

## May 2020 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				

## May 2020 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%

## May 2020 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	

## 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>Institution Question</b>	<b>N</b>	<b>%</b>
Own house	206	41.20%	Campus item - Answer 1	237	48.37%
Rent room / apartment / house	216	43.20%	Campus item - Answer 2	146	29.80%
Relative's home	24	4.80%	Campus item - Answer 3	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>Institution Question 2</b>	<b>N</b>	<b>%</b>
In-state	193	39.47%	Campus item 2 - Answer 1	254	48.94%
Out-of-state	267	54.60%	Campus item 2 - Answer 2	78	15.03%
International (not U.S. citizen)	29	5.93%	Campus item 2 - Answer 3	143	27.55%
Total	489	100.00%	Campus item 2 - Answer 4	5	0.96%
No Response	44		Campus item 2 - Answer 5	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%
			8200: DMin	33	6.35%
			8300: EDD	1	0.19%

## April 2019 Demographics

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9000: PhD	49	9.42%
Total	520	100.00%
No Response	13	

## Strategic Planning Overview

### Strengths and Challenges

#### Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 24. There is a commitment to academic excellence at this institution.
- 62. Campus item: NOBTS has helped me more effectively answer God's call.
- 68. Campus item: The change to online delivery courses in response to COVID-19 has supported my ongoing studies.
- 41. Major requirements are clear and reasonable.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 7. The staff at this institution are caring and helpful.
- 70. Campus item: The ITC office has been helpful in resolving technological difficulties during the transition to online delivery classes.
- 69. Campus item: Faculty and staff have been helpful in addressing my needs since the outbreak of COVID-19.
- 66. Campus item: NOBTS responded appropriately to the outbreak of COVID-19 in a timely manner.
- 67. Campus item: Communication from the institution has been informative and helpful since the outbreak of COVID-19.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.
- 57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 1. Adult students are made to feel welcome at this institution.
- 51. Campus item: I find the library staff to be courteous and helpful.

#### Challenges

- 35. The quality of instruction I receive in my program is excellent.
- 4. The content of the courses within my major is valuable.
- 60. Campus item: Course schedules are published in a timely manner.
- 52. Campus item: The library resources are satisfactory for my research needs.
- 53. Campus item: The library hours provide me the time I need for research and study.
- 26. Faculty provide timely feedback about my progress.
- 49. There are sufficient options within my program of study.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.
- 61. Campus item: Course cycle information is available and accessible.

## Strategic Planning Overview Trends

### Higher Satisfaction vs. April 2019

- 42. Nearly all faculty are knowledgeable in their field.
- 35. The quality of instruction I receive in my program is excellent.
- 4. The content of the courses within my major is valuable.
- 24. There is a commitment to academic excellence at this institution.
- 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.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 27. This institution has a good reputation within the community.
- 7. The staff at this institution are caring and helpful.
- 2. Faculty care about me as an individual.
- 52. Campus item: The library resources are satisfactory for my research needs.
- 53. Campus item: The library hours provide me the time I need for research and study.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.
- 57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.
- 15. Library resources and services are adequate for adults.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 37. Part-time faculty are competent as classroom instructors.
- 1. Adult students are made to feel welcome at this institution.
- 22. Security staff respond quickly in emergencies.



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

Scale	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.54	6.28 / 0.74	0.26	6.51	6.05 / 0.87	0.46	0.23 ***
Campus Climate	6.48	6.24 / 0.82	0.24	6.46	5.98 / 0.98	0.48	0.26 ***
Academic Advising	6.41	6.07 / 1.09	0.34	6.43	5.94 / 1.17	0.49	0.13
Registration Effectiveness	6.41	6.24 / 0.77	0.17	6.37	6.10 / 0.87	0.27	0.14 *
Service Excellence	6.34	5.96 / 1.12	0.38	6.32	5.68 / 1.25	0.64	0.28 ***
Admissions and Financial Aid	6.33	6.09 / 1.04	0.24	6.32	5.77 / 1.18	0.55	0.32 ***
Safety and Security	6.23	6.33 / 0.82	-0.10	6.23	6.17 / 0.89	0.06	0.16 *
Academic Services	6.21	5.96 / 1.08	0.25	6.10	5.73 / 1.23	0.37	0.23 **

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

## Institutional Summary

### Items: In Order of Importance

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64 / 0.72	0.17	6.81	6.52 / 0.88	0.29	0.12 *
35. The quality of instruction I receive in my program is excellent.	6.79	6.39 / 0.95	0.40	6.77	6.10 / 1.24	0.67	0.29 ***
4. The content of the courses within my major is valuable.	6.76	6.34 / 0.94	0.42	6.78	6.10 / 1.14	0.68	0.24 ***
24. There is a commitment to academic excellence at this institution.	6.75	6.41 / 1.03	0.34	6.69	6.07 / 1.32	0.62	0.34 ***
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.75	6.52 / 0.86	0.23	6.74	6.35 / 1.14	0.39	0.17 *
68. Campus item: The change to online delivery courses in response to COVID-19 has supported my ongoing studies.	6.72	6.53 / 0.93	0.19				
21. Tuition paid is a worthwhile investment.	6.68	6.37 / 0.93	0.31	6.70	6.16 / 1.19	0.54	0.21 **
41. Major requirements are clear and reasonable.	6.68	6.41 / 0.96	0.27	6.65	6.17 / 1.16	0.48	0.24 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42 / 1.03	0.20	6.59	6.21 / 1.22	0.38	0.21 **
27. This institution has a good reputation within the community.	6.62	6.40 / 1.12	0.22	6.51	6.07 / 1.40	0.44	0.33 ***
7. The staff at this institution are caring and helpful.	6.61	6.41 / 0.99	0.20	6.62	6.13 / 1.26	0.49	0.28 ***
70. Campus item: The ITC office has been helpful in resolving technological difficulties during the transition to online delivery classes.	6.60	6.52 / 0.97	0.08				
60. Campus item: Course schedules are published in a timely manner.	6.59	6.05 / 1.36	0.54	6.59	5.95 / 1.41	0.64	0.10
2. Faculty care about me as an individual.	6.58	6.32 / 1.08	0.26	6.57	6.10 / 1.24	0.47	0.22 **

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

## Institutional Summary

### Items: In Order of Importance

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
69. Campus item: Faculty and staff have been helpful in addressing my needs since the outbreak of COVID-19.	6.58	6.56 / 0.96	0.02				
52. Campus item: The library resources are satisfactory for my research needs.	6.57	6.16 / 1.27	0.41	6.52	5.93 / 1.44	0.59	0.23 *
66. Campus item: NOBTS responded appropriately to the outbreak of COVID-19 in a timely manner.	6.57	6.62 / 0.96	-0.05				
67. Campus item: Communication from the institution has been informative and helpful since the outbreak of COVID-19.	6.57	6.63 / 0.87	-0.06				
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63 / 0.75	-0.07	6.45	6.55 / 0.83	-0.10	0.08
16. I am able to register for classes I need with few conflicts.	6.53	6.19 / 1.17	0.34	6.55	6.14 / 1.21	0.41	0.05
53. Campus item: The library hours provide me the time I need for research and study.	6.53	5.92 / 1.68	0.61	6.42	5.55 / 1.81	0.87	0.37 *
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.53	6.51 / 1.01	0.02	6.44	6.32 / 1.12	0.12	0.19 *
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23 / 1.25	0.29	6.60	6.16 / 1.31	0.44	0.07
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.52	6.49 / 1.03	0.03	6.44	6.22 / 1.28	0.22	0.27 **
15. Library resources and services are adequate for adults.	6.49	6.16 / 1.20	0.33	6.52	5.85 / 1.49	0.67	0.31 **
20. Registration processes are reasonable and convenient for adults.	6.49	6.23 / 1.14	0.26	6.43	6.15 / 1.24	0.28	0.08
26. Faculty provide timely feedback about my progress.	6.49	5.53 / 1.58	0.96	6.38	5.40 / 1.55	0.98	0.13

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48 / 0.94	0.01	6.48	6.28 / 1.11	0.20	0.20 **
49. There are sufficient options within my program of study.	6.49	6.09 / 1.25	0.40	6.42	5.92 / 1.36	0.50	0.17
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97 / 1.46	0.51	6.42	5.72 / 1.67	0.70	0.25 *
37. Part-time faculty are competent as classroom instructors.	6.48	6.31 / 0.99	0.17	6.49	6.10 / 1.21	0.39	0.21 *
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.92 / 1.48	0.56	6.42	5.69 / 1.60	0.73	0.23
61. Campus item: Course cycle information is available and accessible.	6.48	5.70 / 1.57	0.78	6.49	5.63 / 1.63	0.86	0.07
1. Adult students are made to feel welcome at this institution.	6.47	6.43 / 0.94	0.04	6.42	6.16 / 1.23	0.26	0.27 ***
73. Academic reputation as factor in decision to enroll.	6.46			6.27			
22. Security staff respond quickly in emergencies.	6.45	6.28 / 1.11	0.17	6.54	5.98 / 1.41	0.56	0.30 *
51. Campus item: I find the library staff to be courteous and helpful.	6.44	6.43 / 1.06	0.01	6.25	6.10 / 1.33	0.15	0.33 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61 / 1.63	0.82	6.42	5.56 / 1.62	0.86	0.05
5. Classroom locations are safe and secure for all students.	6.42	6.63 / 0.84	-0.21	6.36	6.50 / 0.94	-0.14	0.13
10. Admissions representatives are knowledgeable.	6.42	6.38 / 1.06	0.04	6.39	6.20 / 1.14	0.19	0.18 *
63. Campus item: I can access the website easily through my mobile device.	6.42	6.43 / 1.03	-0.01	6.39	6.09 / 1.32	0.30	0.34 ***

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
30. Academic support services adequately meet the needs of adult students.	6.41	6.21 / 1.17	0.20	6.31	5.97 / 1.29	0.34	0.24 **
39. This institution responds quickly to my requests for information.	6.41	6.12 / 1.33	0.29	6.46	5.92 / 1.39	0.54	0.20 *
3. Classes are scheduled at times that are convenient for me.	6.40	6.05 / 1.19	0.35	6.32	5.81 / 1.37	0.51	0.24 **
11. My academic advisor is concerned about my success as an individual.	6.39	6.09 / 1.36	0.30	6.43	5.92 / 1.56	0.51	0.17
23. Adequate financial aid is available for most adult students.	6.39	5.73 / 1.55	0.66	6.42	5.47 / 1.68	0.95	0.26 *
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36 / 1.18	0.03	6.35	6.22 / 1.26	0.13	0.14
9. Billing policies are reasonable for adult students.	6.36	6.14 / 1.15	0.22	6.36	5.92 / 1.40	0.44	0.22 *
34. I receive complete information on the availability of financial aid.	6.34	5.94 / 1.48	0.40	6.22	5.40 / 1.80	0.82	0.54 ***
43. This institution offers a variety of payment plans for adult students.	6.33	6.01 / 1.44	0.32	6.34	5.82 / 1.44	0.52	0.19
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34 / 1.05	-0.01	6.36	6.33 / 1.10	0.03	0.01
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67 / 1.54	0.65	6.15	5.43 / 1.62	0.72	0.24 *
6. Financial aid counselors are helpful to adult students.	6.28	6.14 / 1.28	0.14	6.28	5.70 / 1.63	0.58	0.44 ***
46. This institution provides timely responses to student complaints.	6.26	5.80 / 1.49	0.46	6.32	5.54 / 1.67	0.78	0.26
59. Campus item: A list of ministry opportunities is readily available to students.	6.25	5.92 / 1.39	0.33	6.27	5.77 / 1.44	0.50	0.15

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.22	6.27 / 1.04	-0.05	6.12	6.01 / 1.29	0.11	0.26 **
8. My academic advisor is available at times that are convenient for me.	6.20	6.07 / 1.33	0.13	6.21	5.90 / 1.49	0.31	0.17
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24 / 1.18	-0.04	6.31	6.09 / 1.25	0.22	0.15
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57 / 1.70	0.63	6.31	5.59 / 1.64	0.72	-0.02
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.18	6.21 / 1.33	-0.03	6.15	6.19 / 1.27	-0.04	0.02
64. Campus item: NOBTS values diversity in its student services.	6.18	6.21 / 1.22	-0.03	6.30	5.95 / 1.51	0.35	0.26 *
18. Parking lots are well-lighted and secure.	6.15	6.20 / 1.16	-0.05	6.15	6.11 / 1.22	0.04	0.09
38. Career services are adequate and accessible for adult students.	6.15	5.84 / 1.45	0.31	6.00	5.56 / 1.60	0.44	0.28 *
71. Cost as factor in decision to enroll.	6.11			6.14			
47. Bookstore hours are convenient for adult students.	6.07	4.84 / 2.44	1.23	5.80	5.43 / 1.76	0.37	-0.59 **
65. Campus item: NOBTS social media is useful and effective.	6.01	6.15 / 1.18	-0.14	5.74	5.50 / 1.71	0.24	0.65 ***
13. The amount of student parking is adequate.	5.93	6.14 / 1.23	-0.21	5.90	5.99 / 1.30	-0.09	0.15
33. Channels are readily available for adult students to express complaints.	5.92	5.66 / 1.60	0.26	5.94	5.19 / 1.83	0.75	0.47 ***
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.92			5.87			
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.88	5.43 / 1.93	0.45	5.85	5.36 / 1.84	0.49	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

### Items: In Order of Importance

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
12. Computer labs are adequate and accessible for adult students.	5.70	6.03 / 1.30	-0.33	5.64	5.66 / 1.68	-0.02	0.37 **
32. My classes provide opportunities to improve my technology skills.	5.54	5.99 / 1.29	-0.45	5.40	5.60 / 1.53	-0.20	0.39 ***
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.54			5.59			
75. Future employment opportunities as factor in decision to enroll.	5.34			5.16			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.29			5.03			
36. Vending or snack bar food options are readily available.	5.20	5.81 / 1.49	-0.61	5.03	5.77 / 1.52	-0.74	0.04
77. Campus location (close to home/work) as factor in decision to enroll.	5.16			5.03			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.84			4.66			
74. Size of institution as factor in decision to enroll.	4.51			4.34			

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC ADVISING</b>	6.41	6.07 / 1.09	0.34	6.43	5.94 / 1.17	0.49	0.13
8. My academic advisor is available at times that are convenient for me.	6.20	6.07 / 1.33	0.13	6.21	5.90 / 1.49	0.31	0.17
11. My academic advisor is concerned about my success as an individual.	6.39	6.09 / 1.36	0.30	6.43	5.92 / 1.56	0.51	0.17
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23 / 1.25	0.29	6.60	6.16 / 1.31	0.44	0.07
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36 / 1.18	0.03	6.35	6.22 / 1.26	0.13	0.14
41. Major requirements are clear and reasonable.	6.68	6.41 / 0.96	0.27	6.65	6.17 / 1.16	0.48	0.24 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61 / 1.63	0.82	6.42	5.56 / 1.62	0.86	0.05
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57 / 1.70	0.63	6.31	5.59 / 1.64	0.72	-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**

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

Scale/Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ACADEMIC SERVICES</b>	6.21	5.96 / 1.08	0.25	6.10	5.73 / 1.23	0.37	0.23 **
12. Computer labs are adequate and accessible for adult students.	5.70	6.03 / 1.30	-0.33	5.64	5.66 / 1.68	-0.02	0.37 **
15. Library resources and services are adequate for adults.	6.49	6.16 / 1.20	0.33	6.52	5.85 / 1.49	0.67	0.31 **
30. Academic support services adequately meet the needs of adult students.	6.41	6.21 / 1.17	0.20	6.31	5.97 / 1.29	0.34	0.24 **
38. Career services are adequate and accessible for adult students.	6.15	5.84 / 1.45	0.31	6.00	5.56 / 1.60	0.44	0.28 *
47. Bookstore hours are convenient for adult students.	6.07	4.84 / 2.44	1.23	5.80	5.43 / 1.76	0.37	-0.59 **

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>ADMISSIONS AND FINANCIAL AID</b>	6.33	6.09 / 1.04	0.24	6.32	5.77 / 1.18	0.55	0.32 ***
6. Financial aid counselors are helpful to adult students.	6.28	6.14 / 1.28	0.14	6.28	5.70 / 1.63	0.58	0.44 ***
10. Admissions representatives are knowledgeable.	6.42	6.38 / 1.06	0.04	6.39	6.20 / 1.14	0.19	0.18 *
23. Adequate financial aid is available for most adult students.	6.39	5.73 / 1.55	0.66	6.42	5.47 / 1.68	0.95	0.26 *
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24 / 1.18	-0.04	6.31	6.09 / 1.25	0.22	0.15
34. I receive complete information on the availability of financial aid.	6.34	5.94 / 1.48	0.40	6.22	5.40 / 1.80	0.82	0.54 ***

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>CAMPUS CLIMATE</b>	6.48	6.24 / 0.82	0.24	6.46	5.98 / 0.98	0.48	0.26 ***
1. Adult students are made to feel welcome at this institution.	6.47	6.43 / 0.94	0.04	6.42	6.16 / 1.23	0.26	0.27 ***
2. Faculty care about me as an individual.	6.58	6.32 / 1.08	0.26	6.57	6.10 / 1.24	0.47	0.22 **
5. Classroom locations are safe and secure for all students.	6.42	6.63 / 0.84	-0.21	6.36	6.50 / 0.94	-0.14	0.13
7. The staff at this institution are caring and helpful.	6.61	6.41 / 0.99	0.20	6.62	6.13 / 1.26	0.49	0.28 ***
21. Tuition paid is a worthwhile investment.	6.68	6.37 / 0.93	0.31	6.70	6.16 / 1.19	0.54	0.21 **
24. There is a commitment to academic excellence at this institution.	6.75	6.41 / 1.03	0.34	6.69	6.07 / 1.32	0.62	0.34 ***
27. This institution has a good reputation within the community.	6.62	6.40 / 1.12	0.22	6.51	6.07 / 1.40	0.44	0.33 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97 / 1.46	0.51	6.42	5.72 / 1.67	0.70	0.25 *
33. Channels are readily available for adult students to express complaints.	5.92	5.66 / 1.60	0.26	5.94	5.19 / 1.83	0.75	0.47 ***
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57 / 1.70	0.63	6.31	5.59 / 1.64	0.72	-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

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

Scale/Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>INSTRUCTIONAL EFFECTIVENESS</b>	6.54	6.28 / 0.74	0.26	6.51	6.05 / 0.87	0.46	0.23 ***
2. Faculty care about me as an individual.	6.58	6.32 / 1.08	0.26	6.57	6.10 / 1.24	0.47	0.22 **
4. The content of the courses within my major is valuable.	6.76	6.34 / 0.94	0.42	6.78	6.10 / 1.14	0.68	0.24 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42 / 1.03	0.20	6.59	6.21 / 1.22	0.38	0.21 **
24. There is a commitment to academic excellence at this institution.	6.75	6.41 / 1.03	0.34	6.69	6.07 / 1.32	0.62	0.34 ***
26. Faculty provide timely feedback about my progress.	6.49	5.53 / 1.58	0.96	6.38	5.40 / 1.55	0.98	0.13
32. My classes provide opportunities to improve my technology skills.	5.54	5.99 / 1.29	-0.45	5.40	5.60 / 1.53	-0.20	0.39 ***
35. The quality of instruction I receive in my program is excellent.	6.79	6.39 / 0.95	0.40	6.77	6.10 / 1.24	0.67	0.29 ***
37. Part-time faculty are competent as classroom instructors.	6.48	6.31 / 0.99	0.17	6.49	6.10 / 1.21	0.39	0.21 *
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48 / 0.94	0.01	6.48	6.28 / 1.11	0.20	0.20 **
41. Major requirements are clear and reasonable.	6.68	6.41 / 0.96	0.27	6.65	6.17 / 1.16	0.48	0.24 ***
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64 / 0.72	0.17	6.81	6.52 / 0.88	0.29	0.12 *
49. There are sufficient options within my program of study.	6.49	6.09 / 1.25	0.40	6.42	5.92 / 1.36	0.50	0.17

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>REGISTRATION EFFECTIVENESS</b>	6.41	6.24 / 0.77	0.17	6.37	6.10 / 0.87	0.27	0.14 *
3. Classes are scheduled at times that are convenient for me.	6.40	6.05 / 1.19	0.35	6.32	5.81 / 1.37	0.51	0.24 **
9. Billing policies are reasonable for adult students.	6.36	6.14 / 1.15	0.22	6.36	5.92 / 1.40	0.44	0.22 *
16. I am able to register for classes I need with few conflicts.	6.53	6.19 / 1.17	0.34	6.55	6.14 / 1.21	0.41	0.05
17. Business office hours are convenient for adult students.	6.22	6.27 / 1.04	-0.05	6.12	6.01 / 1.29	0.11	0.26 **
20. Registration processes are reasonable and convenient for adults.	6.49	6.23 / 1.14	0.26	6.43	6.15 / 1.24	0.28	0.08
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63 / 0.75	-0.07	6.45	6.55 / 0.83	-0.10	0.08
43. This institution offers a variety of payment plans for adult students.	6.33	6.01 / 1.44	0.32	6.34	5.82 / 1.44	0.52	0.19
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34 / 1.05	-0.01	6.36	6.33 / 1.10	0.03	0.01

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

**Institutional Summary**

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

Scale/Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SAFETY AND SECURITY</b>	6.23	6.33 / 0.82	-0.10	6.23	6.17 / 0.89	0.06	0.16 *
5. Classroom locations are safe and secure for all students.	6.42	6.63 / 0.84	-0.21	6.36	6.50 / 0.94	-0.14	0.13
13. The amount of student parking is adequate.	5.93	6.14 / 1.23	-0.21	5.90	5.99 / 1.30	-0.09	0.15
18. Parking lots are well-lighted and secure.	6.15	6.20 / 1.16	-0.05	6.15	6.11 / 1.22	0.04	0.09
22. Security staff respond quickly in emergencies.	6.45	6.28 / 1.11	0.17	6.54	5.98 / 1.41	0.56	0.30 *

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

## Institutional Summary

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

Scale/Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
<b>SERVICE EXCELLENCE</b>	6.34	5.96 / 1.12	0.38	6.32	5.68 / 1.25	0.64	0.28 ***
7. The staff at this institution are caring and helpful.	6.61	6.41 / 0.99	0.20	6.62	6.13 / 1.26	0.49	0.28 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97 / 1.46	0.51	6.42	5.72 / 1.67	0.70	0.25 *
33. Channels are readily available for adult students to express complaints.	5.92	5.66 / 1.60	0.26	5.94	5.19 / 1.83	0.75	0.47 ***
39. This institution responds quickly to my requests for information.	6.41	6.12 / 1.33	0.29	6.46	5.92 / 1.39	0.54	0.20 *
46. This institution provides timely responses to student complaints.	6.26	5.80 / 1.49	0.46	6.32	5.54 / 1.67	0.78	0.26
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67 / 1.54	0.65	6.15	5.43 / 1.62	0.72	0.24 *

\* 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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.47	6.43 / 0.94	0.04	6.42	6.16 / 1.23	0.26	0.27 ***
2. Faculty care about me as an individual.	6.58	6.32 / 1.08	0.26	6.57	6.10 / 1.24	0.47	0.22 **
3. Classes are scheduled at times that are convenient for me.	6.40	6.05 / 1.19	0.35	6.32	5.81 / 1.37	0.51	0.24 **
4. The content of the courses within my major is valuable.	6.76	6.34 / 0.94	0.42	6.78	6.10 / 1.14	0.68	0.24 ***
5. Classroom locations are safe and secure for all students.	6.42	6.63 / 0.84	-0.21	6.36	6.50 / 0.94	-0.14	0.13
6. Financial aid counselors are helpful to adult students.	6.28	6.14 / 1.28	0.14	6.28	5.70 / 1.63	0.58	0.44 ***
7. The staff at this institution are caring and helpful.	6.61	6.41 / 0.99	0.20	6.62	6.13 / 1.26	0.49	0.28 ***
8. My academic advisor is available at times that are convenient for me.	6.20	6.07 / 1.33	0.13	6.21	5.90 / 1.49	0.31	0.17
9. Billing policies are reasonable for adult students.	6.36	6.14 / 1.15	0.22	6.36	5.92 / 1.40	0.44	0.22 *
10. Admissions representatives are knowledgeable.	6.42	6.38 / 1.06	0.04	6.39	6.20 / 1.14	0.19	0.18 *
11. My academic advisor is concerned about my success as an individual.	6.39	6.09 / 1.36	0.30	6.43	5.92 / 1.56	0.51	0.17
12. Computer labs are adequate and accessible for adult students.	5.70	6.03 / 1.30	-0.33	5.64	5.66 / 1.68	-0.02	0.37 **
13. The amount of student parking is adequate.	5.93	6.14 / 1.23	-0.21	5.90	5.99 / 1.30	-0.09	0.15
14. Faculty are fair and unbiased in their treatment of individual students.	6.62	6.42 / 1.03	0.20	6.59	6.21 / 1.22	0.38	0.21 **
15. Library resources and services are adequate for adults.	6.49	6.16 / 1.20	0.33	6.52	5.85 / 1.49	0.67	0.31 **
16. I am able to register for classes I need with few conflicts.	6.53	6.19 / 1.17	0.34	6.55	6.14 / 1.21	0.41	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	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.22	6.27 / 1.04	-0.05	6.12	6.01 / 1.29	0.11	0.26 **
18. Parking lots are well-lighted and secure.	6.15	6.20 / 1.16	-0.05	6.15	6.11 / 1.22	0.04	0.09
19. My academic advisor is knowledgeable about requirements in my major.	6.52	6.23 / 1.25	0.29	6.60	6.16 / 1.31	0.44	0.07
20. Registration processes are reasonable and convenient for adults.	6.49	6.23 / 1.14	0.26	6.43	6.15 / 1.24	0.28	0.08
21. Tuition paid is a worthwhile investment.	6.68	6.37 / 0.93	0.31	6.70	6.16 / 1.19	0.54	0.21 **
22. Security staff respond quickly in emergencies.	6.45	6.28 / 1.11	0.17	6.54	5.98 / 1.41	0.56	0.30 *
23. Adequate financial aid is available for most adult students.	6.39	5.73 / 1.55	0.66	6.42	5.47 / 1.68	0.95	0.26 *
24. There is a commitment to academic excellence at this institution.	6.75	6.41 / 1.03	0.34	6.69	6.07 / 1.32	0.62	0.34 ***
25. Admissions representatives respond to adult students' unique needs.	6.20	6.24 / 1.18	-0.04	6.31	6.09 / 1.25	0.22	0.15
26. Faculty provide timely feedback about my progress.	6.49	5.53 / 1.58	0.96	6.38	5.40 / 1.55	0.98	0.13
27. This institution has a good reputation within the community.	6.62	6.40 / 1.12	0.22	6.51	6.07 / 1.40	0.44	0.33 ***
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.36 / 1.18	0.03	6.35	6.22 / 1.26	0.13	0.14
29. I seldom get the "run-around" when seeking information at this institution.	6.48	5.97 / 1.46	0.51	6.42	5.72 / 1.67	0.70	0.25 *
30. Academic support services adequately meet the needs of adult students.	6.41	6.21 / 1.17	0.20	6.31	5.97 / 1.29	0.34	0.24 **
31. I am able to register for classes by personal computer, fax, or telephone.	6.56	6.63 / 0.75	-0.07	6.45	6.55 / 0.83	-0.10	0.08

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.54	5.99 / 1.29	-0.45	5.40	5.60 / 1.53	-0.20	0.39 ***
33. Channels are readily available for adult students to express complaints.	5.92	5.66 / 1.60	0.26	5.94	5.19 / 1.83	0.75	0.47 ***
34. I receive complete information on the availability of financial aid.	6.34	5.94 / 1.48	0.40	6.22	5.40 / 1.80	0.82	0.54 ***
35. The quality of instruction I receive in my program is excellent.	6.79	6.39 / 0.95	0.40	6.77	6.10 / 1.24	0.67	0.29 ***
36. Vending or snack bar food options are readily available.	5.20	5.81 / 1.49	-0.61	5.03	5.77 / 1.52	-0.74	0.04
37. Part-time faculty are competent as classroom instructors.	6.48	6.31 / 0.99	0.17	6.49	6.10 / 1.21	0.39	0.21 *
38. Career services are adequate and accessible for adult students.	6.15	5.84 / 1.45	0.31	6.00	5.56 / 1.60	0.44	0.28 *
39. This institution responds quickly to my requests for information.	6.41	6.12 / 1.33	0.29	6.46	5.92 / 1.39	0.54	0.20 *
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.49	6.48 / 0.94	0.01	6.48	6.28 / 1.11	0.20	0.20 **
41. Major requirements are clear and reasonable.	6.68	6.41 / 0.96	0.27	6.65	6.17 / 1.16	0.48	0.24 ***
42. Nearly all faculty are knowledgeable in their field.	6.81	6.64 / 0.72	0.17	6.81	6.52 / 0.88	0.29	0.12 *
43. This institution offers a variety of payment plans for adult students.	6.33	6.01 / 1.44	0.32	6.34	5.82 / 1.44	0.52	0.19
44. When students enroll at this institution, they develop a plan to complete their degree.	6.43	5.61 / 1.63	0.82	6.42	5.56 / 1.62	0.86	0.05
45. I am able to complete most of my enrollment tasks in one location.	6.33	6.34 / 1.05	-0.01	6.36	6.33 / 1.10	0.03	0.01

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.26	5.80 / 1.49	0.46	6.32	5.54 / 1.67	0.78	0.26
47. Bookstore hours are convenient for adult students.	6.07	4.84 / 2.44	1.23	5.80	5.43 / 1.76	0.37	-0.59 **
48. I am aware of whom to contact for questions about programs and services.	6.32	5.67 / 1.54	0.65	6.15	5.43 / 1.62	0.72	0.24 *
49. There are sufficient options within my program of study.	6.49	6.09 / 1.25	0.40	6.42	5.92 / 1.36	0.50	0.17
50. My advisor helps me apply my academic major to specific career goals.	6.20	5.57 / 1.70	0.63	6.31	5.59 / 1.64	0.72	-0.02
51. Campus item: I find the library staff to be courteous and helpful.	6.44	6.43 / 1.06	0.01	6.25	6.10 / 1.33	0.15	0.33 ***
52. Campus item: The library resources are satisfactory for my research needs.	6.57	6.16 / 1.27	0.41	6.52	5.93 / 1.44	0.59	0.23 *
53. Campus item: The library hours provide me the time I need for research and study.	6.53	5.92 / 1.68	0.61	6.42	5.55 / 1.81	0.87	0.37 *
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.92 / 1.48	0.56	6.42	5.69 / 1.60	0.73	0.23
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.18	6.21 / 1.33	-0.03	6.15	6.19 / 1.27	-0.04	0.02
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.88	5.43 / 1.93	0.45	5.85	5.36 / 1.84	0.49	0.07
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.52	6.49 / 1.03	0.03	6.44	6.22 / 1.28	0.22	0.27 **

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2020			April 2019			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.	6.53	6.51 / 1.01	0.02	6.44	6.32 / 1.12	0.12	0.19 *
59. Campus item: A list of ministry opportunities is readily available to students.	6.25	5.92 / 1.39	0.33	6.27	5.77 / 1.44	0.50	0.15
60. Campus item: Course schedules are published in a timely manner.	6.59	6.05 / 1.36	0.54	6.59	5.95 / 1.41	0.64	0.10
61. Campus item: Course cycle information is available and accessible.	6.48	5.70 / 1.57	0.78	6.49	5.63 / 1.63	0.86	0.07
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.75	6.52 / 0.86	0.23	6.74	6.35 / 1.14	0.39	0.17 *
63. Campus item: I can access the website easily through my mobile device.	6.42	6.43 / 1.03	-0.01	6.39	6.09 / 1.32	0.30	0.34 ***
64. Campus item: NOBTS values diversity in its student services.	6.18	6.21 / 1.22	-0.03	6.30	5.95 / 1.51	0.35	0.26 *
65. Campus item: NOBTS social media is useful and effective.	6.01	6.15 / 1.18	-0.14	5.74	5.50 / 1.71	0.24	0.65 ***
66. Campus item: NOBTS responded appropriately to the outbreak of COVID-19 in a timely manner.	6.57	6.62 / 0.96	-0.05				
67. Campus item: Communication from the institution has been informative and helpful since the outbreak of COVID-19.	6.57	6.63 / 0.87	-0.06				
68. Campus item: The change to online delivery courses in response to COVID-19 has supported my ongoing studies.	6.72	6.53 / 0.93	0.19				
69. Campus item: Faculty and staff have been helpful in addressing my needs since the outbreak of COVID-19.	6.58	6.56 / 0.96	0.02				
70. Campus item: The ITC office has been helpful in resolving technological difficulties during the transition to online delivery classes.	6.60	6.52 / 0.97	0.08				

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

## Institutional Summary

### Items: In Sequential Order

Item	May 2020			April 2019			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
71. Cost as factor in decision to enroll.	6.11			6.14			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.92			5.87			
73. Academic reputation as factor in decision to enroll.	6.46			6.27			
74. Size of institution as factor in decision to enroll.	4.51			4.34			
75. Future employment opportunities as factor in decision to enroll.	5.34			5.16			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.54			5.59			
77. Campus location (close to home/work) as factor in decision to enroll.	5.16			5.03			
78. Availability of evening/weekend courses as factor in decision to enroll.	4.84			4.66			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.29			5.03			

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

### Institutional Summary

#### Summary Items

Summary Item	May 2020	April 2019	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: 5.29 1% 0% 4% 27% 25% 13% 28%	Average: 5.05 0% 1% 6% 28% 25% 15% 20%	0.24
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: 6.23 0% 0% 3% 2% 8% 36% 49%	Average: 5.86 0% 2% 4% 4% 13% 40% 33%	0.37
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: 6.44 0% 1% 2% 2% 3% 23% 66%	Average: 6.07 0% 3% 2% 4% 7% 30% 50%	0.37