

## April 2018 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	74	31.09%	First year	11	4.25%
Male	164	68.91%	Second year	9	3.47%
Total	238	100.00%	Third year	12	4.63%
No Response	30		Fourth year	10	3.86%
			Special student	1	0.39%
			Graduate/professional	195	75.29%
			Other class level	21	8.11%
			Total	259	100.00%
			No Response	9	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	39	16.39%	No credits earned	17	6.72%
25 to 34	79	33.19%	1.99 or below	1	0.40%
35 to 44	47	19.75%	2.0 - 2.49	1	0.40%
45 and over	73	30.67%	2.5 - 2.99	15	5.93%
Total	238	100.00%	3.0 - 3.49	50	19.76%
No Response	30		3.5 or above	169	66.80%
			Total	253	100.00%
			No Response	15	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	15	5.84%	Associate degree	3	1.14%
American Indian or Alaskan Native	1	0.39%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	27	10.51%	Transfer to another institution	0	0.00%
Caucasian/White	190	73.93%	Bachelor's degree	25	9.47%
Hispanic	11	4.28%	Master's degree	106	40.15%
Other race	0	0.00%	Doctorate or professional degree	119	45.08%
Race - Prefer not to respond	13	5.06%	Certification (initial/renewal)	1	0.38%
Total	257	100.00%	Self-improvement/pleasure	2	0.76%
No Response	11		Job-related training	3	1.14%
			Other educational goal	5	1.89%
			Total	264	100.00%
			No Response	4	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	208	82.87%			
Evening	27	10.76%			
Weekend	16	6.37%			
Total	251	100.00%			
No Response	17				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	184	76.03%			
Part-time	58	23.97%			
Total	242	100.00%			
No Response	26				

## April 2018 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	103	40.23%	1st choice	202	80.16%
Part-time off campus	59	23.05%	2nd choice	39	15.48%
Full-time on campus	26	10.16%	3rd choice or lower	11	4.37%
Part-time on campus	41	16.02%	Total	252	100.00%
Not employed	27	10.55%	No Response	16	
Total	256	100.00%			
No Response	12				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Where do you take most of your classes?</b>	<b>N</b>	<b>%</b>
Own house	80	31.01%	Main Campus--New Orleans	204	79.07%
Rent room / apartment / house	140	54.26%	Online	14	5.43%
Relative's home	12	4.65%	Extension Center	40	15.50%
Other residence	26	10.08%	Campus item - Answer 4	0	0.00%
Total	258	100.00%	Campus item - Answer 5	0	0.00%
No Response	10		Campus item - Answer 6	0	0.00%
			Total	258	100.00%
			No Response	10	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>In what format do you take most of your classes?</b>	<b>N</b>	<b>%</b>
In-state	122	47.29%	Weekly	183	69.58%
Out-of-state	120	46.51%	Hybrid	20	7.60%
International (not U.S. citizen)	16	6.20%	Online	15	5.70%
Total	258	100.00%	Mentoring	1	0.38%
No Response	10		Workshop	44	16.73%
			Campus item 2 - Answer 6	0	0.00%
			Total	263	100.00%
			No Response	5	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	75	29.64%	1000: Associates	4	1.52%
Single with children	3	1.19%	2000: Bachelors	41	15.53%
Married	64	25.30%	5000: MDiv	59	22.35%
Married with children	111	43.87%	5100: MA	36	13.64%
Marital - Prefer not to respond	0	0.00%	5200: MACE	12	4.55%
Total	253	100.00%	5300: MAMFC/MDiv Counseling Lic.	19	7.20%
No Response	15		5400: MMCM	1	0.38%
			5500: MTS	2	0.76%
			8000: DEdMin	7	2.65%
			8100: DMA	4	1.52%

## April 2018 Demographics

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8200: DMin	43	16.29%
8300: EDD	1	0.38%
9000: PhD	35	13.26%
Total	264	100.00%
No Response	4	

## April 2017 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	84	26.33%	First year	11	2.98%
Male	235	73.67%	Second year	25	6.78%
Total	319	100.00%	Third year	18	4.88%
No Response	55		Fourth year	23	6.23%
			Special student	0	0.00%
			Graduate/professional	280	75.88%
			Other class level	12	3.25%
			Total	369	100.00%
			No Response	5	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	49	14.33%	No credits earned	21	5.87%
25 to 34	134	39.18%	1.99 or below	0	0.00%
35 to 44	71	20.76%	2.0 - 2.49	4	1.12%
45 and over	88	25.73%	2.5 - 2.99	27	7.54%
Total	342	100.00%	3.0 - 3.49	100	27.93%
No Response	32		3.5 or above	206	57.54%
			Total	358	100.00%
			No Response	16	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	34	9.52%	Associate degree	6	1.64%
American Indian or Alaskan Native	0	0.00%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	21	5.88%	Transfer to another institution	1	0.27%
Caucasian/White	261	73.11%	Bachelor's degree	45	12.30%
Hispanic	17	4.76%	Master's degree	222	60.66%
Other race	8	2.24%	Doctorate or professional degree	88	24.04%
Race - Prefer not to respond	16	4.48%	Certification (initial/renewal)	1	0.27%
Total	357	100.00%	Self-improvement/pleasure	0	0.00%
No Response	17		Job-related training	2	0.55%
			Other educational goal	1	0.27%
			Total	366	100.00%
			No Response	8	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	273	77.78%			
Evening	62	17.66%			
Weekend	16	4.56%			
Total	351	100.00%			
No Response	23				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	217	64.39%			
Part-time	120	35.61%			
Total	337	100.00%			
No Response	37				

## April 2017 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	178	48.77%	1st choice	279	78.59%
Part-time off campus	78	21.37%	2nd choice	60	16.90%
Full-time on campus	19	5.21%	3rd choice or lower	16	4.51%
Part-time on campus	46	12.60%	Total	355	100.00%
Not employed	44	12.05%	No Response	19	
Total	365	100.00%			
No Response	9				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	140	39.22%	Campus item - Answer 1	172	48.86%
Rent room / apartment / house	155	43.42%	Campus item - Answer 2	90	25.57%
Relative's home	17	4.76%	Campus item - Answer 3	90	25.57%
Other residence	45	12.61%	Campus item - Answer 4	0	0.00%
Total	357	100.00%	Campus item - Answer 5	0	0.00%
No Response	17		Campus item - Answer 6	0	0.00%
			Total	352	100.00%
			No Response	22	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	158	45.53%	Campus item 2 - Answer 1	207	56.56%
Out-of-state	172	49.57%	Campus item 2 - Answer 2	58	15.85%
International (not U.S. citizen)	17	4.90%	Campus item 2 - Answer 3	94	25.68%
Total	347	100.00%	Campus item 2 - Answer 4	1	0.27%
No Response	27		Campus item 2 - Answer 5	6	1.64%
			Campus item 2 - Answer 6	0	0.00%
			Total	366	100.00%
			No Response	8	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	88	25.29%	1000: Associates	10	2.74%
Single with children	6	1.72%	2000: Bachelors	64	17.53%
Married	85	24.43%	5000: MDiv	157	43.01%
Married with children	169	48.56%	5100: MA	46	12.60%
Marital - Prefer not to respond	0	0.00%	5200: MACE	20	5.48%
Total	348	100.00%	5300: MAMFC/MDiv Counseling Lic.	22	6.03%
No Response	26		5500: MTS	8	2.19%
			8000: DEdMin	1	0.27%
			8100: DMA	5	1.37%
			8300: EDD	1	0.27%

## April 2017 Demographics

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9000: PhD	31	8.49%
Total	365	100.00%
No Response	9	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 4. The content of the courses within my major is valuable.
- 62. Campus item: NOBTS has helped me more effectively answer God's call.
- 35. The quality of instruction I receive in my program is excellent.
- 41. Major requirements are clear and reasonable.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 2. Faculty care about me as an individual.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.
- 11. My academic advisor is concerned about my success as an individual.
- 5. Classroom locations are safe and secure for all students.
- 20. Registration processes are reasonable and convenient for adults.
- 28. My academic advisor is accessible by telephone and e-mail.
- 10. Admissions representatives are knowledgeable.
- 31. I am able to register for classes by personal computer, fax, or telephone.

#### Challenges

- 4. The content of the courses within my major is valuable.
- 21. Tuition paid is a worthwhile investment.
- 24. There is a commitment to academic excellence at this institution.
- 22. Security staff respond quickly in emergencies.
- 60. Campus item: Course schedules are published in a timely manner.
- 61. Campus item: Course cycle information is available and accessible.
- 15. Library resources and services are adequate for adults.
- 23. Adequate financial aid is available for most adult students.
- 26. Faculty provide timely feedback about my progress.
- 53. Campus item: The library hours provide me the time I need for research and study.

## **Strategic Planning Overview Trends**

### **Higher Satisfaction vs. April 2017**

- 4. The content of the courses within my major is valuable.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.
- 11. My academic advisor is concerned about my success as an individual.
- 23. Adequate financial aid is available for most adult students.
- 28. My academic advisor is accessible by telephone and e-mail.

### **Higher Importance vs. April 2017**

- 57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.
- 11. My academic advisor is concerned about my success as an individual.



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

Scale	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.50	6.10 / 0.84	0.40	6.49	6.05 / 0.91	0.44	0.05
Campus Climate	6.46	6.06 / 0.97	0.40	6.45	6.04 / 0.98	0.41	0.02
Academic Advising	6.43	6.20 / 0.96	0.23	6.36	5.93 / 1.15	0.43	0.27 **
Admissions and Financial Aid	6.33	5.92 / 1.09	0.41	6.31	5.79 / 1.18	0.52	0.13
Registration Effectiveness	6.33	6.08 / 0.89	0.25	6.38	6.07 / 0.90	0.31	0.01
Service Excellence	6.31	5.81 / 1.21	0.50	6.30	5.77 / 1.24	0.53	0.04
Safety and Security	6.24	6.17 / 0.89	0.07	6.21	6.23 / 0.81	-0.02	-0.06
Academic Services	6.11	5.85 / 1.08	0.26	6.12	5.81 / 1.11	0.31	0.04

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

## Institutional Summary

### Items: In Order of Importance

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Nearly all faculty are knowledgeable in their field.	6.83	6.47 / 0.90	0.36	6.79	6.54 / 0.88	0.25	-0.07
4. The content of the courses within my major is valuable.	6.79	6.21 / 1.06	0.58	6.75	6.00 / 1.28	0.75	0.21 *
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.79	6.49 / 0.97	0.30	6.75	6.38 / 1.03	0.37	0.11
35. The quality of instruction I receive in my program is excellent.	6.76	6.20 / 1.08	0.56	6.74	6.11 / 1.27	0.63	0.09
21. Tuition paid is a worthwhile investment.	6.72	6.11 / 1.23	0.61	6.67	6.10 / 1.24	0.57	0.01
24. There is a commitment to academic excellence at this institution.	6.72	6.08 / 1.29	0.64	6.63	6.04 / 1.37	0.59	0.04
41. Major requirements are clear and reasonable.	6.66	6.35 / 1.02	0.31	6.68	6.20 / 1.08	0.48	0.15
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.40 / 1.12	0.20	6.50	6.14 / 1.38	0.36	0.26 *
7. The staff at this institution are caring and helpful.	6.59	6.15 / 1.21	0.44	6.59	6.22 / 1.13	0.37	-0.07
22. Security staff respond quickly in emergencies.	6.59	5.91 / 1.42	0.68	6.45	5.86 / 1.47	0.59	0.05
2. Faculty care about me as an individual.	6.57	6.20 / 1.17	0.37	6.56	6.16 / 1.15	0.40	0.04
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.56	6.17 / 1.39	0.39	6.36	5.87 / 1.57	0.49	0.30 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.55	6.19 / 1.26	0.36	6.60	6.24 / 1.18	0.36	-0.05
16. I am able to register for classes I need with few conflicts.	6.54	6.05 / 1.29	0.49	6.54	6.08 / 1.29	0.46	-0.03
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.54	6.25 / 1.33	0.29	6.34	5.94 / 1.51	0.40	0.31 *

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

## Institutional Summary

### Items: In Order of Importance

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
60. Campus item: Course schedules are published in a timely manner.	6.54	5.86 / 1.46	0.68	6.56	5.93 / 1.43	0.63	-0.07
11. My academic advisor is concerned about my success as an individual.	6.52	6.30 / 1.21	0.22	6.32	5.93 / 1.52	0.39	0.37 **
52. Campus item: The library resources are satisfactory for my research needs.	6.51	6.04 / 1.35	0.47	6.54	5.81 / 1.50	0.73	0.23
27. This institution has a good reputation within the community.	6.50	6.19 / 1.25	0.31	6.51	6.26 / 1.24	0.25	-0.07
61. Campus item: Course cycle information is available and accessible.	6.49	5.65 / 1.55	0.84	6.48	5.67 / 1.56	0.81	-0.02
15. Library resources and services are adequate for adults.	6.48	5.85 / 1.53	0.63	6.47	5.84 / 1.47	0.63	0.01
23. Adequate financial aid is available for most adult students.	6.48	5.67 / 1.53	0.81	6.38	5.37 / 1.73	1.01	0.30 *
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.46	6.17 / 1.22	0.29	6.48	6.33 / 1.09	0.15	-0.16
26. Faculty provide timely feedback about my progress.	6.45	5.36 / 1.71	1.09	6.39	5.39 / 1.69	1.00	-0.03
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.72	-0.22	6.44	6.66 / 0.70	-0.22	0.00
37. Part-time faculty are competent as classroom instructors.	6.43	6.14 / 1.08	0.29	6.43	6.07 / 1.25	0.36	0.07
39. This institution responds quickly to my requests for information.	6.43	6.02 / 1.34	0.41	6.42	5.99 / 1.38	0.43	0.03
9. Billing policies are reasonable for adult students.	6.42	5.91 / 1.44	0.51	6.38	5.85 / 1.44	0.53	0.06
20. Registration processes are reasonable and convenient for adults.	6.42	6.27 / 1.08	0.15	6.37	6.13 / 1.26	0.24	0.14
28. My academic advisor is accessible by telephone and e-mail.	6.42	6.41 / 1.15	0.01	6.34	6.14 / 1.32	0.20	0.27 *

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

## Institutional Summary

### Items: In Order of Importance

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Campus item: The library hours provide me the time I need for research and study.	6.42	5.46 / 1.81	0.96	6.43	5.40 / 1.89	1.03	0.06
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.41	5.95 / 1.40	0.46	6.50	5.70 / 1.58	0.80	0.25
10. Admissions representatives are knowledgeable.	6.40	6.24 / 1.11	0.16	6.36	6.20 / 1.12	0.16	0.04
31. I am able to register for classes by personal computer, fax, or telephone.	6.40	6.50 / 0.94	-0.10	6.48	6.49 / 0.96	-0.01	0.01
30. Academic support services adequately meet the needs of adult students.	6.39	6.14 / 1.14	0.25	6.36	6.07 / 1.22	0.29	0.07
44. When students enroll at this institution, they develop a plan to complete their degree.	6.39	5.75 / 1.48	0.64	6.31	5.61 / 1.54	0.70	0.14
49. There are sufficient options within my program of study.	6.39	6.06 / 1.23	0.33	6.46	5.90 / 1.30	0.56	0.16
64. Campus item: NOBTS values diversity in its student services.	6.39	6.03 / 1.37	0.36	6.36	6.12 / 1.33	0.24	-0.09
1. Adult students are made to feel welcome at this institution.	6.38	6.14 / 1.16	0.24	6.38	6.23 / 1.10	0.15	-0.09
29. I seldom get the "run-around" when seeking information at this institution.	6.38	5.80 / 1.65	0.58	6.44	5.81 / 1.59	0.63	-0.01
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.92 / 1.49	0.43	6.24	5.52 / 1.77	0.72	0.40 **
73. Academic reputation as factor in decision to enroll.	6.35			6.30			
3. Classes are scheduled at times that are convenient for me.	6.34	5.71 / 1.30	0.63	6.40	5.75 / 1.38	0.65	-0.04
34. I receive complete information on the availability of financial aid.	6.32	5.68 / 1.49	0.64	6.32	5.48 / 1.69	0.84	0.20

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

## Institutional Summary

### Items: In Order of Importance

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
63. Campus item: I can access the website easily through my mobile device.	6.31	6.18 / 1.31	0.13	6.37	6.36 / 1.11	0.01	-0.18
25. Admissions representatives respond to adult students' unique needs.	6.29	6.13 / 1.14	0.16	6.26	6.10 / 1.25	0.16	0.03
46. This institution provides timely responses to student complaints.	6.27	5.62 / 1.66	0.65	6.26	5.57 / 1.68	0.69	0.05
48. I am aware of whom to contact for questions about programs and services.	6.25	5.87 / 1.43	0.38	6.08	5.64 / 1.47	0.44	0.23
51. Campus item: I find the library staff to be courteous and helpful.	6.21	5.76 / 1.60	0.45	6.15	5.71 / 1.62	0.44	0.05
17. Business office hours are convenient for adult students.	6.19	6.01 / 1.27	0.18	6.07	5.97 / 1.33	0.10	0.04
71. Cost as factor in decision to enroll.	6.18			6.07			
43. This institution offers a variety of payment plans for adult students.	6.16	5.92 / 1.41	0.24	6.33	5.86 / 1.46	0.47	0.06
45. I am able to complete most of my enrollment tasks in one location.	6.16	6.29 / 1.15	-0.13	6.41	6.38 / 1.05	0.03	-0.09
59. Campus item: A list of ministry opportunities is readily available to students.	6.16	5.94 / 1.36	0.22	6.20	5.83 / 1.36	0.37	0.11
6. Financial aid counselors are helpful to adult students.	6.15	5.89 / 1.41	0.26	6.20	5.76 / 1.59	0.44	0.13
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.14	6.21 / 1.15	-0.07	6.08	6.11 / 1.36	-0.03	0.10
18. Parking lots are well-lighted and secure.	6.13	6.04 / 1.28	0.09	6.04	6.11 / 1.19	-0.07	-0.07
38. Career services are adequate and accessible for adult students.	6.12	5.72 / 1.41	0.40	6.19	5.64 / 1.51	0.55	0.08

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

## Institutional Summary

### Items: In Order of Importance

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. My academic advisor is available at times that are convenient for me.	6.08	6.27 / 1.21	-0.19	6.11	5.95 / 1.47	0.16	0.32 **
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.00			5.82			
33. Channels are readily available for adult students to express complaints.	5.91	5.31 / 1.74	0.60	5.96	5.25 / 1.73	0.71	0.06
13. The amount of student parking is adequate.	5.86	5.99 / 1.29	-0.13	5.95	6.14 / 1.24	-0.19	-0.15
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.82	5.56 / 1.71	0.26	5.89	5.28 / 1.97	0.61	0.28
47. Bookstore hours are convenient for adult students.	5.78	5.80 / 1.42	-0.02	5.79	5.71 / 1.50	0.08	0.09
65. Campus item: NOBTS social media is useful and effective.	5.74	5.73 / 1.44	0.01	5.77	5.66 / 1.51	0.11	0.07
12. Computer labs are adequate and accessible for adult students.	5.70	5.71 / 1.54	-0.01	5.66	5.71 / 1.57	-0.05	0.00
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.63			5.64			
75. Future employment opportunities as factor in decision to enroll.	5.45			5.25			
32. My classes provide opportunities to improve my technology skills.	5.38	5.72 / 1.32	-0.34	5.32	5.56 / 1.46	-0.24	0.16
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.20			5.01			
77. Campus location (close to home/work) as factor in decision to enroll.	5.15			5.36			
36. Vending or snack bar food options are readily available.	5.10	6.00 / 1.20	-0.90	5.15	5.78 / 1.54	-0.63	0.22

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

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

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Availability of evening/weekend courses as factor in decision to enroll.	4.75			4.95			
74. Size of institution as factor in decision to enroll.	4.52			4.43			
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.43	6.20 / 0.96	0.23	6.36	5.93 / 1.15	0.43	0.27 **
8. My academic advisor is available at times that are convenient for me.	6.08	6.27 / 1.21	-0.19	6.11	5.95 / 1.47	0.16	0.32 **
11. My academic advisor is concerned about my success as an individual.	6.52	6.30 / 1.21	0.22	6.32	5.93 / 1.52	0.39	0.37 **
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.40 / 1.12	0.20	6.50	6.14 / 1.38	0.36	0.26 *
28. My academic advisor is accessible by telephone and e-mail.	6.42	6.41 / 1.15	0.01	6.34	6.14 / 1.32	0.20	0.27 *
41. Major requirements are clear and reasonable.	6.66	6.35 / 1.02	0.31	6.68	6.20 / 1.08	0.48	0.15
44. When students enroll at this institution, they develop a plan to complete their degree.	6.39	5.75 / 1.48	0.64	6.31	5.61 / 1.54	0.70	0.14
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.92 / 1.49	0.43	6.24	5.52 / 1.77	0.72	0.40 **

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



## Institutional Summary

### Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.11	5.85 / 1.08	0.26	6.12	5.81 / 1.11	0.31	0.04
12. Computer labs are adequate and accessible for adult students.	5.70	5.71 / 1.54	-0.01	5.66	5.71 / 1.57	-0.05	0.00
15. Library resources and services are adequate for adults.	6.48	5.85 / 1.53	0.63	6.47	5.84 / 1.47	0.63	0.01
30. Academic support services adequately meet the needs of adult students.	6.39	6.14 / 1.14	0.25	6.36	6.07 / 1.22	0.29	0.07
38. Career services are adequate and accessible for adult students.	6.12	5.72 / 1.41	0.40	6.19	5.64 / 1.51	0.55	0.08
47. Bookstore hours are convenient for adult students.	5.78	5.80 / 1.42	-0.02	5.79	5.71 / 1.50	0.08	0.09

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.33	5.92 / 1.09	0.41	6.31	5.79 / 1.18	0.52	0.13
6. Financial aid counselors are helpful to adult students.	6.15	5.89 / 1.41	0.26	6.20	5.76 / 1.59	0.44	0.13
10. Admissions representatives are knowledgeable.	6.40	6.24 / 1.11	0.16	6.36	6.20 / 1.12	0.16	0.04
23. Adequate financial aid is available for most adult students.	6.48	5.67 / 1.53	0.81	6.38	5.37 / 1.73	1.01	0.30 *
25. Admissions representatives respond to adult students' unique needs.	6.29	6.13 / 1.14	0.16	6.26	6.10 / 1.25	0.16	0.03
34. I receive complete information on the availability of financial aid.	6.32	5.68 / 1.49	0.64	6.32	5.48 / 1.69	0.84	0.20

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.46	6.06 / 0.97	0.40	6.45	6.04 / 0.98	0.41	0.02
1. Adult students are made to feel welcome at this institution.	6.38	6.14 / 1.16	0.24	6.38	6.23 / 1.10	0.15	-0.09
2. Faculty care about me as an individual.	6.57	6.20 / 1.17	0.37	6.56	6.16 / 1.15	0.40	0.04
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.72	-0.22	6.44	6.66 / 0.70	-0.22	0.00
7. The staff at this institution are caring and helpful.	6.59	6.15 / 1.21	0.44	6.59	6.22 / 1.13	0.37	-0.07
21. Tuition paid is a worthwhile investment.	6.72	6.11 / 1.23	0.61	6.67	6.10 / 1.24	0.57	0.01
24. There is a commitment to academic excellence at this institution.	6.72	6.08 / 1.29	0.64	6.63	6.04 / 1.37	0.59	0.04
27. This institution has a good reputation within the community.	6.50	6.19 / 1.25	0.31	6.51	6.26 / 1.24	0.25	-0.07
29. I seldom get the "run-around" when seeking information at this institution.	6.38	5.80 / 1.65	0.58	6.44	5.81 / 1.59	0.63	-0.01
33. Channels are readily available for adult students to express complaints.	5.91	5.31 / 1.74	0.60	5.96	5.25 / 1.73	0.71	0.06
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.92 / 1.49	0.43	6.24	5.52 / 1.77	0.72	0.40 **

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.50	6.10 / 0.84	0.40	6.49	6.05 / 0.91	0.44	0.05
2. Faculty care about me as an individual.	6.57	6.20 / 1.17	0.37	6.56	6.16 / 1.15	0.40	0.04
4. The content of the courses within my major is valuable.	6.79	6.21 / 1.06	0.58	6.75	6.00 / 1.28	0.75	0.21 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.55	6.19 / 1.26	0.36	6.60	6.24 / 1.18	0.36	-0.05
24. There is a commitment to academic excellence at this institution.	6.72	6.08 / 1.29	0.64	6.63	6.04 / 1.37	0.59	0.04
26. Faculty provide timely feedback about my progress.	6.45	5.36 / 1.71	1.09	6.39	5.39 / 1.69	1.00	-0.03
32. My classes provide opportunities to improve my technology skills.	5.38	5.72 / 1.32	-0.34	5.32	5.56 / 1.46	-0.24	0.16
35. The quality of instruction I receive in my program is excellent.	6.76	6.20 / 1.08	0.56	6.74	6.11 / 1.27	0.63	0.09
37. Part-time faculty are competent as classroom instructors.	6.43	6.14 / 1.08	0.29	6.43	6.07 / 1.25	0.36	0.07
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.46	6.17 / 1.22	0.29	6.48	6.33 / 1.09	0.15	-0.16
41. Major requirements are clear and reasonable.	6.66	6.35 / 1.02	0.31	6.68	6.20 / 1.08	0.48	0.15
42. Nearly all faculty are knowledgeable in their field.	6.83	6.47 / 0.90	0.36	6.79	6.54 / 0.88	0.25	-0.07
49. There are sufficient options within my program of study.	6.39	6.06 / 1.23	0.33	6.46	5.90 / 1.30	0.56	0.16

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.33	6.08 / 0.89	0.25	6.38	6.07 / 0.90	0.31	0.01
3. Classes are scheduled at times that are convenient for me.	6.34	5.71 / 1.30	0.63	6.40	5.75 / 1.38	0.65	-0.04
9. Billing policies are reasonable for adult students.	6.42	5.91 / 1.44	0.51	6.38	5.85 / 1.44	0.53	0.06
16. I am able to register for classes I need with few conflicts.	6.54	6.05 / 1.29	0.49	6.54	6.08 / 1.29	0.46	-0.03
17. Business office hours are convenient for adult students.	6.19	6.01 / 1.27	0.18	6.07	5.97 / 1.33	0.10	0.04
20. Registration processes are reasonable and convenient for adults.	6.42	6.27 / 1.08	0.15	6.37	6.13 / 1.26	0.24	0.14
31. I am able to register for classes by personal computer, fax, or telephone.	6.40	6.50 / 0.94	-0.10	6.48	6.49 / 0.96	-0.01	0.01
43. This institution offers a variety of payment plans for adult students.	6.16	5.92 / 1.41	0.24	6.33	5.86 / 1.46	0.47	0.06
45. I am able to complete most of my enrollment tasks in one location.	6.16	6.29 / 1.15	-0.13	6.41	6.38 / 1.05	0.03	-0.09

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.24	6.17 / 0.89	0.07	6.21	6.23 / 0.81	-0.02	-0.06
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.72	-0.22	6.44	6.66 / 0.70	-0.22	0.00
13. The amount of student parking is adequate.	5.86	5.99 / 1.29	-0.13	5.95	6.14 / 1.24	-0.19	-0.15
18. Parking lots are well-lighted and secure.	6.13	6.04 / 1.28	0.09	6.04	6.11 / 1.19	-0.07	-0.07
22. Security staff respond quickly in emergencies.	6.59	5.91 / 1.42	0.68	6.45	5.86 / 1.47	0.59	0.05

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

## Institutional Summary

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

Scale/Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.31	5.81 / 1.21	0.50	6.30	5.77 / 1.24	0.53	0.04
7. The staff at this institution are caring and helpful.	6.59	6.15 / 1.21	0.44	6.59	6.22 / 1.13	0.37	-0.07
29. I seldom get the "run-around" when seeking information at this institution.	6.38	5.80 / 1.65	0.58	6.44	5.81 / 1.59	0.63	-0.01
33. Channels are readily available for adult students to express complaints.	5.91	5.31 / 1.74	0.60	5.96	5.25 / 1.73	0.71	0.06
39. This institution responds quickly to my requests for information.	6.43	6.02 / 1.34	0.41	6.42	5.99 / 1.38	0.43	0.03
46. This institution provides timely responses to student complaints.	6.27	5.62 / 1.66	0.65	6.26	5.57 / 1.68	0.69	0.05
48. I am aware of whom to contact for questions about programs and services.	6.25	5.87 / 1.43	0.38	6.08	5.64 / 1.47	0.44	0.23

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.38	6.14 / 1.16	0.24	6.38	6.23 / 1.10	0.15	-0.09
2. Faculty care about me as an individual.	6.57	6.20 / 1.17	0.37	6.56	6.16 / 1.15	0.40	0.04
3. Classes are scheduled at times that are convenient for me.	6.34	5.71 / 1.30	0.63	6.40	5.75 / 1.38	0.65	-0.04
4. The content of the courses within my major is valuable.	6.79	6.21 / 1.06	0.58	6.75	6.00 / 1.28	0.75	0.21 *
5. Classroom locations are safe and secure for all students.	6.44	6.66 / 0.72	-0.22	6.44	6.66 / 0.70	-0.22	0.00
6. Financial aid counselors are helpful to adult students.	6.15	5.89 / 1.41	0.26	6.20	5.76 / 1.59	0.44	0.13
7. The staff at this institution are caring and helpful.	6.59	6.15 / 1.21	0.44	6.59	6.22 / 1.13	0.37	-0.07
8. My academic advisor is available at times that are convenient for me.	6.08	6.27 / 1.21	-0.19	6.11	5.95 / 1.47	0.16	0.32 **
9. Billing policies are reasonable for adult students.	6.42	5.91 / 1.44	0.51	6.38	5.85 / 1.44	0.53	0.06
10. Admissions representatives are knowledgeable.	6.40	6.24 / 1.11	0.16	6.36	6.20 / 1.12	0.16	0.04
11. My academic advisor is concerned about my success as an individual.	6.52	6.30 / 1.21	0.22	6.32	5.93 / 1.52	0.39	0.37 **
12. Computer labs are adequate and accessible for adult students.	5.70	5.71 / 1.54	-0.01	5.66	5.71 / 1.57	-0.05	0.00
13. The amount of student parking is adequate.	5.86	5.99 / 1.29	-0.13	5.95	6.14 / 1.24	-0.19	-0.15
14. Faculty are fair and unbiased in their treatment of individual students.	6.55	6.19 / 1.26	0.36	6.60	6.24 / 1.18	0.36	-0.05
15. Library resources and services are adequate for adults.	6.48	5.85 / 1.53	0.63	6.47	5.84 / 1.47	0.63	0.01
16. I am able to register for classes I need with few conflicts.	6.54	6.05 / 1.29	0.49	6.54	6.08 / 1.29	0.46	-0.03

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



## Institutional Summary

### Items: In Sequential Order

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.19	6.01 / 1.27	0.18	6.07	5.97 / 1.33	0.10	0.04
18. Parking lots are well-lighted and secure.	6.13	6.04 / 1.28	0.09	6.04	6.11 / 1.19	-0.07	-0.07
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.40 / 1.12	0.20	6.50	6.14 / 1.38	0.36	0.26 *
20. Registration processes are reasonable and convenient for adults.	6.42	6.27 / 1.08	0.15	6.37	6.13 / 1.26	0.24	0.14
21. Tuition paid is a worthwhile investment.	6.72	6.11 / 1.23	0.61	6.67	6.10 / 1.24	0.57	0.01
22. Security staff respond quickly in emergencies.	6.59	5.91 / 1.42	0.68	6.45	5.86 / 1.47	0.59	0.05
23. Adequate financial aid is available for most adult students.	6.48	5.67 / 1.53	0.81	6.38	5.37 / 1.73	1.01	0.30 *
24. There is a commitment to academic excellence at this institution.	6.72	6.08 / 1.29	0.64	6.63	6.04 / 1.37	0.59	0.04
25. Admissions representatives respond to adult students' unique needs.	6.29	6.13 / 1.14	0.16	6.26	6.10 / 1.25	0.16	0.03
26. Faculty provide timely feedback about my progress.	6.45	5.36 / 1.71	1.09	6.39	5.39 / 1.69	1.00	-0.03
27. This institution has a good reputation within the community.	6.50	6.19 / 1.25	0.31	6.51	6.26 / 1.24	0.25	-0.07
28. My academic advisor is accessible by telephone and e-mail.	6.42	6.41 / 1.15	0.01	6.34	6.14 / 1.32	0.20	0.27 *
29. I seldom get the "run-around" when seeking information at this institution.	6.38	5.80 / 1.65	0.58	6.44	5.81 / 1.59	0.63	-0.01
30. Academic support services adequately meet the needs of adult students.	6.39	6.14 / 1.14	0.25	6.36	6.07 / 1.22	0.29	0.07
31. I am able to register for classes by personal computer, fax, or telephone.	6.40	6.50 / 0.94	-0.10	6.48	6.49 / 0.96	-0.01	0.01

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.38	5.72 / 1.32	-0.34	5.32	5.56 / 1.46	-0.24	0.16
33. Channels are readily available for adult students to express complaints.	5.91	5.31 / 1.74	0.60	5.96	5.25 / 1.73	0.71	0.06
34. I receive complete information on the availability of financial aid.	6.32	5.68 / 1.49	0.64	6.32	5.48 / 1.69	0.84	0.20
35. The quality of instruction I receive in my program is excellent.	6.76	6.20 / 1.08	0.56	6.74	6.11 / 1.27	0.63	0.09
36. Vending or snack bar food options are readily available.	5.10	6.00 / 1.20	-0.90	5.15	5.78 / 1.54	-0.63	0.22
37. Part-time faculty are competent as classroom instructors.	6.43	6.14 / 1.08	0.29	6.43	6.07 / 1.25	0.36	0.07
38. Career services are adequate and accessible for adult students.	6.12	5.72 / 1.41	0.40	6.19	5.64 / 1.51	0.55	0.08
39. This institution responds quickly to my requests for information.	6.43	6.02 / 1.34	0.41	6.42	5.99 / 1.38	0.43	0.03
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.46	6.17 / 1.22	0.29	6.48	6.33 / 1.09	0.15	-0.16
41. Major requirements are clear and reasonable.	6.66	6.35 / 1.02	0.31	6.68	6.20 / 1.08	0.48	0.15
42. Nearly all faculty are knowledgeable in their field.	6.83	6.47 / 0.90	0.36	6.79	6.54 / 0.88	0.25	-0.07
43. This institution offers a variety of payment plans for adult students.	6.16	5.92 / 1.41	0.24	6.33	5.86 / 1.46	0.47	0.06
44. When students enroll at this institution, they develop a plan to complete their degree.	6.39	5.75 / 1.48	0.64	6.31	5.61 / 1.54	0.70	0.14
45. I am able to complete most of my enrollment tasks in one location.	6.16	6.29 / 1.15	-0.13	6.41	6.38 / 1.05	0.03	-0.09

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.27	5.62 / 1.66	0.65	6.26	5.57 / 1.68	0.69	0.05
47. Bookstore hours are convenient for adult students.	5.78	5.80 / 1.42	-0.02	5.79	5.71 / 1.50	0.08	0.09
48. I am aware of whom to contact for questions about programs and services.	6.25	5.87 / 1.43	0.38	6.08	5.64 / 1.47	0.44	0.23
49. There are sufficient options within my program of study.	6.39	6.06 / 1.23	0.33	6.46	5.90 / 1.30	0.56	0.16
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.92 / 1.49	0.43	6.24	5.52 / 1.77	0.72	0.40 **
51. Campus item: I find the library staff to be courteous and helpful.	6.21	5.76 / 1.60	0.45	6.15	5.71 / 1.62	0.44	0.05
52. Campus item: The library resources are satisfactory for my research needs.	6.51	6.04 / 1.35	0.47	6.54	5.81 / 1.50	0.73	0.23
53. Campus item: The library hours provide me the time I need for research and study.	6.42	5.46 / 1.81	0.96	6.43	5.40 / 1.89	1.03	0.06
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.41	5.95 / 1.40	0.46	6.50	5.70 / 1.58	0.80	0.25
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.14	6.21 / 1.15	-0.07	6.08	6.11 / 1.36	-0.03	0.10
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.82	5.56 / 1.71	0.26	5.89	5.28 / 1.97	0.61	0.28
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.56	6.17 / 1.39	0.39	6.36	5.87 / 1.57	0.49	0.30 *

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

## Institutional Summary

### Items: In Sequential Order

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.54	6.25 / 1.33	0.29	6.34	5.94 / 1.51	0.40	0.31 *
59. Campus item: A list of ministry opportunities is readily available to students.	6.16	5.94 / 1.36	0.22	6.20	5.83 / 1.36	0.37	0.11
60. Campus item: Course schedules are published in a timely manner.	6.54	5.86 / 1.46	0.68	6.56	5.93 / 1.43	0.63	-0.07
61. Campus item: Course cycle information is available and accessible.	6.49	5.65 / 1.55	0.84	6.48	5.67 / 1.56	0.81	-0.02
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.79	6.49 / 0.97	0.30	6.75	6.38 / 1.03	0.37	0.11
63. Campus item: I can access the website easily through my mobile device.	6.31	6.18 / 1.31	0.13	6.37	6.36 / 1.11	0.01	-0.18
64. Campus item: NOBTS values diversity in its student services.	6.39	6.03 / 1.37	0.36	6.36	6.12 / 1.33	0.24	-0.09
65. Campus item: NOBTS social media is useful and effective.	5.74	5.73 / 1.44	0.01	5.77	5.66 / 1.51	0.11	0.07
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							
71. Cost as factor in decision to enroll.	6.18			6.07			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	6.00			5.82			

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

**Institutional Summary**

**Items: In Sequential Order**

Item	April 2018			April 2017			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Academic reputation as factor in decision to enroll.	6.35			6.30			
74. Size of institution as factor in decision to enroll.	4.52			4.43			
75. Future employment opportunities as factor in decision to enroll.	5.45			5.25			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.63			5.64			
77. Campus location (close to home/work) as factor in decision to enroll.	5.15			5.36			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.75			4.95			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.20			5.01			

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

## Institutional Summary

### Summary Items

Summary Item	April 2018	April 2017	Mean Difference
So far, how has your college experience met your expectations? 1=Much worse than expected 2=Quite a bit worse than I expected 3=Worse than I expected 4=About what I expected 5=Better than I expected 6=Quite a bit better than I expected 7=Much better than expected	Average: 5.15 0% 1% 7% 24% 29% 13% 23%	Average: 5.16 1% 0% 6% 28% 23% 12% 26%	-0.01
Rate your overall satisfaction with your experience here thus far. 1=Not satisfied at all 2=Not very satisfied 3=Somewhat dissatisfied 4=Neutral 5=Somewhat satisfied 6=Satisfied 7=Very satisfied	Average: 5.92 0% 1% 6% 3% 12% 38% 37%	Average: 5.92 0% 1% 6% 4% 9% 38% 38%	0.00
All in all, if you had to do it over, would you enroll here again? 1=Definitely not 2=Probably not 3=Maybe not 4=I don't know 5=Maybe yes 6=Probably yes 7=Definitely yes	Average: 6.17 0% 1% 2% 4% 10% 26% 53%	Average: 6.15 1% 3% 1% 4% 7% 24% 56%	0.02