environment that encourages spiritual growth.	94 %	92 %	2 %				
	83	Campus item: The institution has clearly defined guidelines for student behavior.	89 %	87 %	2 %				
	84	Institution's commitment to part-time students?		81 %			58 %		23 %
	85	Institution's commitment to evening students?		73 %			57 %		16 %
	86	Institution's commitment to older, returning learners?		85 %			62 %		23 %
	87	Institution's commitment to under-represented populations?		83 %			55 %		28 %
	88	Institution's commitment to commuters?		83 %			53 %		30 %

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Strength/ Challenge	Item No.	Item	FBBC Percentages			National 4-Year Private Schools Percentages			Difference
			Importance %	Satisfaction %	Gap %	Importance %	Satisfaction %	Gap %	
	89	Institution's commitment to students with disabilities?		86 %			59 %		27 %
	90	Cost as factor in decision to enroll.	86 %			81 %			
	91	Financial aid as factor in decision to enroll.	87 %			84 %			
	92	Academic reputation as factor in decision to enroll.	81 %			76 %			
	93	Size of institution as factor in decision to enroll.	54 %			59 %			
	94	Opportunity to play sports as factor in decision to enroll.	45 %			40 %			
	95	Recommendations from family/friends as factor in decision to enroll.	74 %			48 %			
	96	Geographic setting as factor in decision to enroll.	52 %			60 %			
	97	Campus appearance as factor in decision to enroll.	48 %			60 %			
	98	Personalized attention prior to enrollment as factor in decision to enroll.	66 %			63 %			
★	Strength								
Ⓜ	Challenge								

Demographic Responses

Age		
Demographic Responses	N	%
18 and under	43	14.05%
19 to 24	252	82.35 %
25 to 34	11	3.59 %
35 to 44	0	0.00 %
45 and over	0	0.00 %
Total	306	100.00 %
No Answer	0	0.00 %

Gender		
Demographic Responses	N	%
Demographic Responses	N	%
Female	160	52.29%
Male	145	47.39%
Prefer not to respond	1	0.33%
Total	306	100.00%

Ethnicity		
Demographic Responses	N	%
Black/African-American	4	1.31 %
American Indian or Alaskan Native	1	0.33 %
Asian or Pacific Islander	11	3.61 %
Caucasian/White	260	85.25 %
Hispanic	11	3.61 %
Other race	2	0.66 %
Race - Prefer not to respond	11	3.61 %
Multi-racial	5	1.64 %
No Answer	1	
Total	305	100.00 %

Class Load		
Demographic Responses	N	%
Full-time	295	96.72 %
Part-time	10	3.28 %
No Answer	1	
Total	306	100.00 %

Class Level		
Demographic Responses	N	%
Freshman	113	36.93 %
Sophomore	91	29.74 %
Junior	51	16.67 %
Senior	50	16.34 %
Special student	0	0.00 %
Graduate/Professional	1	0.33 %
Other class level	0	0.00 %
No Answer	0	0.00 %
Total	306	100.00 %

Demographic Responses

Current Residence		
Demographic Responses	N	%
Residence hall	268	88.16 %
Fraternity / Sorority	1	0.33 %
Own house	2	0.66 %
Rent room or apt off campus	11	3.62 %
Parent's home	14	4.61 %
Other residence	8	2.63 %
No Answer	2	
Total	304	100.00 %

Residence Classification		
Demographic Responses	N	%
In-state	143	47.04 %
Out-of-state	150	49.34 %
International (not U.S. citizen)	11	3.62 %
No Answer	2	
Total	304	100.00 %

This Institution was my...		
Demographic Responses	N	%
1st choice	210	69.54 %
2nd choice	73	24.17 %
3rd choice or lower	19	6.29 %
No Answer	4	
Total	302	100.00 %