

## April 2019 Demographics

<b>Gender</b>	<b>N</b>	<b>%</b>	<b>Class Level</b>	<b>N</b>	<b>%</b>
Female	141	30.45%	First year	20	3.85%
Male	322	69.55%	Second year	26	5.00%
Total	463	100.00%	Third year	33	6.35%
No Response	70		Fourth year	31	5.96%
			Special student	3	0.58%
			Graduate/professional	389	74.81%
			Other class level	18	3.46%
			Total	520	100.00%
			No Response	13	
<b>Age</b>	<b>N</b>	<b>%</b>	<b>Current GPA</b>	<b>N</b>	<b>%</b>
24 and under	74	15.78%	No credits earned	35	7.01%
25 to 34	162	34.54%	1.99 or below	3	0.60%
35 to 44	107	22.81%	2.0 - 2.49	10	2.00%
45 and over	126	26.87%	2.5 - 2.99	29	5.81%
Total	469	100.00%	3.0 - 3.49	110	22.04%
No Response	64		3.5 or above	312	62.53%
			Total	499	100.00%
			No Response	34	
<b>Ethnicity/Race</b>	<b>N</b>	<b>%</b>	<b>Educational Goal</b>	<b>N</b>	<b>%</b>
African-American	42	8.40%	Associate degree	7	1.34%
American Indian or Alaskan Native	1	0.20%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	30	6.00%	Transfer to another institution	0	0.00%
Caucasian/White	375	75.00%	Bachelor's degree	52	9.96%
Hispanic	21	4.20%	Master's degree	288	55.17%
Other race	8	1.60%	Doctorate or professional degree	161	30.84%
Race - Prefer not to respond	23	4.60%	Certification (initial/renewal)	4	0.77%
Total	500	100.00%	Self-improvement/pleasure	4	0.77%
No Response	33		Job-related training	3	0.57%
			Other educational goal	3	0.57%
			Total	522	100.00%
			No Response	11	
<b>Current Enrollment Status</b>	<b>N</b>	<b>%</b>			
Day	372	75.15%			
Evening	89	17.98%			
Weekend	34	6.87%			
Total	495	100.00%			
No Response	38				
<b>Current Class Load</b>	<b>N</b>	<b>%</b>			
Full-time	302	63.71%			
Part-time	172	36.29%			
Total	474	100.00%			
No Response	59				

## April 2019 Demographics

<b>Employment</b>	<b>N</b>	<b>%</b>	<b>Institution Was My</b>	<b>N</b>	<b>%</b>
Full-time off campus	263	50.97%	1st choice	409	82.96%
Part-time off campus	101	19.57%	2nd choice	70	14.20%
Full-time on campus	32	6.20%	3rd choice or lower	14	2.84%
Part-time on campus	59	11.43%	Total	493	100.00%
Not employed	61	11.82%	No Response	40	
Total	516	100.00%			
No Response	17				

  

<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	206	41.20%	Main Campus--New Orleans	237	48.37%
Rent room / apartment / house	216	43.20%	Online	146	29.80%
Relative's home	24	4.80%	Extension Center	107	21.84%
Other residence	54	10.80%	Campus item - Answer 4	0	0.00%
Total	500	100.00%	Campus item - Answer 5	0	0.00%
No Response	33		Campus item - Answer 6	0	0.00%
			Total	490	100.00%
			No Response	43	

  

<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	193	39.47%	Weekly	254	48.94%
Out-of-state	267	54.60%	Hybrid	78	15.03%
International (not U.S. citizen)	29	5.93%	Online	143	27.55%
Total	489	100.00%	Mentoring	5	0.96%
No Response	44		Workshop	39	7.51%
			Campus item 2 - Answer 6	0	0.00%
			Total	519	100.00%
			No Response	14	

  

<b>Marital Status</b>	<b>N</b>	<b>%</b>	<b>Group Code</b>	<b>N</b>	<b>%</b>
Single	121	25.31%	1000: Associates	12	2.31%
Single with children	4	0.84%	2000: Bachelors	88	16.92%
Married	124	25.94%	5000: MDiv	164	31.54%
Married with children	223	46.65%	5100: MA	78	15.00%
Marital - Prefer not to respond	6	1.26%	5200: MACE	43	8.27%
Total	478	100.00%	5300: MAMFC/MDiv Counseling Lic.	25	4.81%
No Response	55		5400: MMCM	3	0.58%
			5500: MTS	13	2.50%
			8000: DEdMin	7	1.35%
			8100: DMA	4	0.77%

## April 2019 Demographics

---

8200: DMin	33	6.35%
8300: EDD	1	0.19%
9000: PhD	49	9.42%
Total	520	100.00%
No Response	13	

## 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>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	80	31.01%	Campus item - Answer 1	204	79.07%
Rent room / apartment / house	140	54.26%	Campus item - Answer 2	14	5.43%
Relative's home	12	4.65%	Campus item - Answer 3	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>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	122	47.29%	Campus item 2 - Answer 1	183	69.58%
Out-of-state	120	46.51%	Campus item 2 - Answer 2	20	7.60%
International (not U.S. citizen)	16	6.20%	Campus item 2 - Answer 3	15	5.70%
Total	258	100.00%	Campus item 2 - Answer 4	1	0.38%
No Response	10		Campus item 2 - Answer 5	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%
			8200: DMin	43	16.29%
			8300: EDD	1	0.38%

## April 2018 Demographics

---

9000: PhD	35	13.26%
Total	264	100.00%
No Response	4	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 62. Campus item: NOBTS has helped me more effectively answer God's call.
- 21. Tuition paid is a worthwhile investment.
- 41. Major requirements are clear and reasonable.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 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.
- 1. Adult students are made to feel welcome at this institution.

#### Challenges

- 4. The content of the courses within my major is valuable.
- 35. The quality of instruction I receive in my program is excellent.
- 60. Campus item: Course schedules are published in a timely manner.
- 15. Library resources and services are adequate for adults.
- 61. Campus item: Course cycle information is available and accessible.
- 23. Adequate financial aid is available for most adult students.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 53. Campus item: The library hours provide me the time I need for research and study.
- 54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.

## **Strategic Planning Overview**

### **Trends**

#### **Lower Satisfaction vs. April 2018**

- 41. Major requirements are clear and reasonable.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 11. My academic advisor is concerned about my success as an individual.



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

Scale	April 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.51	6.05 / 0.87	0.46	6.50	6.10 / 0.84	0.40	-0.05
Campus Climate	6.46	5.98 / 0.98	0.48	6.46	6.06 / 0.97	0.40	-0.08
Academic Advising	6.43	5.94 / 1.17	0.49	6.43	6.20 / 0.96	0.23	-0.26 **
Registration Effectiveness	6.37	6.10 / 0.87	0.27	6.33	6.08 / 0.89	0.25	0.02
Admissions and Financial Aid	6.32	5.77 / 1.18	0.55	6.33	5.92 / 1.09	0.41	-0.15
Service Excellence	6.32	5.68 / 1.25	0.64	6.31	5.81 / 1.21	0.50	-0.13
Safety and Security	6.23	6.17 / 0.89	0.06	6.24	6.17 / 0.89	0.07	0.00
Academic Services	6.10	5.73 / 1.23	0.37	6.11	5.85 / 1.08	0.26	-0.12

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Nearly all faculty are knowledgeable in their field.	6.81	6.52 / 0.88	0.29	6.83	6.47 / 0.90	0.36	0.05
4. The content of the courses within my major is valuable.	6.78	6.10 / 1.14	0.68	6.79	6.21 / 1.06	0.58	-0.11
35. The quality of instruction I receive in my program is excellent.	6.77	6.10 / 1.24	0.67	6.76	6.20 / 1.08	0.56	-0.10
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.74	6.35 / 1.14	0.39	6.79	6.49 / 0.97	0.30	-0.14
21. Tuition paid is a worthwhile investment.	6.70	6.16 / 1.19	0.54	6.72	6.11 / 1.23	0.61	0.05
24. There is a commitment to academic excellence at this institution.	6.69	6.07 / 1.32	0.62	6.72	6.08 / 1.29	0.64	-0.01
41. Major requirements are clear and reasonable.	6.65	6.17 / 1.16	0.48	6.66	6.35 / 1.02	0.31	-0.18 *
7. The staff at this institution are caring and helpful.	6.62	6.13 / 1.26	0.49	6.59	6.15 / 1.21	0.44	-0.02
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.16 / 1.31	0.44	6.60	6.40 / 1.12	0.20	-0.24 *
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	6.21 / 1.22	0.38	6.55	6.19 / 1.26	0.36	0.02
60. Campus item: Course schedules are published in a timely manner.	6.59	5.95 / 1.41	0.64	6.54	5.86 / 1.46	0.68	0.09
2. Faculty care about me as an individual.	6.57	6.10 / 1.24	0.47	6.57	6.20 / 1.17	0.37	-0.10
16. I am able to register for classes I need with few conflicts.	6.55	6.14 / 1.21	0.41	6.54	6.05 / 1.29	0.49	0.09
22. Security staff respond quickly in emergencies.	6.54	5.98 / 1.41	0.56	6.59	5.91 / 1.42	0.68	0.07
15. Library resources and services are adequate for adults.	6.52	5.85 / 1.49	0.67	6.48	5.85 / 1.53	0.63	0.00

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. Campus item: The library resources are satisfactory for my research needs.	6.52	5.93 / 1.44	0.59	6.51	6.04 / 1.35	0.47	-0.11
27. This institution has a good reputation within the community.	6.51	6.07 / 1.40	0.44	6.50	6.19 / 1.25	0.31	-0.12
37. Part-time faculty are competent as classroom instructors.	6.49	6.10 / 1.21	0.39	6.43	6.14 / 1.08	0.29	-0.04
61. Campus item: Course cycle information is available and accessible.	6.49	5.63 / 1.63	0.86	6.49	5.65 / 1.55	0.84	-0.02
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.28 / 1.11	0.20	6.46	6.17 / 1.22	0.29	0.11
39. This institution responds quickly to my requests for information.	6.46	5.92 / 1.39	0.54	6.43	6.02 / 1.34	0.41	-0.10
31. I am able to register for classes by personal computer, fax, or telephone.	6.45	6.55 / 0.83	-0.10	6.40	6.50 / 0.94	-0.10	0.05
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.44	6.22 / 1.28	0.22	6.56	6.17 / 1.39	0.39	0.05
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.44	6.32 / 1.12	0.12	6.54	6.25 / 1.33	0.29	0.07
11. My academic advisor is concerned about my success as an individual.	6.43	5.92 / 1.56	0.51	6.52	6.30 / 1.21	0.22	-0.38 **
20. Registration processes are reasonable and convenient for adults.	6.43	6.15 / 1.24	0.28	6.42	6.27 / 1.08	0.15	-0.12
1. Adult students are made to feel welcome at this institution.	6.42	6.16 / 1.23	0.26	6.38	6.14 / 1.16	0.24	0.02
23. Adequate financial aid is available for most adult students.	6.42	5.47 / 1.68	0.95	6.48	5.67 / 1.53	0.81	-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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
29. I seldom get the "run-around" when seeking information at this institution.	6.42	5.72 / 1.67	0.70	6.38	5.80 / 1.65	0.58	-0.08
44. When students enroll at this institution, they develop a plan to complete their degree.	6.42	5.56 / 1.62	0.86	6.39	5.75 / 1.48	0.64	-0.19
49. There are sufficient options within my program of study.	6.42	5.92 / 1.36	0.50	6.39	6.06 / 1.23	0.33	-0.14
53. Campus item: The library hours provide me the time I need for research and study.	6.42	5.55 / 1.81	0.87	6.42	5.46 / 1.81	0.96	0.09
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.42	5.69 / 1.60	0.73	6.41	5.95 / 1.40	0.46	-0.26
10. Admissions representatives are knowledgeable.	6.39	6.20 / 1.14	0.19	6.40	6.24 / 1.11	0.16	-0.04
63. Campus item: I can access the website easily through my mobile device.	6.39	6.09 / 1.32	0.30	6.31	6.18 / 1.31	0.13	-0.09
26. Faculty provide timely feedback about my progress.	6.38	5.40 / 1.55	0.98	6.45	5.36 / 1.71	1.09	0.04
5. Classroom locations are safe and secure for all students.	6.36	6.50 / 0.94	-0.14	6.44	6.66 / 0.72	-0.22	-0.16 *
9. Billing policies are reasonable for adult students.	6.36	5.92 / 1.40	0.44	6.42	5.91 / 1.44	0.51	0.01
45. I am able to complete most of my enrollment tasks in one location.	6.36	6.33 / 1.10	0.03	6.16	6.29 / 1.15	-0.13	0.04
28. My academic advisor is accessible by telephone and e-mail.	6.35	6.22 / 1.26	0.13	6.42	6.41 / 1.15	0.01	-0.19
43. This institution offers a variety of payment plans for adult students.	6.34	5.82 / 1.44	0.52	6.16	5.92 / 1.41	0.24	-0.10
3. Classes are scheduled at times that are convenient for me.	6.32	5.81 / 1.37	0.51	6.34	5.71 / 1.30	0.63	0.10

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.32	5.54 / 1.67	0.78	6.27	5.62 / 1.66	0.65	-0.08
25. Admissions representatives respond to adult students' unique needs.	6.31	6.09 / 1.25	0.22	6.29	6.13 / 1.14	0.16	-0.04
30. Academic support services adequately meet the needs of adult students.	6.31	5.97 / 1.29	0.34	6.39	6.14 / 1.14	0.25	-0.17
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.59 / 1.64	0.72	6.35	5.92 / 1.49	0.43	-0.33 *
64. Campus item: NOBTS values diversity in its student services.	6.30	5.95 / 1.51	0.35	6.39	6.03 / 1.37	0.36	-0.08
6. Financial aid counselors are helpful to adult students.	6.28	5.70 / 1.63	0.58	6.15	5.89 / 1.41	0.26	-0.19
59. Campus item: A list of ministry opportunities is readily available to students.	6.27	5.77 / 1.44	0.50	6.16	5.94 / 1.36	0.22	-0.17
73. Academic reputation as factor in decision to enroll.	6.27			6.35			
51. Campus item: I find the library staff to be courteous and helpful.	6.25	6.10 / 1.33	0.15	6.21	5.76 / 1.60	0.45	0.34 **
34. I receive complete information on the availability of financial aid.	6.22	5.40 / 1.80	0.82	6.32	5.68 / 1.49	0.64	-0.28 *
8. My academic advisor is available at times that are convenient for me.	6.21	5.90 / 1.49	0.31	6.08	6.27 / 1.21	-0.19	-0.37 **
18. Parking lots are well-lighted and secure.	6.15	6.11 / 1.22	0.04	6.13	6.04 / 1.28	0.09	0.07
48. I am aware of whom to contact for questions about programs and services.	6.15	5.43 / 1.62	0.72	6.25	5.87 / 1.43	0.38	-0.44 ***
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.15	6.19 / 1.27	-0.04	6.14	6.21 / 1.15	-0.07	-0.02

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Cost as factor in decision to enroll.	6.14			6.18			
17. Business office hours are convenient for adult students.	6.12	6.01 / 1.29	0.11	6.19	6.01 / 1.27	0.18	0.00
38. Career services are adequate and accessible for adult students.	6.00	5.56 / 1.60	0.44	6.12	5.72 / 1.41	0.40	-0.16
33. Channels are readily available for adult students to express complaints.	5.94	5.19 / 1.83	0.75	5.91	5.31 / 1.74	0.60	-0.12
13. The amount of student parking is adequate.	5.90	5.99 / 1.30	-0.09	5.86	5.99 / 1.29	-0.13	0.00
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.87			6.00			
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.85	5.36 / 1.84	0.49	5.82	5.56 / 1.71	0.26	-0.20
47. Bookstore hours are convenient for adult students.	5.80	5.43 / 1.76	0.37	5.78	5.80 / 1.42	-0.02	-0.37 **
65. Campus item: NOBTS social media is useful and effective.	5.74	5.50 / 1.71	0.24	5.74	5.73 / 1.44	0.01	-0.23
12. Computer labs are adequate and accessible for adult students.	5.64	5.66 / 1.68	-0.02	5.70	5.71 / 1.54	-0.01	-0.05
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.59			5.63			
32. My classes provide opportunities to improve my technology skills.	5.40	5.60 / 1.53	-0.20	5.38	5.72 / 1.32	-0.34	-0.12
75. Future employment opportunities as factor in decision to enroll.	5.16			5.45			
36. Vending or snack bar food options are readily available.	5.03	5.77 / 1.52	-0.74	5.10	6.00 / 1.20	-0.90	-0.23
77. Campus location (close to home/work) as factor in decision to enroll.	5.03			5.15			

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.03			5.20			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.66			4.75			
74. Size of institution as factor in decision to enroll.	4.34			4.52			
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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.43	5.94 / 1.17	0.49	6.43	6.20 / 0.96	0.23	-0.26 **
8. My academic advisor is available at times that are convenient for me.	6.21	5.90 / 1.49	0.31	6.08	6.27 / 1.21	-0.19	-0.37 **
11. My academic advisor is concerned about my success as an individual.	6.43	5.92 / 1.56	0.51	6.52	6.30 / 1.21	0.22	-0.38 **
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.16 / 1.31	0.44	6.60	6.40 / 1.12	0.20	-0.24 *
28. My academic advisor is accessible by telephone and e-mail.	6.35	6.22 / 1.26	0.13	6.42	6.41 / 1.15	0.01	-0.19
41. Major requirements are clear and reasonable.	6.65	6.17 / 1.16	0.48	6.66	6.35 / 1.02	0.31	-0.18 *
44. When students enroll at this institution, they develop a plan to complete their degree.	6.42	5.56 / 1.62	0.86	6.39	5.75 / 1.48	0.64	-0.19
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.59 / 1.64	0.72	6.35	5.92 / 1.49	0.43	-0.33 *

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.10	5.73 / 1.23	0.37	6.11	5.85 / 1.08	0.26	-0.12
12. Computer labs are adequate and accessible for adult students.	5.64	5.66 / 1.68	-0.02	5.70	5.71 / 1.54	-0.01	-0.05
15. Library resources and services are adequate for adults.	6.52	5.85 / 1.49	0.67	6.48	5.85 / 1.53	0.63	0.00
30. Academic support services adequately meet the needs of adult students.	6.31	5.97 / 1.29	0.34	6.39	6.14 / 1.14	0.25	-0.17
38. Career services are adequate and accessible for adult students.	6.00	5.56 / 1.60	0.44	6.12	5.72 / 1.41	0.40	-0.16
47. Bookstore hours are convenient for adult students.	5.80	5.43 / 1.76	0.37	5.78	5.80 / 1.42	-0.02	-0.37 **

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.32	5.77 / 1.18	0.55	6.33	5.92 / 1.09	0.41	-0.15
6. Financial aid counselors are helpful to adult students.	6.28	5.70 / 1.63	0.58	6.15	5.89 / 1.41	0.26	-0.19
10. Admissions representatives are knowledgeable.	6.39	6.20 / 1.14	0.19	6.40	6.24 / 1.11	0.16	-0.04
23. Adequate financial aid is available for most adult students.	6.42	5.47 / 1.68	0.95	6.48	5.67 / 1.53	0.81	-0.20
25. Admissions representatives respond to adult students' unique needs.	6.31	6.09 / 1.25	0.22	6.29	6.13 / 1.14	0.16	-0.04
34. I receive complete information on the availability of financial aid.	6.22	5.40 / 1.80	0.82	6.32	5.68 / 1.49	0.64	-0.28 *

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.46	5.98 / 0.98	0.48	6.46	6.06 / 0.97	0.40	-0.08
1. Adult students are made to feel welcome at this institution.	6.42	6.16 / 1.23	0.26	6.38	6.14 / 1.16	0.24	0.02
2. Faculty care about me as an individual.	6.57	6.10 / 1.24	0.47	6.57	6.20 / 1.17	0.37	-0.10
5. Classroom locations are safe and secure for all students.	6.36	6.50 / 0.94	-0.14	6.44	6.66 / 0.72	-0.22	-0.16 *
7. The staff at this institution are caring and helpful.	6.62	6.13 / 1.26	0.49	6.59	6.15 / 1.21	0.44	-0.02
21. Tuition paid is a worthwhile investment.	6.70	6.16 / 1.19	0.54	6.72	6.11 / 1.23	0.61	0.05
24. There is a commitment to academic excellence at this institution.	6.69	6.07 / 1.32	0.62	6.72	6.08 / 1.29	0.64	-0.01
27. This institution has a good reputation within the community.	6.51	6.07 / 1.40	0.44	6.50	6.19 / 1.25	0.31	-0.12
29. I seldom get the "run-around" when seeking information at this institution.	6.42	5.72 / 1.67	0.70	6.38	5.80 / 1.65	0.58	-0.08
33. Channels are readily available for adult students to express complaints.	5.94	5.19 / 1.83	0.75	5.91	5.31 / 1.74	0.60	-0.12
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.59 / 1.64	0.72	6.35	5.92 / 1.49	0.43	-0.33 *

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.51	6.05 / 0.87	0.46	6.50	6.10 / 0.84	0.40	-0.05
2. Faculty care about me as an individual.	6.57	6.10 / 1.24	0.47	6.57	6.20 / 1.17	0.37	-0.10
4. The content of the courses within my major is valuable.	6.78	6.10 / 1.14	0.68	6.79	6.21 / 1.06	0.58	-0.11
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	6.21 / 1.22	0.38	6.55	6.19 / 1.26	0.36	0.02
24. There is a commitment to academic excellence at this institution.	6.69	6.07 / 1.32	0.62	6.72	6.08 / 1.29	0.64	-0.01
26. Faculty provide timely feedback about my progress.	6.38	5.40 / 1.55	0.98	6.45	5.36 / 1.71	1.09	0.04
32. My classes provide opportunities to improve my technology skills.	5.40	5.60 / 1.53	-0.20	5.38	5.72 / 1.32	-0.34	-0.12
35. The quality of instruction I receive in my program is excellent.	6.77	6.10 / 1.24	0.67	6.76	6.20 / 1.08	0.56	-0.10
37. Part-time faculty are competent as classroom instructors.	6.49	6.10 / 1.21	0.39	6.43	6.14 / 1.08	0.29	-0.04
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.28 / 1.11	0.20	6.46	6.17 / 1.22	0.29	0.11
41. Major requirements are clear and reasonable.	6.65	6.17 / 1.16	0.48	6.66	6.35 / 1.02	0.31	-0.18 *
42. Nearly all faculty are knowledgeable in their field.	6.81	6.52 / 0.88	0.29	6.83	6.47 / 0.90	0.36	0.05
49. There are sufficient options within my program of study.	6.42	5.92 / 1.36	0.50	6.39	6.06 / 1.23	0.33	-0.14

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.37	6.10 / 0.87	0.27	6.33	6.08 / 0.89	0.25	0.02
3. Classes are scheduled at times that are convenient for me.	6.32	5.81 / 1.37	0.51	6.34	5.71 / 1.30	0.63	0.10
9. Billing policies are reasonable for adult students.	6.36	5.92 / 1.40	0.44	6.42	5.91 / 1.44	0.51	0.01
16. I am able to register for classes I need with few conflicts.	6.55	6.14 / 1.21	0.41	6.54	6.05 / 1.29	0.49	0.09
17. Business office hours are convenient for adult students.	6.12	6.01 / 1.29	0.11	6.19	6.01 / 1.27	0.18	0.00
20. Registration processes are reasonable and convenient for adults.	6.43	6.15 / 1.24	0.28	6.42	6.27 / 1.08	0.15	-0.12
31. I am able to register for classes by personal computer, fax, or telephone.	6.45	6.55 / 0.83	-0.10	6.40	6.50 / 0.94	-0.10	0.05
43. This institution offers a variety of payment plans for adult students.	6.34	5.82 / 1.44	0.52	6.16	5.92 / 1.41	0.24	-0.10
45. I am able to complete most of my enrollment tasks in one location.	6.36	6.33 / 1.10	0.03	6.16	6.29 / 1.15	-0.13	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**

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

Scale/Item	April 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.23	6.17 / 0.89	0.06	6.24	6.17 / 0.89	0.07	0.00
5. Classroom locations are safe and secure for all students.	6.36	6.50 / 0.94	-0.14	6.44	6.66 / 0.72	-0.22	-0.16 *
13. The amount of student parking is adequate.	5.90	5.99 / 1.30	-0.09	5.86	5.99 / 1.29	-0.13	0.00
18. Parking lots are well-lighted and secure.	6.15	6.11 / 1.22	0.04	6.13	6.04 / 1.28	0.09	0.07
22. Security staff respond quickly in emergencies.	6.54	5.98 / 1.41	0.56	6.59	5.91 / 1.42	0.68	0.07

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.32	5.68 / 1.25	0.64	6.31	5.81 / 1.21	0.50	-0.13
7. The staff at this institution are caring and helpful.	6.62	6.13 / 1.26	0.49	6.59	6.15 / 1.21	0.44	-0.02
29. I seldom get the "run-around" when seeking information at this institution.	6.42	5.72 / 1.67	0.70	6.38	5.80 / 1.65	0.58	-0.08
33. Channels are readily available for adult students to express complaints.	5.94	5.19 / 1.83	0.75	5.91	5.31 / 1.74	0.60	-0.12
39. This institution responds quickly to my requests for information.	6.46	5.92 / 1.39	0.54	6.43	6.02 / 1.34	0.41	-0.10
46. This institution provides timely responses to student complaints.	6.32	5.54 / 1.67	0.78	6.27	5.62 / 1.66	0.65	-0.08
48. I am aware of whom to contact for questions about programs and services.	6.15	5.43 / 1.62	0.72	6.25	5.87 / 1.43	0.38	-0.44 ***

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.42	6.16 / 1.23	0.26	6.38	6.14 / 1.16	0.24	0.02
2. Faculty care about me as an individual.	6.57	6.10 / 1.24	0.47	6.57	6.20 / 1.17	0.37	-0.10
3. Classes are scheduled at times that are convenient for me.	6.32	5.81 / 1.37	0.51	6.34	5.71 / 1.30	0.63	0.10
4. The content of the courses within my major is valuable.	6.78	6.10 / 1.14	0.68	6.79	6.21 / 1.06	0.58	-0.11
5. Classroom locations are safe and secure for all students.	6.36	6.50 / 0.94	-0.14	6.44	6.66 / 0.72	-0.22	-0.16 *
6. Financial aid counselors are helpful to adult students.	6.28	5.70 / 1.63	0.58	6.15	5.89 / 1.41	0.26	-0.19
7. The staff at this institution are caring and helpful.	6.62	6.13 / 1.26	0.49	6.59	6.15 / 1.21	0.44	-0.02
8. My academic advisor is available at times that are convenient for me.	6.21	5.90 / 1.49	0.31	6.08	6.27 / 1.21	-0.19	-0.37 **
9. Billing policies are reasonable for adult students.	6.36	5.92 / 1.40	0.44	6.42	5.91 / 1.44	0.51	0.01
10. Admissions representatives are knowledgeable.	6.39	6.20 / 1.14	0.19	6.40	6.24 / 1.11	0.16	-0.04
11. My academic advisor is concerned about my success as an individual.	6.43	5.92 / 1.56	0.51	6.52	6.30 / 1.21	0.22	-0.38 **
12. Computer labs are adequate and accessible for adult students.	5.64	5.66 / 1.68	-0.02	5.70	5.71 / 1.54	-0.01	-0.05
13. The amount of student parking is adequate.	5.90	5.99 / 1.30	-0.09	5.86	5.99 / 1.29	-0.13	0.00
14. Faculty are fair and unbiased in their treatment of individual students.	6.59	6.21 / 1.22	0.38	6.55	6.19 / 1.26	0.36	0.02
15. Library resources and services are adequate for adults.	6.52	5.85 / 1.49	0.67	6.48	5.85 / 1.53	0.63	0.00
16. I am able to register for classes I need with few conflicts.	6.55	6.14 / 1.21	0.41	6.54	6.05 / 1.29	0.49	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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.12	6.01 / 1.29	0.11	6.19	6.01 / 1.27	0.18	0.00
18. Parking lots are well-lighted and secure.	6.15	6.11 / 1.22	0.04	6.13	6.04 / 1.28	0.09	0.07
19. My academic advisor is knowledgeable about requirements in my major.	6.60	6.16 / 1.31	0.44	6.60	6.40 / 1.12	0.20	-0.24 *
20. Registration processes are reasonable and convenient for adults.	6.43	6.15 / 1.24	0.28	6.42	6.27 / 1.08	0.15	-0.12
21. Tuition paid is a worthwhile investment.	6.70	6.16 / 1.19	0.54	6.72	6.11 / 1.23	0.61	0.05
22. Security staff respond quickly in emergencies.	6.54	5.98 / 1.41	0.56	6.59	5.91 / 1.42	0.68	0.07
23. Adequate financial aid is available for most adult students.	6.42	5.47 / 1.68	0.95	6.48	5.67 / 1.53	0.81	-0.20
24. There is a commitment to academic excellence at this institution.	6.69	6.07 / 1.32	0.62	6.72	6.08 / 1.29	0.64	-0.01
25. Admissions representatives respond to adult students' unique needs.	6.31	6.09 / 1.25	0.22	6.29	6.13 / 1.14	0.16	-0.04
26. Faculty provide timely feedback about my progress.	6.38	5.40 / 1.55	0.98	6.45	5.36 / 1.71	1.09	0.04
27. This institution has a good reputation within the community.	6.51	6.07 / 1.40	0.44	6.50	6.19 / 1.25	0.31	-0.12
28. My academic advisor is accessible by telephone and e-mail.	6.35	6.22 / 1.26	0.13	6.42	6.41 / 1.15	0.01	-0.19
29. I seldom get the "run-around" when seeking information at this institution.	6.42	5.72 / 1.67	0.70	6.38	5.80 / 1.65	0.58	-0.08
30. Academic support services adequately meet the needs of adult students.	6.31	5.97 / 1.29	0.34	6.39	6.14 / 1.14	0.25	-0.17
31. I am able to register for classes by personal computer, fax, or telephone.	6.45	6.55 / 0.83	-0.10	6.40	6.50 / 0.94	-0.10	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

### Items: In Sequential Order

Item	April 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.40	5.60 / 1.53	-0.20	5.38	5.72 / 1.32	-0.34	-0.12
33. Channels are readily available for adult students to express complaints.	5.94	5.19 / 1.83	0.75	5.91	5.31 / 1.74	0.60	-0.12
34. I receive complete information on the availability of financial aid.	6.22	5.40 / 1.80	0.82	6.32	5.68 / 1.49	0.64	-0.28 *
35. The quality of instruction I receive in my program is excellent.	6.77	6.10 / 1.24	0.67	6.76	6.20 / 1.08	0.56	-0.10
36. Vending or snack bar food options are readily available.	5.03	5.77 / 1.52	-0.74	5.10	6.00 / 1.20	-0.90	-0.23
37. Part-time faculty are competent as classroom instructors.	6.49	6.10 / 1.21	0.39	6.43	6.14 / 1.08	0.29	-0.04
38. Career services are adequate and accessible for adult students.	6.00	5.56 / 1.60	0.44	6.12	5.72 / 1.41	0.40	-0.16
39. This institution responds quickly to my requests for information.	6.46	5.92 / 1.39	0.54	6.43	6.02 / 1.34	0.41	-0.10
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.48	6.28 / 1.11	0.20	6.46	6.17 / 1.22	0.29	0.11
41. Major requirements are clear and reasonable.	6.65	6.17 / 1.16	0.48	6.66	6.35 / 1.02	0.31	-0.18 *
42. Nearly all faculty are knowledgeable in their field.	6.81	6.52 / 0.88	0.29	6.83	6.47 / 0.90	0.36	0.05
43. This institution offers a variety of payment plans for adult students.	6.34	5.82 / 1.44	0.52	6.16	5.92 / 1.41	0.24	-0.10
44. When students enroll at this institution, they develop a plan to complete their degree.	6.42	5.56 / 1.62	0.86	6.39	5.75 / 1.48	0.64	-0.19
45. I am able to complete most of my enrollment tasks in one location.	6.36	6.33 / 1.10	0.03	6.16	6.29 / 1.15	-0.13	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 Sequential Order

Item	April 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.32	5.54 / 1.67	0.78	6.27	5.62 / 1.66	0.65	-0.08
47. Bookstore hours are convenient for adult students.	5.80	5.43 / 1.76	0.37	5.78	5.80 / 1.42	-0.02	-0.37 **
48. I am aware of whom to contact for questions about programs and services.	6.15	5.43 / 1.62	0.72	6.25	5.87 / 1.43	0.38	-0.44 ***
49. There are sufficient options within my program of study.	6.42	5.92 / 1.36	0.50	6.39	6.06 / 1.23	0.33	-0.14
50. My advisor helps me apply my academic major to specific career goals.	6.31	5.59 / 1.64	0.72	6.35	5.92 / 1.49	0.43	-0.33 *
51. Campus item: I find the library staff to be courteous and helpful.	6.25	6.10 / 1.33	0.15	6.21	5.76 / 1.60	0.45	0.34 **
52. Campus item: The library resources are satisfactory for my research needs.	6.52	5.93 / 1.44	0.59	6.51	6.04 / 1.35	0.47	-0.11
53. Campus item: The library hours provide me the time I need for research and study.	6.42	5.55 / 1.81	0.87	6.42	5.46 / 1.81	0.96	0.09
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.42	5.69 / 1.60	0.73	6.41	5.95 / 1.40	0.46	-0.26
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.15	6.19 / 1.27	-0.04	6.14	6.21 / 1.15	-0.07	-0.02
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.85	5.36 / 1.84	0.49	5.82	5.56 / 1.71	0.26	-0.20
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.44	6.22 / 1.28	0.22	6.56	6.17 / 1.39	0.39	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

### Items: In Sequential Order

Item	April 2019			April 2018			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.	6.44	6.32 / 1.12	0.12	6.54	6.25 / 1.33	0.29	0.07
59. Campus item: A list of ministry opportunities is readily available to students.	6.27	5.77 / 1.44	0.50	6.16	5.94 / 1.36	0.22	-0.17
60. Campus item: Course schedules are published in a timely manner.	6.59	5.95 / 1.41	0.64	6.54	5.86 / 1.46	0.68	0.09
61. Campus item: Course cycle information is available and accessible.	6.49	5.63 / 1.63	0.86	6.49	5.65 / 1.55	0.84	-0.02
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.74	6.35 / 1.14	0.39	6.79	6.49 / 0.97	0.30	-0.14
63. Campus item: I can access the website easily through my mobile device.	6.39	6.09 / 1.32	0.30	6.31	6.18 / 1.31	0.13	-0.09
64. Campus item: NOBTS values diversity in its student services.	6.30	5.95 / 1.51	0.35	6.39	6.03 / 1.37	0.36	-0.08
65. Campus item: NOBTS social media is useful and effective.	5.74	5.50 / 1.71	0.24	5.74	5.73 / 1.44	0.01	-0.23
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.	6.14			6.18			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.87			6.00			

\* 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 2019			April 2018			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Academic reputation as factor in decision to enroll.	6.27			6.35			
74. Size of institution as factor in decision to enroll.	4.34			4.52			
75. Future employment opportunities as factor in decision to enroll.	5.16			5.45			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.59			5.63			
77. Campus location (close to home/work) as factor in decision to enroll.	5.03			5.15			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.66			4.75			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.03			5.20			

\* 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 2019	April 2018	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: 5.05  0% 1% 6% 28% 25% 15% 20%	Average: 5.15  0% 1% 7% 24% 29% 13% 23%	-0.10
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: 5.86  0% 2% 4% 4% 13% 40% 33%	Average: 5.92  0% 1% 6% 3% 12% 38% 37%	-0.06
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: 6.07  0% 3% 2% 4% 7% 30% 50%	Average: 6.17  0% 1% 2% 4% 10% 26% 53%	-0.10