

## New Orleans Baptist Theological Seminary - ASPS Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	105	29.09%	First year	16	4.44%
Male	256	70.91%	Second year	14	3.89%
Total	361	100.00%	Third year	18	5.00%
No Response	51		Fourth year	20	5.56%
			Special student	1	0.28%
			Graduate/professional	278	77.22%
			Other class level	13	3.61%
			Total	360	100.00%
			No Response	52	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	45	12.47%	No credits earned	31	8.68%
25 to 34	92	25.48%	1.99 or below	1	0.28%
35 to 44	91	25.21%	2.0 - 2.49	4	1.12%
45 and over	133	36.84%	2.5 - 2.99	17	4.76%
Total	361	100.00%	3.0 - 3.49	70	19.61%
No Response	51		3.5 or above	234	65.55%
			Total	357	100.00%
			No Response	55	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	31	8.59%	Associate degree	7	1.95%
American Indian or Alaskan Native	3	0.83%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	26	7.20%	Transfer to another institution	0	0.00%
Caucasian/White	277	76.73%	Bachelor's degree	34	9.47%
Hispanic	11	3.05%	Master's degree	192	53.48%
Other race	6	1.66%	Doctorate or professional degree	117	32.59%
Race - Prefer not to respond	7	1.94%	Certification (initial/renewal)	4	1.11%
Total	361	100.00%	Self-improvement/pleasure	2	0.56%
No Response	51		Job-related training	0	0.00%
			Other educational goal	3	0.84%
			Total	359	100.00%
			No Response	53	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	274	80.59%			
Evening	54	15.88%			
Weekend	12	3.53%			
Total	340	100.00%			
No Response	72				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	224	62.57%			
Part-time	134	37.43%			
Total	358	100.00%			
No Response	54				

## New Orleans Baptist Theological Seminary - ASPS Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	216	53.07%	1st choice	346	85.86%
Part-time off campus	65	15.97%	2nd choice	51	12.66%
Full-time on campus	18	4.42%	3rd choice or lower	6	1.49%
Part-time on campus	42	10.32%	Total	403	100.00%
Not employed	66	16.22%	No Response	9	
Total	407	100.00%			
No Response	5				

  

<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	208	51.74%	Main Campus--New Orleans	179	44.53%
Rent room / apartment / house	134	33.33%	Online	147	36.57%
Relative's home	20	4.98%	Extension Center	76	18.91%
Other residence	40	9.95%	Campus item - Answer 4	0	0.00%
Total	402	100.00%	Campus item - Answer 5	0	0.00%
No Response	10		Campus item - Answer 6	0	0.00%
			Total	402	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	164	40.69%	Weekly	179	44.64%
Out-of-state	225	55.83%	Hybrid	52	12.97%
International (not U.S. citizen)	14	3.47%	Online	136	33.92%
Total	403	100.00%	Mentoring	2	0.50%
No Response	9		Workshop	32	7.98%
			Campus item 2 - Answer 6	0	0.00%
			Total	401	100.00%
			No Response	11	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	90	22.28%	1000: Associates	13	3.24%
Single with children	10	2.48%	2000: Bachelors	64	15.96%
Married	116	28.71%	5000: MDiv	126	31.42%
Married with children	187	46.29%	5100: MA	67	16.71%
Marital - Prefer not to respond	1	0.25%	5200: MACE	17	4.24%
Total	404	100.00%	5300: MAMFC/MDiv Counseling Lic.	16	3.99%
No Response	8		5400: MMCM	1	0.25%
			5500: MTS	8	2.00%
			8000: DEdMin	10	2.49%
			8100: DMA	1	0.25%

## New Orleans Baptist Theological Seminary - ASPS Demographics

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8200: DMin	36	8.98%
8300: EDD	5	1.25%
9000: PhD	37	9.23%
Total	401	100.00%
No Response	11	

## Associates and Bachelors Demographics

<b>Gender</b>		<b>N</b>	<b>%</b>	<b>Class Level</b>		<b>N</b>	<b>%</b>
Female		21	31.82%	First year		14	21.54%
Male		45	68.18%	Second year		12	18.46%
Total		66	100.00%	Third year		17	26.15%
No Response		11		Fourth year		18	27.69%
				Special student		0	0.00%
				Graduate/professional		2	3.08%
				Other class level		2	3.08%
				Total		65	100.00%
				No Response		12	
<b>Age</b>		<b>N</b>	<b>%</b>	<b>Current GPA</b>		<b>N</b>	<b>%</b>
24 and under		18	27.27%	No credits earned		3	4.62%
25 to 34		14	21.21%	1.99 or below		0	0.00%
35 to 44		7	10.61%	2.0 - 2.49		1	1.54%
45 and over		27	40.91%	2.5 - 2.99		5	7.69%
Total		66	100.00%	3.0 - 3.49		24	36.92%
No Response		11		3.5 or above		32	49.23%
				Total		65	100.00%
				No Response		12	
<b>Ethnicity/Race</b>		<b>N</b>	<b>%</b>	<b>Educational Goal</b>		<b>N</b>	<b>%</b>
African-American		9	13.85%	Associate degree		6	9.38%
American Indian or Alaskan Native		0	0.00%	Vocational/technical program		0	0.00%
Asian or Pacific Islander		2	3.08%	Transfer to another institution		0	0.00%
Caucasian/White		46	70.77%	Bachelor's degree		34	53.13%
Hispanic		7	10.77%	Master's degree		17	26.56%
Other race		1	1.54%	Doctorate or professional degree		6	9.38%
Race - Prefer not to respond		0	0.00%	Certification (initial/renewal)		1	1.56%
Total		65	100.00%	Self-improvement/pleasure		0	0.00%
No Response		12		Job-related training		0	0.00%
				Other educational goal		0	0.00%
				Total		64	100.00%
				No Response		13	
<b>Current Enrollment Status</b>		<b>N</b>	<b>%</b>				
Day		49	79.03%				
Evening		13	20.97%				
Weekend		0	0.00%				
Total		62	100.00%				
No Response		15					
<b>Current Class Load</b>		<b>N</b>	<b>%</b>				
Full-time		36	56.25%				
Part-time		28	43.75%				
Total		64	100.00%				
No Response		13					

## Associates and Bachelors Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	36	48.00%	1st choice	62	80.52%
Part-time off campus	9	12.00%	2nd choice	12	15.58%
Full-time on campus	1	1.33%	3rd choice or lower	3	3.90%
Part-time on campus	9	12.00%	Total	77	100.00%
Not employed	20	26.67%	No Response	0	
Total	75	100.00%			
No Response	2				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	42	55.26%	Campus item - Answer 1	28	36.36%
Rent room / apartment / house	21	27.63%	Campus item - Answer 2	29	37.66%
Relative's home	11	14.47%	Campus item - Answer 3	20	25.97%
Other residence	2	2.63%	Campus item - Answer 4	0	0.00%
Total	76	100.00%	Campus item - Answer 5	0	0.00%
No Response	1		Campus item - Answer 6	0	0.00%
			Total	77	100.00%
			No Response	0	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	39	51.32%	Campus item 2 - Answer 1	44	57.14%
Out-of-state	36	47.37%	Campus item 2 - Answer 2	3	3.90%
International (not U.S. citizen)	1	1.32%	Campus item 2 - Answer 3	30	38.96%
Total	76	100.00%	Campus item 2 - Answer 4	0	0.00%
No Response	1		Campus item 2 - Answer 5	0	0.00%
			Campus item 2 - Answer 6	0	0.00%
			Total	77	100.00%
			No Response	0	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	23	29.87%	1000: Associates	13	16.88%
Single with children	5	6.49%	2000: Bachelors	64	83.12%
Married	18	23.38%	Total	77	100.00%
Married with children	30	38.96%	No Response	0	
Marital - Prefer not to respond	1	1.30%			
Total	77	100.00%			
No Response	0				

## Graduate Students Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	71	33.81%	First year	2	0.95%
Male	139	66.19%	Second year	1	0.48%
Total	210	100.00%	Third year	1	0.48%
No Response	25		Fourth year	2	0.95%
			Special student	1	0.48%
			Graduate/professional	203	96.67%
			Other class level	0	0.00%
			Total	210	100.00%
			No Response	25	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	27	12.92%	No credits earned	19	9.18%
25 to 34	62	29.67%	1.99 or below	1	0.48%
35 to 44	60	28.71%	2.0 - 2.49	2	0.97%
45 and over	60	28.71%	2.5 - 2.99	12	5.80%
Total	209	100.00%	3.0 - 3.49	36	17.39%
No Response	26		3.5 or above	137	66.18%
			Total	207	100.00%
			No Response	28	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	18	8.57%	Associate degree	1	0.48%
American Indian or Alaskan Native	2	0.95%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	11	5.24%	Transfer to another institution	0	0.00%
Caucasian/White	167	79.52%	Bachelor's degree	0	0.00%
Hispanic	2	0.95%	Master's degree	172	81.90%
Other race	5	2.38%	Doctorate or professional degree	32	15.24%
Race - Prefer not to respond	5	2.38%	Certification (initial/renewal)	1	0.48%
Total	210	100.00%	Self-improvement/pleasure	2	0.95%
No Response	25		Job-related training	0	0.00%
			Other educational goal	2	0.95%
			Total	210	100.00%
			No Response	25	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	160	80.81%			
Evening	33	16.67%			
Weekend	5	2.53%			
Total	198	100.00%			
No Response	37				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	125	59.52%			
Part-time	85	40.48%			
Total	210	100.00%			
No Response	25				

## Graduate Students Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	116	49.79%	1st choice	201	85.53%
Part-time off campus	51	21.89%	2nd choice	32	13.62%
Full-time on campus	8	3.43%	3rd choice or lower	2	0.85%
Part-time on campus	24	10.30%	Total	235	100.00%
Not employed	34	14.59%	No Response	0	
Total	233	100.00%			
No Response	2				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	113	48.50%	Campus item - Answer 1	98	41.88%
Rent room / apartment / house	89	38.20%	Campus item - Answer 2	90	38.46%
Relative's home	7	3.00%	Campus item - Answer 3	46	19.66%
Other residence	24	10.30%	Campus item - Answer 4	0	0.00%
Total	233	100.00%	Campus item - Answer 5	0	0.00%
No Response	2		Campus item - Answer 6	0	0.00%
			Total	234	100.00%
			No Response	1	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	97	41.28%	Campus item 2 - Answer 1	111	47.44%
Out-of-state	130	55.32%	Campus item 2 - Answer 2	38	16.24%
International (not U.S. citizen)	8	3.40%	Campus item 2 - Answer 3	82	35.04%
Total	235	100.00%	Campus item 2 - Answer 4	2	0.85%
No Response	0		Campus item 2 - Answer 5	1	0.43%
			Campus item 2 - Answer 6	0	0.00%
			Total	234	100.00%
			No Response	1	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	59	25.11%	5000: MDiv	126	53.62%
Single with children	4	1.70%	5100: MA	67	28.51%
Married	67	28.51%	5200: MACE	17	7.23%
Married with children	105	44.68%	5300: MAMFC/MDiv Counseling Lic.	16	6.81%
Marital - Prefer not to respond	0	0.00%	5400: MMCM	1	0.43%
Total	235	100.00%	5500: MTS	8	3.40%
No Response	0		Total	235	100.00%
			No Response	0	

## DMin and DEdMin Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	2	5.13%	First year	0	0.00%
Male	37	94.87%	Second year	0	0.00%
Total	39	100.00%	Third year	0	0.00%
No Response	7		Fourth year	0	0.00%
			Special student	0	0.00%
			Graduate/professional	34	87.18%
			Other class level	5	12.82%
			Total	39	100.00%
			No Response	7	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	0	0.00%	No credits earned	6	15.38%
25 to 34	2	5.13%	1.99 or below	0	0.00%
35 to 44	9	23.08%	2.0 - 2.49	0	0.00%
45 and over	28	71.79%	2.5 - 2.99	0	0.00%
Total	39	100.00%	3.0 - 3.49	7	17.95%
No Response	7		3.5 or above	26	66.67%
			Total	39	100.00%
			No Response	7	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	2	5.13%	Associate degree	0	0.00%
American Indian or Alaskan Native	0	0.00%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	7	17.95%	Transfer to another institution	0	0.00%
Caucasian/White	29	74.36%	Bachelor's degree	0	0.00%
Hispanic	1	2.56%	Master's degree	1	2.56%
Other race	0	0.00%	Doctorate or professional degree	38	97.44%
Race - Prefer not to respond	0	0.00%	Certification (initial/renewal)	0	0.00%
Total	39	100.00%	Self-improvement/pleasure	0	0.00%
No Response	7		Job-related training	0	0.00%
			Other educational goal	0	0.00%
			Total	39	100.00%
			No Response	7	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	27	79.41%			
Evening	2	5.88%			
Weekend	5	14.71%			
Total	34	100.00%			
No Response	12				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	26	68.42%			
Part-time	12	31.58%			
Total	38	100.00%			
No Response	8				



## DMin and DEdMin Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	33	71.74%	1st choice	41	89.13%
Part-time off campus	3	6.52%	2nd choice	5	10.87%
Full-time on campus	2	4.35%	3rd choice or lower	0	0.00%
Part-time on campus	2	4.35%	Total	46	100.00%
Not employed	6	13.04%	No Response	0	
Total	46	100.00%			
No Response	0				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	30	66.67%	Campus item - Answer 1	25	54.35%
Rent room / apartment / house	7	15.56%	Campus item - Answer 2	14	30.43%
Relative's home	0	0.00%	Campus item - Answer 3	7	15.22%
Other residence	8	17.78%	Campus item - Answer 4	0	0.00%
Total	45	100.00%	Campus item - Answer 5	0	0.00%
No Response	1		Campus item - Answer 6	0	0.00%
			Total	46	100.00%
			No Response	0	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	7	15.22%	Campus item 2 - Answer 1	3	6.52%
Out-of-state	36	78.26%	Campus item 2 - Answer 2	4	8.70%
International (not U.S. citizen)	3	6.52%	Campus item 2 - Answer 3	12	26.09%
Total	46	100.00%	Campus item 2 - Answer 4	0	0.00%
No Response	0		Campus item 2 - Answer 5	27	58.70%
			Campus item 2 - Answer 6	0	0.00%
			Total	46	100.00%
			No Response	0	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	3	6.52%	8000: DEdMin	10	21.74%
Single with children	0	0.00%	8200: DMin	36	78.26%
Married	15	32.61%	Total	46	100.00%
Married with children	28	60.87%	No Response	0	
Marital - Prefer not to respond	0	0.00%			
Total	46	100.00%			
No Response	0				

## PhD Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	5	14.29%	First year	0	0.00%
Male	30	85.71%	Second year	1	2.86%
Total	35	100.00%	Third year	0	0.00%
No Response	2		Fourth year	0	0.00%
			Special student	0	0.00%
			Graduate/professional	28	80.00%
			Other class level	6	17.14%
			Total	35	100.00%
			No Response	2	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	0	0.00%	No credits earned	3	8.82%
25 to 34	14	40.00%	1.99 or below	0	0.00%
35 to 44	12	34.29%	2.0 - 2.49	0	0.00%
45 and over	9	25.71%	2.5 - 2.99	0	0.00%
Total	35	100.00%	3.0 - 3.49	2	5.88%
No Response	2		3.5 or above	29	85.29%
			Total	34	100.00%
			No Response	3	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	1	2.86%	Associate degree	0	0.00%
American Indian or Alaskan Native	1	2.86%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	5	14.29%	Transfer to another institution	0	0.00%
Caucasian/White	26	74.29%	Bachelor's degree	0	0.00%
Hispanic	0	0.00%	Master's degree	0	0.00%
Other race	0	0.00%	Doctorate or professional degree	35	100.00%
Race - Prefer not to respond	2	5.71%	Certification (initial/renewal)	0	0.00%
Total	35	100.00%	Self-improvement/pleasure	0	0.00%
No Response	2		Job-related training	0	0.00%
			Other educational goal	0	0.00%
			Total	35	100.00%
			No Response	2	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	30	85.71%			
Evening	4	11.43%			
Weekend	1	2.86%			
Total	35	100.00%			
No Response	2				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	31	88.57%			
Part-time	4	11.43%			
Total	35	100.00%			
No Response	2				

## PhD Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	20	54.05%	1st choice	34	91.89%
Part-time off campus	1	2.70%	2nd choice	2	5.41%
Full-time on campus	5	13.51%	3rd choice or lower	1	2.70%
Part-time on campus	6	16.22%	Total	37	100.00%
Not employed	5	13.51%	No Response	0	
Total	37	100.00%			
No Response	0				

  

<b>Current Residence</b>	<b>N</b>	<b>%</b>	<b>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	16	43.24%	Campus item - Answer 1	24	64.86%
Rent room / apartment / house	14	37.84%	Campus item - Answer 2	12	32.43%
Relative's home	2	5.41%	Campus item - Answer 3	1	2.70%
Other residence	5	13.51%	Campus item - Answer 4	0	0.00%
Total	37	100.00%	Campus item - Answer 5	0	0.00%
No Response	0		Campus item - Answer 6	0	0.00%
			Total	37	100.00%
			No Response	0	

  

<b>Residence Classification</b>	<b>N</b>	<b>%</b>	<b>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	16	43.24%	Campus item 2 - Answer 1	20	55.56%
Out-of-state	19	51.35%	Campus item 2 - Answer 2	5	13.89%
International (not U.S. citizen)	2	5.41%	Campus item 2 - Answer 3	9	25.00%
Total	37	100.00%	Campus item 2 - Answer 4	0	0.00%
No Response	0		Campus item 2 - Answer 5	2	5.56%
			Campus item 2 - Answer 6	0	0.00%
			Total	36	100.00%
			No Response	1	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	4	10.81%	9000: PhD	37	100.00%
Single with children	1	2.70%	Total	37	100.00%
Married	11	29.73%	No Response	0	
Married with children	21	56.76%			
Marital - Prefer not to respond	0	0.00%			
Total	37	100.00%			
No Response	0				

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

Scale	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Instructional Effectiveness	6.54	6.28	0.26	6.56	6.41	0.15	6.53	6.19	0.34	6.66	6.38	0.28	6.61	6.46	0.15
Campus Climate	6.48	6.24	0.24	6.57	6.38	0.19	6.46	6.11	0.35	6.63	6.45	0.18	6.46	6.45	0.01
Academic Advising	6.41	6.07	0.34	6.53	6.22	0.31	6.35	5.90	0.45	6.59	6.31	0.28	6.45	6.40	0.05
Registration Effectiveness	6.41	6.24	0.17	6.49	6.35	0.14	6.41	6.15	0.26	6.53	6.42	0.11	6.26	6.43	-0.17
Service Excellence	6.34	5.96	0.38	6.47	6.22	0.25	6.30	5.79	0.51	6.49	6.05	0.44	6.35	6.36	-0.01
Admissions and Financial Aid	6.33	6.09	0.24	6.50	6.34	0.16	6.32	5.97	0.35	6.43	6.05	0.38	6.07	6.35	-0.28
Safety and Security	6.23	6.33	-0.10	6.32	6.46	-0.14	6.26	6.25	0.01	6.40	6.44	-0.04	5.93	6.47	-0.54
Academic Services	6.21	5.96	0.25	6.30	6.27	0.03	6.22	5.82	0.40	6.34	6.25	0.09	6.00	5.87	0.13

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64	0.17	6.86	6.73	0.13	6.79	6.58	0.21	6.86	6.61	0.25	6.85	6.85	0.00
35. The quality of instruction I receive in my program is excellent.	6.79	6.39	0.40	6.82	6.53	0.29	6.76	6.23	0.53	6.87	6.70	0.17	6.88	6.62	0.26
4. The content of the courses within my major is valuable.	6.76	6.34	0.42	6.68	6.22	0.46	6.75	6.27	0.48	6.82	6.58	0.24	6.97	6.63	0.34
24. There is a commitment to academic excellence at this institution.	6.75	6.41	0.34	6.82	6.53	0.29	6.70	6.34	0.36	6.84	6.59	0.25	6.88	6.41	0.47
62. Campus: NOBTS has helped me more effectively answer God's call.	6.75	6.52	0.23	6.77	6.53	0.24	6.73	6.42	0.31	6.81	6.73	0.08	6.76	6.85	-0.09
68. Campus: The change to online delivery courses in response to COVID-19 has supported my ongoing studies.	6.72	6.53	0.19	6.74	6.48	0.26	6.68	6.47	0.21	6.79	6.70	0.09	6.72	6.70	0.02
21. Tuition paid is a worthwhile investment.	6.68	6.37	0.31	6.66	6.49	0.17	6.69	6.23	0.46	6.77	6.73	0.04	6.70	6.62	0.08
41. Major requirements are clear and reasonable.	6.68	6.41	0.27	6.66	6.44	0.22	6.66	6.32	0.34	6.86	6.60	0.26	6.73	6.65	0.08
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42	0.20	6.59	6.38	0.21	6.62	6.40	0.22	6.85	6.53	0.32	6.63	6.57	0.06
27. This institution has a good reputation within the community.	6.62	6.40	0.22	6.70	6.38	0.32	6.59	6.35	0.24	6.78	6.73	0.05	6.52	6.30	0.22
7. The staff at this institution are caring and helpful.	6.61	6.41	0.20	6.67	6.52	0.15	6.54	6.29	0.25	6.85	6.65	0.20	6.77	6.66	0.11
70. Campus: The ITC office has been helpful in resolving technological difficulties during the transition to online delivery classes.	6.60	6.52	0.08	6.86	6.64	0.22	6.58	6.44	0.14	6.45	6.54	-0.09	6.46	6.71	-0.25

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. Campus: Course schedules are published in a timely manner.	6.59	6.05	0.54	6.63	6.14	0.49	6.58	5.96	0.62	6.68	6.21	0.47	6.64	6.21	0.43
2. Faculty care about me as an individual.	6.58	6.32	0.26	6.58	6.52	0.06	6.52	6.16	0.36	6.85	6.50	0.35	6.71	6.66	0.05
69. Campus: Faculty and staff have been helpful in addressing my needs since the outbreak of COVID-19.	6.58	6.56	0.02	6.68	6.50	0.18	6.55	6.50	0.05	6.47	6.77	-0.30	6.61	6.77	-0.16
52. Campus: The library resources are satisfactory for my research needs.	6.57	6.16	0.41	6.57	6.39	0.18	6.53	6.00	0.53	6.54	6.68	-0.14	6.79	5.97	0.82
66. Campus: NOBTS responded appropriately to the outbreak of COVID-19 in a timely manner.	6.57	6.62	-0.05	6.65	6.47	0.18	6.53	6.60	-0.07	6.58	6.73	-0.15	6.59	6.88	-0.29
67. Campus: Communication from the institution has been informative and helpful since the outbreak of COVID-19.	6.57	6.63	-0.06	6.67	6.57	0.10	6.52	6.60	-0.08	6.62	6.63	-0.01	6.62	6.91	-0.29
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63	-0.07	6.69	6.72	-0.03	6.55	6.59	-0.04	6.63	6.75	-0.12	6.49	6.68	-0.19
16. I am able to register for classes I need with few conflicts.	6.53	6.19	0.34	6.62	6.35	0.27	6.54	6.06	0.48	6.51	6.30	0.21	6.48	6.59	-0.11
53. Campus: The library hours provide me the time I need for research and study.	6.53	5.92	0.61	6.44	6.10	0.34	6.55	5.74	0.81	6.68	6.63	0.05	6.45	5.54	0.91
58. Campus: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.53	6.51	0.02	6.54	6.50	0.04	6.56	6.44	0.12	6.37	6.65	-0.28	6.52	6.77	-0.25
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23	0.29	6.77	6.46	0.31	6.40	6.05	0.35	6.73	6.38	0.35	6.74	6.64	0.10

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
57. Campus: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.52	6.49	0.03	6.50	6.59	-0.09	6.53	6.40	0.13	6.56	6.68	-0.12	6.52	6.60	-0.08
15. Library resources and services are adequate for adults.	6.49	6.16	0.33	6.49	6.46	0.03	6.46	5.98	0.48	6.57	6.58	-0.01	6.74	6.09	0.65
20. Registration processes are reasonable and convenient for adults.	6.49	6.23	0.26	6.60	6.39	0.21	6.47	6.15	0.32	6.67	6.40	0.27	6.37	6.35	0.02
26. Faculty provide timely feedback about my progress.	6.49	5.53	0.96	6.47	6.03	0.44	6.50	5.43	1.07	6.63	5.08	1.55	6.47	5.76	0.71
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48	0.01	6.56	6.70	-0.14	6.50	6.46	0.04	6.32	6.08	0.24	6.52	6.58	-0.06
49. There are sufficient options within my program of study.	6.49	6.09	0.40	6.51	6.12	0.39	6.50	5.93	0.57	6.58	6.62	-0.04	6.44	6.38	0.06
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97	0.51	6.73	6.34	0.39	6.46	5.80	0.66	6.42	5.95	0.47	6.47	6.29	0.18
37. Part-time faculty are competent as classroom instructors.	6.48	6.31	0.17	6.44	6.44	0.00	6.51	6.20	0.31	6.53	6.52	0.01	6.45	6.54	-0.09
54. Campus: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.92	0.56	6.38	6.26	0.12	6.44	5.64	0.80	6.63	6.50	0.13	6.91	6.33	0.58
61. Campus: Course cycle information is available and accessible.	6.48	5.70	0.78	6.34	5.94	0.40	6.52	5.49	1.03	6.51	6.24	0.27	6.53	5.81	0.72
1. Adult students are made to feel welcome at this institution.	6.47	6.43	0.04	6.53	6.50	0.03	6.47	6.37	0.10	6.57	6.42	0.15	6.41	6.72	-0.31

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
73. Academic reputation as factor in decision to enroll.	6.46			6.39			6.46			6.71			6.34		
22. Security staff respond quickly in emergencies.	6.45	6.28	0.17	6.55	6.53	0.02	6.40	6.09	0.31	6.71	6.50	0.21	6.35	6.61	-0.26
51. Campus: I find the library staff to be courteous and helpful.	6.44	6.43	0.01	6.51	6.57	-0.06	6.39	6.22	0.17	6.68	6.83	-0.15	6.32	6.53	-0.21
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61	0.82	6.44	5.64	0.80	6.42	5.45	0.97	6.69	6.46	0.23	6.27	5.67	0.60
5. Classroom locations are safe and secure for all students.	6.42	6.63	-0.21	6.59	6.61	-0.02	6.46	6.60	-0.14	6.46	6.71	-0.25	6.11	6.71	-0.60
10. Admissions representatives are knowledgeable.	6.42	6.38	0.04	6.55	6.43	0.12	6.38	6.30	0.08	6.62	6.45	0.17	6.27	6.71	-0.44
63. Campus: I can access the website easily through my mobile device.	6.42	6.43	-0.01	6.57	6.48	0.09	6.41	6.34	0.07	6.60	6.57	0.03	6.06	6.70	-0.64
30. Academic support services adequately meet the needs of adult students.	6.41	6.21	0.20	6.51	6.44	0.07	6.41	6.12	0.29	6.45	6.29	0.16	6.19	6.23	-0.04
39. This institution responds quickly to my requests for information.	6.41	6.12	0.29	6.46	6.24	0.22	6.40	6.02	0.38	6.61	5.88	0.73	6.42	6.70	-0.28
3. Classes are scheduled at times that are convenient for me.	6.40	6.05	0.35	6.34	6.13	0.21	6.42	5.94	0.48	6.58	6.24	0.34	6.39	6.32	0.07
11. My academic advisor is concerned about my success as an individual.	6.39	6.09	0.30	6.62	6.29	0.33	6.26	5.90	0.36	6.56	6.13	0.43	6.53	6.64	-0.11
23. Adequate financial aid is available for most adult students.	6.39	5.73	0.66	6.43	5.98	0.45	6.45	5.65	0.80	6.13	5.21	0.92	6.32	6.24	0.08



## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36	0.03	6.56	6.58	-0.02	6.30	6.17	0.13	6.50	6.61	-0.11	6.45	6.67	-0.22
9. Billing policies are reasonable for adult students.	6.36	6.14	0.22	6.41	6.20	0.21	6.40	6.08	0.32	6.54	6.28	0.26	6.14	6.43	-0.29
34. I receive complete information on the availability of financial aid.	6.34	5.94	0.40	6.55	6.37	0.18	6.37	5.77	0.60	6.38	5.92	0.46	5.88	6.15	-0.27
43. This institution offers a variety of payment plans for adult students.	6.33	6.01	0.32	6.46	6.07	0.39	6.32	5.89	0.43	6.47	6.34	0.13	6.06	6.24	-0.18
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34	-0.01	6.50	6.48	0.02	6.33	6.24	0.09	6.47	6.62	-0.15	6.03	6.45	-0.42
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67	0.65	6.44	6.00	0.44	6.26	5.44	0.82	6.43	5.92	0.51	6.45	6.09	0.36
6. Financial aid counselors are helpful to adult students.	6.28	6.14	0.14	6.53	6.44	0.09	6.26	6.09	0.17	6.47	5.79	0.68	5.93	6.31	-0.38
46. This institution provides timely responses to student complaints.	6.26	5.80	0.46	6.38	6.21	0.17	6.25	5.58	0.67	6.39	5.74	0.65	6.11	6.36	-0.25
59. Campus: A list of ministry opportunities is readily available to students.	6.25	5.92	0.33	6.27	6.11	0.16	6.26	5.73	0.53	6.48	6.45	0.03	5.97	6.00	-0.03
17. Business office hours are convenient for adult students.	6.22	6.27	-0.05	6.28	6.41	-0.13	6.24	6.19	0.05	6.38	6.36	0.02	6.09	6.36	-0.27
8. My academic advisor is available at times that are convenient for me.	6.20	6.07	0.13	6.39	6.19	0.20	6.14	5.95	0.19	6.24	5.97	0.27	6.21	6.50	-0.29
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24	-0.04	6.45	6.46	-0.01	6.10	6.04	0.06	6.51	6.63	-0.12	5.97	6.38	-0.41

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57	0.63	6.19	5.76	0.43	6.18	5.32	0.86	6.47	5.89	0.58	6.15	6.03	0.12
55. Campus: I am aware of the writing center and that I can seek writing assistance from the center.	6.18	6.21	-0.03	6.34	6.27	0.07	6.16	6.23	-0.07	6.26	5.97	0.29	6.10	6.36	-0.26
64. Campus: NOBTS values diversity in its student services.	6.18	6.21	-0.03	6.30	6.25	0.05	6.06	6.13	-0.07	6.60	6.51	0.09	6.19	6.27	-0.08
18. Parking lots are well-lighted and secure.	6.15	6.20	-0.05	6.29	6.31	-0.02	6.19	6.14	0.05	6.31	6.29	0.02	5.73	6.34	-0.61
38. Career services are adequate and accessible for adult students.	6.15	5.84	0.31	6.11	6.02	0.09	6.19	5.76	0.43	6.19	6.09	0.10	5.96	5.77	0.19
71. Cost as factor in decision to enroll.	6.11			6.27			6.14			5.81			5.89		
47. Bookstore hours are convenient for adult students.	6.07	4.84	1.23	6.16	5.77	0.39	6.16	4.52	1.64	6.41	5.67	0.74	5.39	4.56	0.83
65. Campus: NOBTS social media is useful and effective.	6.01	6.15	-0.14	6.29	6.37	-0.08	5.90	6.04	-0.14	6.40	6.21	0.19	5.88	6.25	-0.37
13. The amount of student parking is adequate.	5.93	6.14	-0.21	5.85	6.35	-0.50	6.01	6.06	-0.05	6.17	6.21	-0.04	5.58	6.20	-0.62
33. Channels are readily available for adult students to express complaints.	5.92	5.66	0.26	6.10	5.93	0.17	5.86	5.45	0.41	6.18	6.03	0.15	5.79	6.03	-0.24
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.92			5.97			6.06			5.47			5.55		
56. Campus: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.88	5.43	0.45	6.08	6.00	0.08	5.91	5.19	0.72	6.07	5.57	0.50	5.31	5.82	-0.51

## Institutional Summary

### Items: In Order of Importance

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
12. Computer labs are adequate and accessible for adult students.	5.70	6.03	-0.33	6.09	6.34	-0.25	5.65	5.92	-0.27	5.91	6.11	-0.20	5.23	6.04	-0.81
32. My classes provide opportunities to improve my technology skills.	5.54	5.99	-0.45	5.62	6.29	-0.67	5.47	5.87	-0.40	5.84	6.18	-0.34	5.63	5.88	-0.25
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.54			5.64			5.59			5.37			5.37		
75. Future employment opportunities as factor in decision to enroll.	5.34			5.57			5.37			4.97			5.24		
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.29			5.36			5.26			5.47			5.21		
36. Vending or snack bar food options are readily available.	5.20	5.81	-0.61	5.28	5.92	-0.64	5.19	5.75	-0.56	5.43	5.93	-0.50	4.83	5.87	-1.04
77. Campus location (close to home/work) as factor in decision to enroll.	5.16			5.00			5.27			5.00			5.06		
78. Availability of evening/weekend courses as factor in decision to enroll.	4.84			5.02			4.98			3.92			4.42		
74. Size of institution as factor in decision to enroll.	4.51			4.88			4.40			4.38			4.40		

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC ADVISING</b>	6.41	6.07	0.34	6.53	6.22	0.31	6.35	5.90	0.45	6.59	6.31	0.28	6.45	6.40	0.05
8. My academic advisor is available at times that are convenient for me.	6.20	6.07	0.13	6.39	6.19	0.20	6.14	5.95	0.19	6.24	5.97	0.27	6.21	6.50	-0.29
11. My academic advisor is concerned about my success as an individual.	6.39	6.09	0.30	6.62	6.29	0.33	6.26	5.90	0.36	6.56	6.13	0.43	6.53	6.64	-0.11
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23	0.29	6.77	6.46	0.31	6.40	6.05	0.35	6.73	6.38	0.35	6.74	6.64	0.10
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36	0.03	6.56	6.58	-0.02	6.30	6.17	0.13	6.50	6.61	-0.11	6.45	6.67	-0.22
41. Major requirements are clear and reasonable.	6.68	6.41	0.27	6.66	6.44	0.22	6.66	6.32	0.34	6.86	6.60	0.26	6.73	6.65	0.08
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61	0.82	6.44	5.64	0.80	6.42	5.45	0.97	6.69	6.46	0.23	6.27	5.67	0.60
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57	0.63	6.19	5.76	0.43	6.18	5.32	0.86	6.47	5.89	0.58	6.15	6.03	0.12

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ACADEMIC SERVICES</b>	6.21	5.96	0.25	6.30	6.27	0.03	6.22	5.82	0.40	6.34	6.25	0.09	6.00	5.87	0.13
12. Computer labs are adequate and accessible for adult students.	5.70	6.03	-0.33	6.09	6.34	-0.25	5.65	5.92	-0.27	5.91	6.11	-0.20	5.23	6.04	-0.81
15. Library resources and services are adequate for adults.	6.49	6.16	0.33	6.49	6.46	0.03	6.46	5.98	0.48	6.57	6.58	-0.01	6.74	6.09	0.65
30. Academic support services adequately meet the needs of adult students.	6.41	6.21	0.20	6.51	6.44	0.07	6.41	6.12	0.29	6.45	6.29	0.16	6.19	6.23	-0.04
38. Career services are adequate and accessible for adult students.	6.15	5.84	0.31	6.11	6.02	0.09	6.19	5.76	0.43	6.19	6.09	0.10	5.96	5.77	0.19
47. Bookstore hours are convenient for adult students.	6.07	4.84	1.23	6.16	5.77	0.39	6.16	4.52	1.64	6.41	5.67	0.74	5.39	4.56	0.83

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>ADMISSIONS AND FINANCIAL AID</b>	6.33	6.09	0.24	6.50	6.34	0.16	6.32	5.97	0.35	6.43	6.05	0.38	6.07	6.35	-0.28
6. Financial aid counselors are helpful to adult students.	6.28	6.14	0.14	6.53	6.44	0.09	6.26	6.09	0.17	6.47	5.79	0.68	5.93	6.31	-0.38
10. Admissions representatives are knowledgeable.	6.42	6.38	0.04	6.55	6.43	0.12	6.38	6.30	0.08	6.62	6.45	0.17	6.27	6.71	-0.44
23. Adequate financial aid is available for most adult students.	6.39	5.73	0.66	6.43	5.98	0.45	6.45	5.65	0.80	6.13	5.21	0.92	6.32	6.24	0.08
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24	-0.04	6.45	6.46	-0.01	6.10	6.04	0.06	6.51	6.63	-0.12	5.97	6.38	-0.41
34. I receive complete information on the availability of financial aid.	6.34	5.94	0.40	6.55	6.37	0.18	6.37	5.77	0.60	6.38	5.92	0.46	5.88	6.15	-0.27

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>CAMPUS CLIMATE</b>	6.48	6.24	0.24	6.57	6.38	0.19	6.46	6.11	0.35	6.63	6.45	0.18	6.46	6.45	0.01
1. Adult students are made to feel welcome at this institution.	6.47	6.43	0.04	6.53	6.50	0.03	6.47	6.37	0.10	6.57	6.42	0.15	6.41	6.72	-0.31
2. Faculty care about me as an individual.	6.58	6.32	0.26	6.58	6.52	0.06	6.52	6.16	0.36	6.85	6.50	0.35	6.71	6.66	0.05
5. Classroom locations are safe and secure for all students.	6.42	6.63	-0.21	6.59	6.61	-0.02	6.46	6.60	-0.14	6.46	6.71	-0.25	6.11	6.71	-0.60
7. The staff at this institution are caring and helpful.	6.61	6.41	0.20	6.67	6.52	0.15	6.54	6.29	0.25	6.85	6.65	0.20	6.77	6.66	0.11
21. Tuition paid is a worthwhile investment.	6.68	6.37	0.31	6.66	6.49	0.17	6.69	6.23	0.46	6.77	6.73	0.04	6.70	6.62	0.08
24. There is a commitment to academic excellence at this institution.	6.75	6.41	0.34	6.82	6.53	0.29	6.70	6.34	0.36	6.84	6.59	0.25	6.88	6.41	0.47
27. This institution has a good reputation within the community.	6.62	6.40	0.22	6.70	6.38	0.32	6.59	6.35	0.24	6.78	6.73	0.05	6.52	6.30	0.22
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97	0.51	6.73	6.34	0.39	6.46	5.80	0.66	6.42	5.95	0.47	6.47	6.29	0.18
33. Channels are readily available for adult students to express complaints.	5.92	5.66	0.26	6.10	5.93	0.17	5.86	5.45	0.41	6.18	6.03	0.15	5.79	6.03	-0.24
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57	0.63	6.19	5.76	0.43	6.18	5.32	0.86	6.47	5.89	0.58	6.15	6.03	0.12

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.54	6.28	0.26	6.56	6.41	0.15	6.53	6.19	0.34	6.66	6.38	0.28	6.61	6.46	0.15
2. Faculty care about me as an individual.	6.58	6.32	0.26	6.58	6.52	0.06	6.52	6.16	0.36	6.85	6.50	0.35	6.71	6.66	0.05
4. The content of the courses within my major is valuable.	6.76	6.34	0.42	6.68	6.22	0.46	6.75	6.27	0.48	6.82	6.58	0.24	6.97	6.63	0.34
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42	0.20	6.59	6.38	0.21	6.62	6.40	0.22	6.85	6.53	0.32	6.63	6.57	0.06
24. There is a commitment to academic excellence at this institution.	6.75	6.41	0.34	6.82	6.53	0.29	6.70	6.34	0.36	6.84	6.59	0.25	6.88	6.41	0.47
26. Faculty provide timely feedback about my progress.	6.49	5.53	0.96	6.47	6.03	0.44	6.50	5.43	1.07	6.63	5.08	1.55	6.47	5.76	0.71
32. My classes provide opportunities to improve my technology skills.	5.54	5.99	-0.45	5.62	6.29	-0.67	5.47	5.87	-0.40	5.84	6.18	-0.34	5.63	5.88	-0.25
35. The quality of instruction I receive in my program is excellent.	6.79	6.39	0.40	6.82	6.53	0.29	6.76	6.23	0.53	6.87	6.70	0.17	6.88	6.62	0.26
37. Part-time faculty are competent as classroom instructors.	6.48	6.31	0.17	6.44	6.44	0.00	6.51	6.20	0.31	6.53	6.52	0.01	6.45	6.54	-0.09
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48	0.01	6.56	6.70	-0.14	6.50	6.46	0.04	6.32	6.08	0.24	6.52	6.58	-0.06
41. Major requirements are clear and reasonable.	6.68	6.41	0.27	6.66	6.44	0.22	6.66	6.32	0.34	6.86	6.60	0.26	6.73	6.65	0.08



**Institutional Summary**

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64	0.17	6.86	6.73	0.13	6.79	6.58	0.21	6.86	6.61	0.25	6.85	6.85	0.00
49. There are sufficient options within my program of study.	6.49	6.09	0.40	6.51	6.12	0.39	6.50	5.93	0.57	6.58	6.62	-0.04	6.44	6.38	0.06

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>REGISTRATION EFFECTIVENESS</b>	6.41	6.24	0.17	6.49	6.35	0.14	6.41	6.15	0.26	6.53	6.42	0.11	6.26	6.43	-0.17
3. Classes are scheduled at times that are convenient for me.	6.40	6.05	0.35	6.34	6.13	0.21	6.42	5.94	0.48	6.58	6.24	0.34	6.39	6.32	0.07
9. Billing policies are reasonable for adult students.	6.36	6.14	0.22	6.41	6.20	0.21	6.40	6.08	0.32	6.54	6.28	0.26	6.14	6.43	-0.29
16. I am able to register for classes I need with few conflicts.	6.53	6.19	0.34	6.62	6.35	0.27	6.54	6.06	0.48	6.51	6.30	0.21	6.48	6.59	-0.11
17. Business office hours are convenient for adult students.	6.22	6.27	-0.05	6.28	6.41	-0.13	6.24	6.19	0.05	6.38	6.36	0.02	6.09	6.36	-0.27
20. Registration processes are reasonable and convenient for adults.	6.49	6.23	0.26	6.60	6.39	0.21	6.47	6.15	0.32	6.67	6.40	0.27	6.37	6.35	0.02
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63	-0.07	6.69	6.72	-0.03	6.55	6.59	-0.04	6.63	6.75	-0.12	6.49	6.68	-0.19
43. This institution offers a variety of payment plans for adult students.	6.33	6.01	0.32	6.46	6.07	0.39	6.32	5.89	0.43	6.47	6.34	0.13	6.06	6.24	-0.18
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34	-0.01	6.50	6.48	0.02	6.33	6.24	0.09	6.47	6.62	-0.15	6.03	6.45	-0.42

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SAFETY AND SECURITY</b>	6.23	6.33	-0.10	6.32	6.46	-0.14	6.26	6.25	0.01	6.40	6.44	-0.04	5.93	6.47	-0.54
5. Classroom locations are safe and secure for all students.	6.42	6.63	-0.21	6.59	6.61	-0.02	6.46	6.60	-0.14	6.46	6.71	-0.25	6.11	6.71	-0.60
13. The amount of student parking is adequate.	5.93	6.14	-0.21	5.85	6.35	-0.50	6.01	6.06	-0.05	6.17	6.21	-0.04	5.58	6.20	-0.62
18. Parking lots are well-lighted and secure.	6.15	6.20	-0.05	6.29	6.31	-0.02	6.19	6.14	0.05	6.31	6.29	0.02	5.73	6.34	-0.61
22. Security staff respond quickly in emergencies.	6.45	6.28	0.17	6.55	6.53	0.02	6.40	6.09	0.31	6.71	6.50	0.21	6.35	6.61	-0.26

## Institutional Summary

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

Scale/Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
<b>SERVICE EXCELLENCE</b>	6.34	5.96	0.38	6.47	6.22	0.25	6.30	5.79	0.51	6.49	6.05	0.44	6.35	6.36	-0.01
7. The staff at this institution are caring and helpful.	6.61	6.41	0.20	6.67	6.52	0.15	6.54	6.29	0.25	6.85	6.65	0.20	6.77	6.66	0.11
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97	0.51	6.73	6.34	0.39	6.46	5.80	0.66	6.42	5.95	0.47	6.47	6.29	0.18
33. Channels are readily available for adult students to express complaints.	5.92	5.66	0.26	6.10	5.93	0.17	5.86	5.45	0.41	6.18	6.03	0.15	5.79	6.03	-0.24
39. This institution responds quickly to my requests for information.	6.41	6.12	0.29	6.46	6.24	0.22	6.40	6.02	0.38	6.61	5.88	0.73	6.42	6.70	-0.28
46. This institution provides timely responses to student complaints.	6.26	5.80	0.46	6.38	6.21	0.17	6.25	5.58	0.67	6.39	5.74	0.65	6.11	6.36	-0.25
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67	0.65	6.44	6.00	0.44	6.26	5.44	0.82	6.43	5.92	0.51	6.45	6.09	0.36

## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
1. Adult students are made to feel welcome at this institution.	6.47	6.43	0.04	6.53	6.50	0.03	6.47	6.37	0.10	6.57	6.42	0.15	6.41	6.72	-0.31
2. Faculty care about me as an individual.	6.58	6.32	0.26	6.58	6.52	0.06	6.52	6.16	0.36	6.85	6.50	0.35	6.71	6.66	0.05
3. Classes are scheduled at times that are convenient for me.	6.40	6.05	0.35	6.34	6.13	0.21	6.42	5.94	0.48	6.58	6.24	0.34	6.39	6.32	0.07
4. The content of the courses within my major is valuable.	6.76	6.34	0.42	6.68	6.22	0.46	6.75	6.27	0.48	6.82	6.58	0.24	6.97	6.63	0.34
5. Classroom locations are safe and secure for all students.	6.42	6.63	-0.21	6.59	6.61	-0.02	6.46	6.60	-0.14	6.46	6.71	-0.25	6.11	6.71	-0.60
6. Financial aid counselors are helpful to adult students.	6.28	6.14	0.14	6.53	6.44	0.09	6.26	6.09	0.17	6.47	5.79	0.68	5.93	6.31	-0.38
7. The staff at this institution are caring and helpful.	6.61	6.41	0.20	6.67	6.52	0.15	6.54	6.29	0.25	6.85	6.65	0.20	6.77	6.66	0.11
8. My academic advisor is available at times that are convenient for me.	6.20	6.07	0.13	6.39	6.19	0.20	6.14	5.95	0.19	6.24	5.97	0.27	6.21	6.50	-0.29
9. Billing policies are reasonable for adult students.	6.36	6.14	0.22	6.41	6.20	0.21	6.40	6.08	0.32	6.54	6.28	0.26	6.14	6.43	-0.29
10. Admissions representatives are knowledgeable.	6.42	6.38	0.04	6.55	6.43	0.12	6.38	6.30	0.08	6.62	6.45	0.17	6.27	6.71	-0.44
11. My academic advisor is concerned about my success as an individual.	6.39	6.09	0.30	6.62	6.29	0.33	6.26	5.90	0.36	6.56	6.13	0.43	6.53	6.64	-0.11
12. Computer labs are adequate and accessible for adult students.	5.70	6.03	-0.33	6.09	6.34	-0.25	5.65	5.92	-0.27	5.91	6.11	-0.20	5.23	6.04	-0.81
13. The amount of student parking is adequate.	5.93	6.14	-0.21	5.85	6.35	-0.50	6.01	6.06	-0.05	6.17	6.21	-0.04	5.58	6.20	-0.62

## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42	0.20	6.59	6.38	0.21	6.62	6.40	0.22	6.85	6.53	0.32	6.63	6.57	0.06
15. Library resources and services are adequate for adults.	6.49	6.16	0.33	6.49	6.46	0.03	6.46	5.98	0.48	6.57	6.58	-0.01	6.74	6.09	0.65
16. I am able to register for classes I need with few conflicts.	6.53	6.19	0.34	6.62	6.35	0.27	6.54	6.06	0.48	6.51	6.30	0.21	6.48	6.59	-0.11
17. Business office hours are convenient for adult students.	6.22	6.27	-0.05	6.28	6.41	-0.13	6.24	6.19	0.05	6.38	6.36	0.02	6.09	6.36	-0.27
18. Parking lots are well-lighted and secure.	6.15	6.20	-0.05	6.29	6.31	-0.02	6.19	6.14	0.05	6.31	6.29	0.02	5.73	6.34	-0.61
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23	0.29	6.77	6.46	0.31	6.40	6.05	0.35	6.73	6.38	0.35	6.74	6.64	0.10
20. Registration processes are reasonable and convenient for adults.	6.49	6.23	0.26	6.60	6.39	0.21	6.47	6.15	0.32	6.67	6.40	0.27	6.37	6.35	0.02
21. Tuition paid is a worthwhile investment.	6.68	6.37	0.31	6.66	6.49	0.17	6.69	6.23	0.46	6.77	6.73	0.04	6.70	6.62	0.08
22. Security staff respond quickly in emergencies.	6.45	6.28	0.17	6.55	6.53	0.02	6.40	6.09	0.31	6.71	6.50	0.21	6.35	6.61	-0.26
23. Adequate financial aid is available for most adult students.	6.39	5.73	0.66	6.43	5.98	0.45	6.45	5.65	0.80	6.13	5.21	0.92	6.32	6.24	0.08
24. There is a commitment to academic excellence at this institution.	6.75	6.41	0.34	6.82	6.53	0.29	6.70	6.34	0.36	6.84	6.59	0.25	6.88	6.41	0.47
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24	-0.04	6.45	6.46	-0.01	6.10	6.04	0.06	6.51	6.63	-0.12	5.97	6.38	-0.41

## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
26. Faculty provide timely feedback about my progress.	6.49	5.53	0.96	6.47	6.03	0.44	6.50	5.43	1.07	6.63	5.08	1.55	6.47	5.76	0.71
27. This institution has a good reputation within the community.	6.62	6.40	0.22	6.70	6.38	0.32	6.59	6.35	0.24	6.78	6.73	0.05	6.52	6.30	0.22
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36	0.03	6.56	6.58	-0.02	6.30	6.17	0.13	6.50	6.61	-0.11	6.45	6.67	-0.22
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97	0.51	6.73	6.34	0.39	6.46	5.80	0.66	6.42	5.95	0.47	6.47	6.29	0.18
30. Academic support services adequately meet the needs of adult students.	6.41	6.21	0.20	6.51	6.44	0.07	6.41	6.12	0.29	6.45	6.29	0.16	6.19	6.23	-0.04
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63	-0.07	6.69	6.72	-0.03	6.55	6.59	-0.04	6.63	6.75	-0.12	6.49	6.68	-0.19
32. My classes provide opportunities to improve my technology skills.	5.54	5.99	-0.45	5.62	6.29	-0.67	5.47	5.87	-0.40	5.84	6.18	-0.34	5.63	5.88	-0.25
33. Channels are readily available for adult students to express complaints.	5.92	5.66	0.26	6.10	5.93	0.17	5.86	5.45	0.41	6.18	6.03	0.15	5.79	6.03	-0.24
34. I receive complete information on the availability of financial aid.	6.34	5.94	0.40	6.55	6.37	0.18	6.37	5.77	0.60	6.38	5.92	0.46	5.88	6.15	-0.27
35. The quality of instruction I receive in my program is excellent.	6.79	6.39	0.40	6.82	6.53	0.29	6.76	6.23	0.53	6.87	6.70	0.17	6.88	6.62	0.26
36. Vending or snack bar food options are readily available.	5.20	5.81	-0.61	5.28	5.92	-0.64	5.19	5.75	-0.56	5.43	5.93	-0.50	4.83	5.87	-1.04
37. Part-time faculty are competent as classroom instructors.	6.48	6.31	0.17	6.44	6.44	0.00	6.51	6.20	0.31	6.53	6.52	0.01	6.45	6.54	-0.09

## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
38. Career services are adequate and accessible for adult students.	6.15	5.84	0.31	6.11	6.02	0.09	6.19	5.76	0.43	6.19	6.09	0.10	5.96	5.77	0.19
39. This institution responds quickly to my requests for information.	6.41	6.12	0.29	6.46	6.24	0.22	6.40	6.02	0.38	6.61	5.88	0.73	6.42	6.70	-0.28
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48	0.01	6.56	6.70	-0.14	6.50	6.46	0.04	6.32	6.08	0.24	6.52	6.58	-0.06
41. Major requirements are clear and reasonable.	6.68	6.41	0.27	6.66	6.44	0.22	6.66	6.32	0.34	6.86	6.60	0.26	6.73	6.65	0.08
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64	0.17	6.86	6.73	0.13	6.79	6.58	0.21	6.86	6.61	0.25	6.85	6.85	0.00
43. This institution offers a variety of payment plans for adult students.	6.33	6.01	0.32	6.46	6.07	0.39	6.32	5.89	0.43	6.47	6.34	0.13	6.06	6.24	-0.18
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61	0.82	6.44	5.64	0.80	6.42	5.45	0.97	6.69	6.46	0.23	6.27	5.67	0.60
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34	-0.01	6.50	6.48	0.02	6.33	6.24	0.09	6.47	6.62	-0.15	6.03	6.45	-0.42
46. This institution provides timely responses to student complaints.	6.26	5.80	0.46	6.38	6.21	0.17	6.25	5.58	0.67	6.39	5.74	0.65	6.11	6.36	-0.25
47. Bookstore hours are convenient for adult students.	6.07	4.84	1.23	6.16	5.77	0.39	6.16	4.52	1.64	6.41	5.67	0.74	5.39	4.56	0.83
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67	0.65	6.44	6.00	0.44	6.26	5.44	0.82	6.43	5.92	0.51	6.45	6.09	0.36
49. There are sufficient options within my program of study.	6.49	6.09	0.40	6.51	6.12	0.39	6.50	5.93	0.57	6.58	6.62	-0.04	6.44	6.38	0.06



## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEDMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57	0.63	6.19	5.76	0.43	6.18	5.32	0.86	6.47	5.89	0.58	6.15	6.03	0.12
51. Campus: I find the library staff to be courteous and helpful.	6.44	6.43	0.01	6.51	6.57	-0.06	6.39	6.22	0.17	6.68	6.83	-0.15	6.32	6.53	-0.21
52. Campus: The library resources are satisfactory for my research needs.	6.57	6.16	0.41	6.57	6.39	0.18	6.53	6.00	0.53	6.54	6.68	-0.14	6.79	5.97	0.82
53. Campus: The library hours provide me the time I need for research and study.	6.53	5.92	0.61	6.44	6.10	0.34	6.55	5.74	0.81	6.68	6.63	0.05	6.45	5.54	0.91
54. Campus: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.92	0.56	6.38	6.26	0.12	6.44	5.64	0.80	6.63	6.50	0.13	6.91	6.33	0.58
55. Campus: I am aware of the writing center and that I can seek writing assistance from the center.	6.18	6.21	-0.03	6.34	6.27	0.07	6.16	6.23	-0.07	6.26	5.97	0.29	6.10	6.36	-0.26
56. Campus: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.88	5.43	0.45	6.08	6.00	0.08	5.91	5.19	0.72	6.07	5.57	0.50	5.31	5.82	-0.51
57. Campus: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.52	6.49	0.03	6.50	6.59	-0.09	6.53	6.40	0.13	6.56	6.68	-0.12	6.52	6.60	-0.08
58. Campus: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.53	6.51	0.02	6.54	6.50	0.04	6.56	6.44	0.12	6.37	6.65	-0.28	6.52	6.77	-0.25
59. Campus: A list of ministry opportunities is readily available to students.	6.25	5.92	0.33	6.27	6.11	0.16	6.26	5.73	0.53	6.48	6.45	0.03	5.97	6.00	-0.03

## Institutional Summary

### Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
60. Campus: Course schedules are published in a timely manner.	6.59	6.05	0.54	6.63	6.14	0.49	6.58	5.96	0.62	6.68	6.21	0.47	6.64	6.21	0.43
61. Campus: Course cycle information is available and accessible.	6.48	5.70	0.78	6.34	5.94	0.40	6.52	5.49	1.03	6.51	6.24	0.27	6.53	5.81	0.72
62. Campus: NOBTS has helped me more effectively answer God's call.	6.75	6.52	0.23	6.77	6.53	0.24	6.73	6.42	0.31	6.81	6.73	0.08	6.76	6.85	-0.09
63. Campus: I can access the website easily through my mobile device.	6.42	6.43	-0.01	6.57	6.48	0.09	6.41	6.34	0.07	6.60	6.57	0.03	6.06	6.70	-0.64
64. Campus: NOBTS values diversity in its student services.	6.18	6.21	-0.03	6.30	6.25	0.05	6.06	6.13	-0.07	6.60	6.51	0.09	6.19	6.27	-0.08
65. Campus: NOBTS social media is useful and effective.	6.01	6.15	-0.14	6.29	6.37	-0.08	5.90	6.04	-0.14	6.40	6.21	0.19	5.88	6.25	-0.37
66. Campus: NOBTS responded appropriately to the outbreak of COVID-19 in a timely manner.	6.57	6.62	-0.05	6.65	6.47	0.18	6.53	6.60	-0.07	6.58	6.73	-0.15	6.59	6.88	-0.29
67. Campus: Communication from the institution has been informative and helpful since the outbreak of COVID-19.	6.57	6.63	-0.06	6.67	6.57	0.10	6.52	6.60	-0.08	6.62	6.63	-0.01	6.62	6.91	-0.29
68. Campus: The change to online delivery courses in response to COVID-19 has supported my ongoing studies.	6.72	6.53	0.19	6.74	6.48	0.26	6.68	6.47	0.21	6.79	6.70	0.09	6.72	6.70	0.02
69. Campus: Faculty and staff have been helpful in addressing my needs since the outbreak of COVID-19.	6.58	6.56	0.02	6.68	6.50	0.18	6.55	6.50	0.05	6.47	6.77	-0.30	6.61	6.77	-0.16
70. Campus: The ITC office has been helpful in resolving technological difficulties during the transition to online delivery classes.	6.60	6.52	0.08	6.86	6.64	0.22	6.58	6.44	0.14	6.45	6.54	-0.09	6.46	6.71	-0.25

## Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist			Associates and Bachelors			Graduate Students			DMin and DEdMin			PhD		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
71. Cost as factor in decision to enroll.	6.11			6.27			6.14			5.81			5.89		
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.92			5.97			6.06			5.47			5.55		
73. Academic reputation as factor in decision to enroll.	6.46			6.39			6.46			6.71			6.34		
74. Size of institution as factor in decision to enroll.	4.51			4.88			4.40			4.38			4.40		
75. Future employment opportunities as factor in decision to enroll.	5.34			5.57			5.37			4.97			5.24		
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.54			5.64			5.59			5.37			5.37		
77. Campus location (close to home/work) as factor in decision to enroll.	5.16			5.00			5.27			5.00			5.06		
78. Availability of evening/weekend courses as factor in decision to enroll.	4.84			5.02			4.98			3.92			4.42		
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.29			5.36			5.26			5.47			5.21		

## Institutional Summary

### Summary Items

Summary Item	New Orleans Baptist	Associates and Bachelors	Graduate Students	DMin and DEdMin	PhD
So far, how has your college experience met your expectations?	Average: 5.29	Average: 5.34	Average: 5.12	Average: 5.55	Average: 5.80
1=Much worse than expected	1%	1%	1%	0%	0%
2=Quite a bit worse than I expected	0%	0%	0%	0%	0%
3=Worse than I expected	4%	1%	5%	5%	0%
4=About what I expected	27%	25%	29%	25%	22%
5=Better than I expected	25%	29%	27%	17%	20%
6=Quite a bit better than I expected	13%	16%	10%	15%	11%
7=Much better than expected	28%	25%	24%	37%	45%
Rate your overall satisfaction with your experience here thus far.	Average: 6.23	Average: 6.19	Average: 6.12	Average: 6.52	Average: 6.54
1=Not satisfied at all	0%	0%	0%	0%	0%
2=Not very satisfied	0%	1%	0%	0%	0%
3=Somewhat dissatisfied	3%	2%	4%	2%	0%
4=Neutral	2%	2%	2%	0%	0%
5=Somewhat satisfied	8%	8%	9%	2%	5%
6=Satisfied	36%	40%	36%	34%	35%
7=Very satisfied	49%	45%	45%	60%	59%
All in all, if you had to do it over, would you enroll here again?	Average: 6.44	Average: 6.38	Average: 6.33	Average: 6.68	Average: 6.80
1=Definitely not	0%	0%	0%	0%	0%
2=Probably not	1%	3%	0%	0%	0%
3=Maybe not	2%	1%	3%	2%	0%
4=I don't know	2%	1%	3%	0%	0%
5=Maybe yes	3%	4%	4%	2%	2%
6=Probably yes	23%	26%	26%	17%	14%
7=Definitely yes	66%	63%	60%	78%	82%