

Strategic Planning Overview

Strengths and Challenges

Strengths

- 68. Nearly all of the faculty are knowledgeable in their field.
- 83. Campus item: The campus provides an atmosphere for spiritual growth.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 39. I am able to experience intellectual growth here.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 77. Campus item: The College's policies and procedures regarding harassment are clear and well publicized.
- 76. Campus item: College personnel and students show respect for diverse ethnicities.
- 14. My academic advisor is concerned about my success as an individual.
- 78. Campus item: Prospective students receive adequate and accurate information about financial aid programs and application procedures.
- 6. My academic advisor is approachable.
- 65. Faculty are usually available after class and during office hours.
- 22. Counseling staff care about students as individuals.
- 3. Faculty care about me as an individual.
- 79. Campus item: The campus uses email or text messages to effectively communicate important information to students.
- 50. Class change (drop/add) policies are reasonable.
- 61. Adjunct faculty are competent as classroom instructors.
- 10. Administrators are approachable to students.

Challenges

- 8. The content of the courses within my major is valuable.
- 41. There is a commitment to academic excellence on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 47. Faculty provide timely feedback about student progress in a course.
- 75. Campus item: Internships or practical experiences are provided in my degree program.
- 17. Adequate financial aid is available for most students.
- 51. This institution has a good reputation within the community.
- 7. The campus is safe and secure for all students.
- 82. Campus item: The proper channels for communicating complaints and/or safety concerns are clear.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. ABHE 2014-2017 Form A

- 68. Nearly all of the faculty are knowledgeable in their field.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 33. My academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 39. I am able to experience intellectual growth here.
- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 41. There is a commitment to academic excellence on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 55. Major requirements are clear and reasonable.
- 47. Faculty provide timely feedback about student progress in a course.
- 5. Financial aid counselors are helpful.
- 6. My academic advisor is approachable.
- 66. Tuition paid is a worthwhile investment.
- 34. I am able to register for classes I need with few conflicts.
- 65. Faculty are usually available after class and during office hours.
- 69. There is a good variety of courses provided on this campus.
- 22. Counseling staff care about students as individuals.
- 3. Faculty care about me as an individual.
- 45. Students are made to feel welcome on this campus.
- 62. There is a strong commitment to racial harmony on this campus.
- 17. Adequate financial aid is available for most students.
- 50. Class change (drop/add) policies are reasonable.
- 35. The assessment and course placement procedures are reasonable.
- 61. Adjunct faculty are competent as classroom instructors.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 27. The personnel involved in registration are helpful.
- 44. Academic support services adequately meet the needs of students.

Lower Satisfaction vs. ABHE 2014-2017 Form A

- 7. The campus is safe and secure for all students.

Higher Importance vs. ABHE 2014-2017 Form A

- 58. The quality of instruction I receive in most of my classes is excellent.

Strategic Planning Overview

- 59. This institution shows concern for students as individuals.
- 41. There is a commitment to academic excellence on this campus.
- 14. My academic advisor is concerned about my success as an individual.
- 55. Major requirements are clear and reasonable.
- 47. Faculty provide timely feedback about student progress in a course.
- 5. Financial aid counselors are helpful.
- 65. Faculty are usually available after class and during office hours.
- 69. There is a good variety of courses provided on this campus.
- 22. Counseling staff care about students as individuals.
- 3. Faculty care about me as an individual.
- 62. There is a strong commitment to racial harmony on this campus.
- 50. Class change (drop/add) policies are reasonable.
- 35. The assessment and course placement procedures are reasonable.
- 61. Adjunct faculty are competent as classroom instructors.
- 48. Admissions counselors accurately portray the campus in their recruiting practices.
- 44. Academic support services adequately meet the needs of students.

Institutional Summary
Scales: In Order of Importance

Scale	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.63	6.19 / 0.92	0.44	6.44	5.86 / 0.91	0.58	0.33 ***
Academic Advising	6.59	6.32 / 0.97	0.27	6.43	5.97 / 1.01	0.46	0.35 ***
Concern for the Individual	6.58	6.21 / 1.01	0.37	6.39	5.89 / 1.00	0.50	0.32 ***
Student Centeredness	6.56	6.21 / 1.02	0.35	6.43	5.92 / 1.02	0.51	0.29 **
Recruitment and Financial Aid	6.50	6.02 / 1.02	0.48	6.30	5.68 / 1.04	0.62	0.34 ***
Campus Climate	6.48	6.07 / 1.02	0.41	6.34	5.78 / 0.98	0.56	0.29 ***
Registration Effectiveness	6.47	6.18 / 0.99	0.29	6.28	5.71 / 1.05	0.57	0.47 ***
Service Excellence	6.39	6.12 / 0.95	0.27	6.17	5.69 / 0.99	0.48	0.43 ***
Campus Support Services	6.32	6.14 / 0.97	0.18	6.05	5.74 / 0.96	0.31	0.40 ***
Safety and Security	6.29	5.47 / 1.32	0.82	6.24	5.30 / 1.25	0.94	0.17
Campus Life	6.05	5.77 / 1.08	0.28	5.92	5.32 / 1.08	0.60	0.45 ***
Responsiveness to Diverse Populations		6.18 / 1.19			5.54 / 1.26		0.64 ***

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

National Group Means are based on 2263 records.

Institutional Summary
Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
8. The content of the courses within my major is valuable.	6.75	6.17 / 1.12	0.58	6.68	6.04 / 1.12	0.64	0.13
68. Nearly all of the faculty are knowledgeable in their field.	6.75	6.47 / 1.12	0.28	6.63	6.26 / 1.05	0.37	0.21 *
58. The quality of instruction I receive in most of my classes is excellent.	6.74	6.26 / 1.23	0.48	6.57	5.97 / 1.18	0.60	0.29 **
83. Campus item: The campus provides an atmosphere for spiritual growth.	6.74	6.45 / 1.12	0.29				
33. My academic advisor is knowledgeable about requirements in my major.	6.73	6.52 / 1.13	0.21	6.59	6.10 / 1.27	0.49	0.42 ***
16. The instruction in my major field is excellent.	6.72	6.28 / 1.10	0.44	6.61	5.99 / 1.20	0.62	0.29 **
39. I am able to experience intellectual growth here.	6.72	6.34 / 1.07	0.38	6.58	6.06 / 1.19	0.52	0.28 **
59. This institution shows concern for students as individuals.	6.71	6.32 / 1.31	0.39	6.52	6.04 / 1.22	0.48	0.28 **
2. The campus staff are caring and helpful.	6.70	6.37 / 1.02	0.33	6.55	6.18 / 1.03	0.37	0.19 *
41. There is a commitment to academic excellence on this campus.	6.68	6.14 / 1.36	0.54	6.45	5.91 / 1.23	0.54	0.23 *
77. Campus item: The College's policies and procedures regarding harassment are clear and well publicized.	6.67	6.34 / 1.29	0.33				
76. Campus item: College personnel and students show respect for diverse ethnicities.	6.64	6.45 / 1.17	0.19				
14. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 1.17	0.23	6.46	6.11 / 1.24	0.35	0.29 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.78 / 1.49	0.85	6.48	5.67 / 1.44	0.81	0.11
55. Major requirements are clear and reasonable.	6.63	6.18 / 1.17	0.45	6.47	5.89 / 1.25	0.58	0.29 **

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Institutional Summary

Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
78. Campus item: Prospective students receive adequate and accurate information about financial aid programs and application procedures.	6.63	6.31 / 1.02	0.32				
5. Financial aid counselors are helpful.	6.62	6.14 / 1.22	0.48	6.33	5.67 / 1.43	0.66	0.47 ***
6. My academic advisor is approachable.	6.62	6.50 / 1.11	0.12	6.52	6.24 / 1.18	0.28	0.26 *
47. Faculty provide timely feedback about student progress in a course.	6.62	5.82 / 1.48	0.80	6.35	5.47 / 1.42	0.88	0.35 **
66. Tuition paid is a worthwhile investment.	6.62	6.12 / 1.39	0.50	6.51	5.61 / 1.48	0.90	0.51 ***
75. Campus item: Internships or practical experiences are provided in my degree program.	6.62	6.01 / 1.44	0.61				
34. I am able to register for classes I need with few conflicts.	6.61	6.26 / 1.31	0.35	6.54	5.69 / 1.53	0.85	0.57 ***
65. Faculty are usually available after class and during office hours.	6.60	6.39 / 1.01	0.21	6.37	6.06 / 1.13	0.31	0.33 ***
69. There is a good variety of courses provided on this campus.	6.60	6.12 / 1.24	0.48	6.44	5.58 / 1.45	0.86	0.54 ***
3. Faculty care about me as an individual.	6.59	6.33 / 1.21	0.26	6.42	6.10 / 1.11	0.32	0.23 *
22. Counseling staff care about students as individuals.	6.59	6.36 / 1.16	0.23	6.27	5.78 / 1.36	0.49	0.58 ***
45. Students are made to feel welcome on this campus.	6.59	6.27 / 1.25	0.32	6.51	5.94 / 1.32	0.57	0.33 **
79. Campus item: The campus uses email or text messages to effectively communicate important information to students.	6.59	6.61 / 0.84	-0.02				
62. There is a strong commitment to racial harmony on this campus.	6.57	6.30 / 1.30	0.27	6.26	5.88 / 1.32	0.38	0.42 ***
17. Adequate financial aid is available for most students.	6.56	5.99 / 1.22	0.57	6.44	5.42 / 1.47	1.02	0.57 ***

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Institutional Summary
Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
50. Class change (drop/add) policies are reasonable.	6.56	6.36 / 1.16	0.20	6.14	5.79 / 1.38	0.35	0.57 ***
51. This institution has a good reputation within the community.	6.56	5.89 / 1.53	0.67	6.42	5.99 / 1.30	0.43	-0.10
35. The assessment and course placement procedures are reasonable.	6.51	6.27 / 1.11	0.24	6.20	5.77 / 1.25	0.43	0.50 ***
61. Adjunct faculty are competent as classroom instructors.	6.51	6.33 / 1.08	0.18	6.26	5.82 / 1.28	0.44	0.51 ***
81. Campus item: Students have reasonable access to computers on campus.	6.51	6.10 / 1.33	0.41				
4. Admissions staff are knowledgeable.	6.50	6.08 / 1.26	0.42	6.36	5.98 / 1.17	0.38	0.10
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.50	5.98 / 1.37	0.52	6.21	5.66 / 1.39	0.55	0.32 *
7. The campus is safe and secure for all students.	6.49	5.56 / 1.65	0.93	6.54	5.94 / 1.32	0.60	-0.38 **
29. It is an enjoyable experience to be a student on this campus.	6.49	6.11 / 1.46	0.38	6.52	5.89 / 1.38	0.63	0.22
27. The personnel involved in registration are helpful.	6.48	6.29 / 1.17	0.19	6.33	5.90 / 1.31	0.43	0.39 ***
44. Academic support services adequately meet the needs of students.	6.48	6.23 / 1.05	0.25	6.23	5.77 / 1.27	0.46	0.46 ***
10. Administrators are approachable to students.	6.47	6.31 / 1.08	0.16	6.21	5.86 / 1.24	0.35	0.45 ***
53. Faculty take into consideration student differences as they teach a course.	6.47	6.10 / 1.21	0.37	6.27	5.56 / 1.39	0.71	0.54 ***
82. Campus item: The proper channels for communicating complaints and/or safety concerns are clear.	6.47	5.89 / 1.62	0.58				
64. New student orientation services help students adjust to college.	6.46	6.23 / 1.11	0.23	6.17	5.69 / 1.40	0.48	0.54 ***

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Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
72. On the whole, the campus is well-maintained.	6.46	5.71 / 1.50	0.75	6.36	5.76 / 1.39	0.60	-0.05
63. Student disciplinary procedures are fair.	6.45	5.87 / 1.51	0.58	6.29	5.64 / 1.46	0.65	0.23
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.91 / 1.37	0.53	6.31	5.56 / 1.42	0.75	0.35 **
80. Campus item: On campus access to the internet is adequate and reliable for homework and classroom instruction.	6.43	5.25 / 1.83	1.18				
1. Most students feel a sense of belonging here.	6.42	5.89 / 1.27	0.53	6.26	5.61 / 1.34	0.65	0.28 *
32. Tutoring services are readily available.	6.42	6.34 / 1.08	0.08	5.89	5.74 / 1.40	0.15	0.60 ***
92. Academic reputation as factor in decision to enroll.	6.42			5.94			
18. Library resources and services are adequate.	6.40	6.31 / 1.01	0.09	6.28	5.86 / 1.22	0.42	0.45 ***
36. Security staff respond quickly in emergencies.	6.40	5.54 / 1.75	0.86	6.35	5.36 / 1.63	0.99	0.18
49. There are adequate services to help me decide upon a career.	6.40	6.01 / 1.28	0.39	6.18	5.40 / 1.48	0.78	0.61 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.09 / 1.21	0.31	5.93	5.52 / 1.37	0.41	0.57 ***
74. Campus item: The learning center has adequate quiet space for testing and study.	6.40	5.48 / 1.89	0.92				
26. Computer labs are adequate and accessible.	6.38	5.91 / 1.52	0.47	5.86	5.55 / 1.46	0.31	0.36 **
19. My academic advisor helps me set goals to work toward.	6.37	6.02 / 1.49	0.35	6.09	5.52 / 1.46	0.57	0.50 ***
73. Student activities fees are put to good use.	6.37	5.74 / 1.74	0.63	6.16	5.18 / 1.61	0.98	0.56 ***

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Institutional Summary
Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
20. The business office is open during hours which are convenient for most students.	6.36	6.21 / 1.19	0.15	6.14	5.74 / 1.29	0.40	0.47 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.98 / 1.31	0.38	6.15	5.76 / 1.30	0.39	0.22
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.95 / 1.37	0.41	6.13	5.46 / 1.51	0.67	0.49 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.35	5.64 / 1.51	0.71	6.18	4.97 / 1.71	1.21	0.67 ***
11. Billing policies are reasonable.	6.34	5.81 / 1.47	0.53	6.22	5.45 / 1.43	0.77	0.36 **
91. Financial aid as factor in decision to enroll.	6.34			6.14			
46. I can easily get involved in campus organizations.	6.31	6.18 / 1.27	0.13	5.93	5.49 / 1.50	0.44	0.69 ***
90. Cost as factor in decision to enroll.	6.28			6.20			
13. Library staff are helpful and approachable.	6.26	6.49 / 0.82	-0.23	5.97	6.04 / 1.19	-0.07	0.45 ***
30. Residence hall staff are concerned about me as an individual.	6.26	6.03 / 1.50	0.23	6.13	5.60 / 1.55	0.53	0.43 **
67. Freedom of expression is protected on campus.	6.26	6.00 / 1.40	0.26	6.26	5.52 / 1.53	0.74	0.48 ***
15. The staff in the health services area are competent.	6.25	5.68 / 1.62	0.57	5.95	5.44 / 1.50	0.51	0.24
40. Residence hall regulations are reasonable.	6.25	5.92 / 1.45	0.33	6.08	5.33 / 1.65	0.75	0.59 ***
56. The student handbook provides helpful information about campus life.	6.25	6.20 / 1.26	0.05	5.88	5.70 / 1.36	0.18	0.50 ***
37. I feel a sense of pride about my campus.	6.24	5.85 / 1.54	0.39	6.02	5.55 / 1.51	0.47	0.30 *

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Institutional Summary
Items: In Order of Importance

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
52. The student center is a comfortable place for students to spend their leisure time.	6.24	5.96 / 1.44	0.28	6.03	5.56 / 1.53	0.47	0.40 **
60. I generally know what's happening on campus.	6.24	6.13 / 1.32	0.11	6.06	5.43 / 1.54	0.63	0.70 ***
71. Channels for expressing student complaints are readily available.	6.23	5.63 / 1.66	0.60	6.09	5.26 / 1.59	0.83	0.37 **
28. Parking lots are well-lighted and secure.	6.14	4.72 / 1.91	1.42	6.05	5.33 / 1.60	0.72	-0.61 ***
21. The amount of student parking space on campus is adequate.	6.11	6.06 / 1.34	0.05	6.02	4.57 / 2.01	1.45	1.49 ***
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.94	5.80 / 1.71	0.14	5.68	5.70 / 1.44	-0.02	0.10
38. There is an adequate selection of food available in the cafeteria.	5.86	4.94 / 1.83	0.92	6.11	4.65 / 1.94	1.46	0.29
95. Recommendations from family/friends as factor in decision to enroll.	5.86			5.38			
54. Bookstore staff are helpful.	5.80	5.56 / 1.90	0.24	5.91	5.82 / 1.33	0.09	-0.26
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.63			5.57			
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.42	5.44 / 1.60	-0.02	5.40	4.96 / 1.65	0.44	0.48 **
96. Geographic setting as factor in decision to enroll.	5.38			5.06			
42. There are a sufficient number of weekend activities for students.	5.32	5.08 / 1.75	0.24	5.43	4.63 / 1.79	0.80	0.45 **
97. Campus appearance as factor in decision to enroll.	5.21			5.11			

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Institutional Summary
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Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
9. A variety of intramural activities are offered.	5.08	5.40 / 1.51	-0.32	5.07	4.99 / 1.55	0.08	0.41 **
93. Size of institution as factor in decision to enroll.	5.07			4.97			
94. Opportunity to play sports as factor in decision to enroll.	4.12			3.97			
84. Institution's commitment to part-time students?		6.15 / 1.29			5.63 / 1.34		0.52 ***
85. Institution's commitment to evening students?		6.08 / 1.35			5.48 / 1.45		0.60 ***
86. Institution's commitment to older, returning learners?		6.27 / 1.24			5.69 / 1.30		0.58 ***
87. Institution's commitment to under-represented populations?		6.17 / 1.35			5.58 / 1.39		0.59 ***
88. Institution's commitment to commuters?		6.08 / 1.41			5.42 / 1.55		0.66 ***
89. Institution's commitment to students with disabilities?		6.34 / 1.13			5.46 / 1.54		0.88 ***

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Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.59	6.32 / 0.97	0.27	6.43	5.97 / 1.01	0.46	0.35 ***
6. My academic advisor is approachable.	6.62	6.50 / 1.11	0.12	6.52	6.24 / 1.18	0.28	0.26 *
14. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 1.17	0.23	6.46	6.11 / 1.24	0.35	0.29 **
19. My academic advisor helps me set goals to work toward.	6.37	6.02 / 1.49	0.35	6.09	5.52 / 1.46	0.57	0.50 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.73	6.52 / 1.13	0.21	6.59	6.10 / 1.27	0.49	0.42 ***
55. Major requirements are clear and reasonable.	6.63	6.18 / 1.17	0.45	6.47	5.89 / 1.25	0.58	0.29 **

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Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.48	6.07 / 1.02	0.41	6.34	5.78 / 0.98	0.56	0.29 ***
1. Most students feel a sense of belonging here.	6.42	5.89 / 1.27	0.53	6.26	5.61 / 1.34	0.65	0.28 *
2. The campus staff are caring and helpful.	6.70	6.37 / 1.02	0.33	6.55	6.18 / 1.03	0.37	0.19 *
3. Faculty care about me as an individual.	6.59	6.33 / 1.21	0.26	6.42	6.10 / 1.11	0.32	0.23 *
7. The campus is safe and secure for all students.	6.49	5.56 / 1.65	0.93	6.54	5.94 / 1.32	0.60	-0.38 **
10. Administrators are approachable to students.	6.47	6.31 / 1.08	0.16	6.21	5.86 / 1.24	0.35	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.49	6.11 / 1.46	0.38	6.52	5.89 / 1.38	0.63	0.22
37. I feel a sense of pride about my campus.	6.24	5.85 / 1.54	0.39	6.02	5.55 / 1.51	0.47	0.30 *
41. There is a commitment to academic excellence on this campus.	6.68	6.14 / 1.36	0.54	6.45	5.91 / 1.23	0.54	0.23 *
45. Students are made to feel welcome on this campus.	6.59	6.27 / 1.25	0.32	6.51	5.94 / 1.32	0.57	0.33 **
51. This institution has a good reputation within the community.	6.56	5.89 / 1.53	0.67	6.42	5.99 / 1.30	0.43	-0.10
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.95 / 1.37	0.41	6.13	5.46 / 1.51	0.67	0.49 ***
59. This institution shows concern for students as individuals.	6.71	6.32 / 1.31	0.39	6.52	6.04 / 1.22	0.48	0.28 **
60. I generally know what's happening on campus.	6.24	6.13 / 1.32	0.11	6.06	5.43 / 1.54	0.63	0.70 ***
62. There is a strong commitment to racial harmony on this campus.	6.57	6.30 / 1.30	0.27	6.26	5.88 / 1.32	0.38	0.42 ***
66. Tuition paid is a worthwhile investment.	6.62	6.12 / 1.39	0.50	6.51	5.61 / 1.48	0.90	0.51 ***

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.26	6.00 / 1.40	0.26	6.26	5.52 / 1.53	0.74	0.48 ***
71. Channels for expressing student complaints are readily available.	6.23	5.63 / 1.66	0.60	6.09	5.26 / 1.59	0.83	0.37 **

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS LIFE	6.05	5.77 / 1.08	0.28	5.92	5.32 / 1.08	0.60	0.45 ***
9. A variety of intramural activities are offered.	5.08	5.40 / 1.51	-0.32	5.07	4.99 / 1.55	0.08	0.41 **
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.35	5.64 / 1.51	0.71	6.18	4.97 / 1.71	1.21	0.67 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.42	5.44 / 1.60	-0.02	5.40	4.96 / 1.65	0.44	0.48 **
30. Residence hall staff are concerned about me as an individual.	6.26	6.03 / 1.50	0.23	6.13	5.60 / 1.55	0.53	0.43 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.94	5.80 / 1.71	0.14	5.68	5.70 / 1.44	-0.02	0.10
38. There is an adequate selection of food available in the cafeteria.	5.86	4.94 / 1.83	0.92	6.11	4.65 / 1.94	1.46	0.29
40. Residence hall regulations are reasonable.	6.25	5.92 / 1.45	0.33	6.08	5.33 / 1.65	0.75	0.59 ***
42. There are a sufficient number of weekend activities for students.	5.32	5.08 / 1.75	0.24	5.43	4.63 / 1.79	0.80	0.45 **
46. I can easily get involved in campus organizations.	6.31	6.18 / 1.27	0.13	5.93	5.49 / 1.50	0.44	0.69 ***
52. The student center is a comfortable place for students to spend their leisure time.	6.24	5.96 / 1.44	0.28	6.03	5.56 / 1.53	0.47	0.40 **
56. The student handbook provides helpful information about campus life.	6.25	6.20 / 1.26	0.05	5.88	5.70 / 1.36	0.18	0.50 ***
63. Student disciplinary procedures are fair.	6.45	5.87 / 1.51	0.58	6.29	5.64 / 1.46	0.65	0.23
64. New student orientation services help students adjust to college.	6.46	6.23 / 1.11	0.23	6.17	5.69 / 1.40	0.48	0.54 ***

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
67. Freedom of expression is protected on campus.	6.26	6.00 / 1.40	0.26	6.26	5.52 / 1.53	0.74	0.48 ***
73. Student activities fees are put to good use.	6.37	5.74 / 1.74	0.63	6.16	5.18 / 1.61	0.98	0.56 ***

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

National Group Means are based on 2263 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Support Services

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS SUPPORT SERVICES	6.32	6.14 / 0.97	0.18	6.05	5.74 / 0.96	0.31	0.40 ***
13. Library staff are helpful and approachable.	6.26	6.49 / 0.82	-0.23	5.97	6.04 / 1.19	-0.07	0.45 ***
18. Library resources and services are adequate.	6.40	6.31 / 1.01	0.09	6.28	5.86 / 1.22	0.42	0.45 ***
26. Computer labs are adequate and accessible.	6.38	5.91 / 1.52	0.47	5.86	5.55 / 1.46	0.31	0.36 **
32. Tutoring services are readily available.	6.42	6.34 / 1.08	0.08	5.89	5.74 / 1.40	0.15	0.60 ***
44. Academic support services adequately meet the needs of students.	6.48	6.23 / 1.05	0.25	6.23	5.77 / 1.27	0.46	0.46 ***
49. There are adequate services to help me decide upon a career.	6.40	6.01 / 1.28	0.39	6.18	5.40 / 1.48	0.78	0.61 ***
54. Bookstore staff are helpful.	5.80	5.56 / 1.90	0.24	5.91	5.82 / 1.33	0.09	-0.26

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

National Group Means are based on 2263 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Concern for the Individual

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CONCERN FOR THE INDIVIDUAL	6.58	6.21 / 1.01	0.37	6.39	5.89 / 1.00	0.50	0.32 ***
3. Faculty care about me as an individual.	6.59	6.33 / 1.21	0.26	6.42	6.10 / 1.11	0.32	0.23 *
14. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 1.17	0.23	6.46	6.11 / 1.24	0.35	0.29 **
22. Counseling staff care about students as individuals.	6.59	6.36 / 1.16	0.23	6.27	5.78 / 1.36	0.49	0.58 ***
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.78 / 1.49	0.85	6.48	5.67 / 1.44	0.81	0.11
30. Residence hall staff are concerned about me as an individual.	6.26	6.03 / 1.50	0.23	6.13	5.60 / 1.55	0.53	0.43 **
59. This institution shows concern for students as individuals.	6.71	6.32 / 1.31	0.39	6.52	6.04 / 1.22	0.48	0.28 **

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.63	6.19 / 0.92	0.44	6.44	5.86 / 0.91	0.58	0.33 ***
3. Faculty care about me as an individual.	6.59	6.33 / 1.21	0.26	6.42	6.10 / 1.11	0.32	0.23 *
8. The content of the courses within my major is valuable.	6.75	6.17 / 1.12	0.58	6.68	6.04 / 1.12	0.64	0.13
16. The instruction in my major field is excellent.	6.72	6.28 / 1.10	0.44	6.61	5.99 / 1.20	0.62	0.29 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.78 / 1.49	0.85	6.48	5.67 / 1.44	0.81	0.11
39. I am able to experience intellectual growth here.	6.72	6.34 / 1.07	0.38	6.58	6.06 / 1.19	0.52	0.28 **
41. There is a commitment to academic excellence on this campus.	6.68	6.14 / 1.36	0.54	6.45	5.91 / 1.23	0.54	0.23 *
47. Faculty provide timely feedback about student progress in a course.	6.62	5.82 / 1.48	0.80	6.35	5.47 / 1.42	0.88	0.35 **
53. Faculty take into consideration student differences as they teach a course.	6.47	6.10 / 1.21	0.37	6.27	5.56 / 1.39	0.71	0.54 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.74	6.26 / 1.23	0.48	6.57	5.97 / 1.18	0.60	0.29 **
61. Adjunct faculty are competent as classroom instructors.	6.51	6.33 / 1.08	0.18	6.26	5.82 / 1.28	0.44	0.51 ***
65. Faculty are usually available after class and during office hours.	6.60	6.39 / 1.01	0.21	6.37	6.06 / 1.13	0.31	0.33 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.75	6.47 / 1.12	0.28	6.63	6.26 / 1.05	0.37	0.21 *
69. There is a good variety of courses provided on this campus.	6.60	6.12 / 1.24	0.48	6.44	5.58 / 1.45	0.86	0.54 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.09 / 1.21	0.31	5.93	5.52 / 1.37	0.41	0.57 ***

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RECRUITMENT AND FINANCIAL AID	6.50	6.02 / 1.02	0.48	6.30	5.68 / 1.04	0.62	0.34 ***
4. Admissions staff are knowledgeable.	6.50	6.08 / 1.26	0.42	6.36	5.98 / 1.17	0.38	0.10
5. Financial aid counselors are helpful.	6.62	6.14 / 1.22	0.48	6.33	5.67 / 1.43	0.66	0.47 ***
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.91 / 1.37	0.53	6.31	5.56 / 1.42	0.75	0.35 **
17. Adequate financial aid is available for most students.	6.56	5.99 / 1.22	0.57	6.44	5.42 / 1.47	1.02	0.57 ***
43. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.98 / 1.31	0.38	6.15	5.76 / 1.30	0.39	0.22
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.50	5.98 / 1.37	0.52	6.21	5.66 / 1.39	0.55	0.32 *

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.47	6.18 / 0.99	0.29	6.28	5.71 / 1.05	0.57	0.47 ***
11. Billing policies are reasonable.	6.34	5.81 / 1.47	0.53	6.22	5.45 / 1.43	0.77	0.36 **
20. The business office is open during hours which are convenient for most students.	6.36	6.21 / 1.19	0.15	6.14	5.74 / 1.29	0.40	0.47 ***
27. The personnel involved in registration are helpful.	6.48	6.29 / 1.17	0.19	6.33	5.90 / 1.31	0.43	0.39 ***
34. I am able to register for classes I need with few conflicts.	6.61	6.26 / 1.31	0.35	6.54	5.69 / 1.53	0.85	0.57 ***
50. Class change (drop/add) policies are reasonable.	6.56	6.36 / 1.16	0.20	6.14	5.79 / 1.38	0.35	0.57 ***

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

National Group Means are based on 2263 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Responsiveness to Diverse Populations

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
RESPONSIVENESS TO DIVERSE POPULATIONS		6.18 / 1.19			5.54 / 1.26		0.64 ***
84. Institution's commitment to part-time students?		6.15 / 1.29			5.63 / 1.34		0.52 ***
85. Institution's commitment to evening students?		6.08 / 1.35			5.48 / 1.45		0.60 ***
86. Institution's commitment to older, returning learners?		6.27 / 1.24			5.69 / 1.30		0.58 ***
87. Institution's commitment to under-represented populations?		6.17 / 1.35			5.58 / 1.39		0.59 ***
88. Institution's commitment to commuters?		6.08 / 1.41			5.42 / 1.55		0.66 ***
89. Institution's commitment to students with disabilities?		6.34 / 1.13			5.46 / 1.54		0.88 ***

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.29	5.47 / 1.32	0.82	6.24	5.30 / 1.25	0.94	0.17
7. The campus is safe and secure for all students.	6.49	5.56 / 1.65	0.93	6.54	5.94 / 1.32	0.60	-0.38 **
21. The amount of student parking space on campus is adequate.	6.11	6.06 / 1.34	0.05	6.02	4.57 / 2.01	1.45	1.49 ***
28. Parking lots are well-lighted and secure.	6.14	4.72 / 1.91	1.42	6.05	5.33 / 1.60	0.72	-0.61 ***
36. Security staff respond quickly in emergencies.	6.40	5.54 / 1.75	0.86	6.35	5.36 / 1.63	0.99	0.18

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

National Group Means are based on 2263 records.

Institutional Summary

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

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.39	6.12 / 0.95	0.27	6.17	5.69 / 0.99	0.48	0.43 ***
2. The campus staff are caring and helpful.	6.70	6.37 / 1.02	0.33	6.55	6.18 / 1.03	0.37	0.19 *
13. Library staff are helpful and approachable.	6.26	6.49 / 0.82	-0.23	5.97	6.04 / 1.19	-0.07	0.45 ***
15. The staff in the health services area are competent.	6.25	5.68 / 1.62	0.57	5.95	5.44 / 1.50	0.51	0.24
22. Counseling staff care about students as individuals.	6.59	6.36 / 1.16	0.23	6.27	5.78 / 1.36	0.49	0.58 ***
27. The personnel involved in registration are helpful.	6.48	6.29 / 1.17	0.19	6.33	5.90 / 1.31	0.43	0.39 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.95 / 1.37	0.41	6.13	5.46 / 1.51	0.67	0.49 ***
60. I generally know what's happening on campus.	6.24	6.13 / 1.32	0.11	6.06	5.43 / 1.54	0.63	0.70 ***
71. Channels for expressing student complaints are readily available.	6.23	5.63 / 1.66	0.60	6.09	5.26 / 1.59	0.83	0.37 **

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

National Group Means are based on 2263 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Student Centeredness

Scale/Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
STUDENT CENTEREDNESS	6.56	6.21 / 1.02	0.35	6.43	5.92 / 1.02	0.51	0.29 **
1. Most students feel a sense of belonging here.	6.42	5.89 / 1.27	0.53	6.26	5.61 / 1.34	0.65	0.28 *
2. The campus staff are caring and helpful.	6.70	6.37 / 1.02	0.33	6.55	6.18 / 1.03	0.37	0.19 *
10. Administrators are approachable to students.	6.47	6.31 / 1.08	0.16	6.21	5.86 / 1.24	0.35	0.45 ***
29. It is an enjoyable experience to be a student on this campus.	6.49	6.11 / 1.46	0.38	6.52	5.89 / 1.38	0.63	0.22
45. Students are made to feel welcome on this campus.	6.59	6.27 / 1.25	0.32	6.51	5.94 / 1.32	0.57	0.33 **
59. This institution shows concern for students as individuals.	6.71	6.32 / 1.31	0.39	6.52	6.04 / 1.22	0.48	0.28 **

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

National Group Means are based on 2263 records.

Institutional Summary

Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Most students feel a sense of belonging here.	6.42	5.89 / 1.27	0.53	6.26	5.61 / 1.34	0.65	0.28 *
2. The campus staff are caring and helpful.	6.70	6.37 / 1.02	0.33	6.55	6.18 / 1.03	0.37	0.19 *
3. Faculty care about me as an individual.	6.59	6.33 / 1.21	0.26	6.42	6.10 / 1.11	0.32	0.23 *
4. Admissions staff are knowledgeable.	6.50	6.08 / 1.26	0.42	6.36	5.98 / 1.17	0.38	0.10
5. Financial aid counselors are helpful.	6.62	6.14 / 1.22	0.48	6.33	5.67 / 1.43	0.66	0.47 ***
6. My academic advisor is approachable.	6.62	6.50 / 1.11	0.12	6.52	6.24 / 1.18	0.28	0.26 *
7. The campus is safe and secure for all students.	6.49	5.56 / 1.65	0.93	6.54	5.94 / 1.32	0.60	-0.38 **
8. The content of the courses within my major is valuable.	6.75	6.17 / 1.12	0.58	6.68	6.04 / 1.12	0.64	0.13
9. A variety of intramural activities are offered.	5.08	5.40 / 1.51	-0.32	5.07	4.99 / 1.55	0.08	0.41 **
10. Administrators are approachable to students.	6.47	6.31 / 1.08	0.16	6.21	5.86 / 1.24	0.35	0.45 ***
11. Billing policies are reasonable.	6.34	5.81 / 1.47	0.53	6.22	5.45 / 1.43	0.77	0.36 **
12. Financial aid awards are announced to students in time to be helpful in college planning.	6.44	5.91 / 1.37	0.53	6.31	5.56 / 1.42	0.75	0.35 **
13. Library staff are helpful and approachable.	6.26	6.49 / 0.82	-0.23	5.97	6.04 / 1.19	-0.07	0.45 ***
14. My academic advisor is concerned about my success as an individual.	6.63	6.40 / 1.17	0.23	6.46	6.11 / 1.24	0.35	0.29 **
15. The staff in the health services area are competent.	6.25	5.68 / 1.62	0.57	5.95	5.44 / 1.50	0.51	0.24
16. The instruction in my major field is excellent.	6.72	6.28 / 1.10	0.44	6.61	5.99 / 1.20	0.62	0.29 **

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

National Group Means are based on 2263 records.

Institutional Summary
Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Adequate financial aid is available for most students.	6.56	5.99 / 1.22	0.57	6.44	5.42 / 1.47	1.02	0.57 ***
18. Library resources and services are adequate.	6.40	6.31 / 1.01	0.09	6.28	5.86 / 1.22	0.42	0.45 ***
19. My academic advisor helps me set goals to work toward.	6.37	6.02 / 1.49	0.35	6.09	5.52 / 1.46	0.57	0.50 ***
20. The business office is open during hours which are convenient for most students.	6.36	6.21 / 1.19	0.15	6.14	5.74 / 1.29	0.40	0.47 ***
21. The amount of student parking space on campus is adequate.	6.11	6.06 / 1.34	0.05	6.02	4.57 / 2.01	1.45	1.49 ***
22. Counseling staff care about students as individuals.	6.59	6.36 / 1.16	0.23	6.27	5.78 / 1.36	0.49	0.58 ***
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)	6.35	5.64 / 1.51	0.71	6.18	4.97 / 1.71	1.21	0.67 ***
24. The intercollegiate athletic programs contribute to a strong sense of school spirit.	5.42	5.44 / 1.60	-0.02	5.40	4.96 / 1.65	0.44	0.48 **
25. Faculty are fair and unbiased in their treatment of individual students.	6.63	5.78 / 1.49	0.85	6.48	5.67 / 1.44	0.81	0.11
26. Computer labs are adequate and accessible.	6.38	5.91 / 1.52	0.47	5.86	5.55 / 1.46	0.31	0.36 **
27. The personnel involved in registration are helpful.	6.48	6.29 / 1.17	0.19	6.33	5.90 / 1.31	0.43	0.39 ***
28. Parking lots are well-lighted and secure.	6.14	4.72 / 1.91	1.42	6.05	5.33 / 1.60	0.72	-0.61 ***
29. It is an enjoyable experience to be a student on this campus.	6.49	6.11 / 1.46	0.38	6.52	5.89 / 1.38	0.63	0.22
30. Residence hall staff are concerned about me as an individual.	6.26	6.03 / 1.50	0.23	6.13	5.60 / 1.55	0.53	0.43 **
31. Males and females have equal opportunities to participate in intercollegiate athletics.	5.94	5.80 / 1.71	0.14	5.68	5.70 / 1.44	-0.02	0.10

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Institutional Summary

Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. Tutoring services are readily available.	6.42	6.34 / 1.08	0.08	5.89	5.74 / 1.40	0.15	0.60 ***
33. My academic advisor is knowledgeable about requirements in my major.	6.73	6.52 / 1.13	0.21	6.59	6.10 / 1.27	0.49	0.42 ***
34. I am able to register for classes I need with few conflicts.	6.61	6.26 / 1.31	0.35	6.54	5.69 / 1.53	0.85	0.57 ***
35. The assessment and course placement procedures are reasonable.	6.51	6.27 / 1.11	0.24	6.20	5.77 / 1.25	0.43	0.50 ***
36. Security staff respond quickly in emergencies.	6.40	5.54 / 1.75	0.86	6.35	5.36 / 1.63	0.99	0.18
37. I feel a sense of pride about my campus.	6.24	5.85 / 1.54	0.39	6.02	5.55 / 1.51	0.47	0.30 *
38. There is an adequate selection of food available in the cafeteria.	5.86	4.94 / 1.83	0.92	6.11	4.65 / 1.94	1.46	0.29
39. I am able to experience intellectual growth here.	6.72	6.34 / 1.07	0.38	6.58	6.06 / 1.19	0.52	0.28 **
40. Residence hall regulations are reasonable.	6.25	5.92 / 1.45	0.33	6.08	5.33 / 1.65	0.75	0.59 ***
41. There is a commitment to academic excellence on this campus.	6.68	6.14 / 1.36	0.54	6.45	5.91 / 1.23	0.54	0.23 *
42. There are a sufficient number of weekend activities for students.	5.32	5.08 / 1.75	0.24	5.43	4.63 / 1.79	0.80	0.45 **
43. Admissions counselors respond to prospective students' unique needs and requests.	6.36	5.98 / 1.31	0.38	6.15	5.76 / 1.30	0.39	0.22
44. Academic support services adequately meet the needs of students.	6.48	6.23 / 1.05	0.25	6.23	5.77 / 1.27	0.46	0.46 ***
45. Students are made to feel welcome on this campus.	6.59	6.27 / 1.25	0.32	6.51	5.94 / 1.32	0.57	0.33 **
46. I can easily get involved in campus organizations.	6.31	6.18 / 1.27	0.13	5.93	5.49 / 1.50	0.44	0.69 ***

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Institutional Summary
Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
47. Faculty provide timely feedback about student progress in a course.	6.62	5.82 / 1.48	0.80	6.35	5.47 / 1.42	0.88	0.35 **
48. Admissions counselors accurately portray the campus in their recruiting practices.	6.50	5.98 / 1.37	0.52	6.21	5.66 / 1.39	0.55	0.32 *
49. There are adequate services to help me decide upon a career.	6.40	6.01 / 1.28	0.39	6.18	5.40 / 1.48	0.78	0.61 ***
50. Class change (drop/add) policies are reasonable.	6.56	6.36 / 1.16	0.20	6.14	5.79 / 1.38	0.35	0.57 ***
51. This institution has a good reputation within the community.	6.56	5.89 / 1.53	0.67	6.42	5.99 / 1.30	0.43	-0.10
52. The student center is a comfortable place for students to spend their leisure time.	6.24	5.96 / 1.44	0.28	6.03	5.56 / 1.53	0.47	0.40 **
53. Faculty take into consideration student differences as they teach a course.	6.47	6.10 / 1.21	0.37	6.27	5.56 / 1.39	0.71	0.54 ***
54. Bookstore staff are helpful.	5.80	5.56 / 1.90	0.24	5.91	5.82 / 1.33	0.09	-0.26
55. Major requirements are clear and reasonable.	6.63	6.18 / 1.17	0.45	6.47	5.89 / 1.25	0.58	0.29 **
56. The student handbook provides helpful information about campus life.	6.25	6.20 / 1.26	0.05	5.88	5.70 / 1.36	0.18	0.50 ***
57. I seldom get the "run-around" when seeking information on this campus.	6.36	5.95 / 1.37	0.41	6.13	5.46 / 1.51	0.67	0.49 ***
58. The quality of instruction I receive in most of my classes is excellent.	6.74	6.26 / 1.23	0.48	6.57	5.97 / 1.18	0.60	0.29 **
59. This institution shows concern for students as individuals.	6.71	6.32 / 1.31	0.39	6.52	6.04 / 1.22	0.48	0.28 **
60. I generally know what's happening on campus.	6.24	6.13 / 1.32	0.11	6.06	5.43 / 1.54	0.63	0.70 ***
61. Adjunct faculty are competent as classroom instructors.	6.51	6.33 / 1.08	0.18	6.26	5.82 / 1.28	0.44	0.51 ***

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Institutional Summary

Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
62. There is a strong commitment to racial harmony on this campus.	6.57	6.30 / 1.30	0.27	6.26	5.88 / 1.32	0.38	0.42 ***
63. Student disciplinary procedures are fair.	6.45	5.87 / 1.51	0.58	6.29	5.64 / 1.46	0.65	0.23
64. New student orientation services help students adjust to college.	6.46	6.23 / 1.11	0.23	6.17	5.69 / 1.40	0.48	0.54 ***
65. Faculty are usually available after class and during office hours.	6.60	6.39 / 1.01	0.21	6.37	6.06 / 1.13	0.31	0.33 ***
66. Tuition paid is a worthwhile investment.	6.62	6.12 / 1.39	0.50	6.51	5.61 / 1.48	0.90	0.51 ***
67. Freedom of expression is protected on campus.	6.26	6.00 / 1.40	0.26	6.26	5.52 / 1.53	0.74	0.48 ***
68. Nearly all of the faculty are knowledgeable in their field.	6.75	6.47 / 1.12	0.28	6.63	6.26 / 1.05	0.37	0.21 *
69. There is a good variety of courses provided on this campus.	6.60	6.12 / 1.24	0.48	6.44	5.58 / 1.45	0.86	0.54 ***
70. Graduate teaching assistants are competent as classroom instructors.	6.40	6.09 / 1.21	0.31	5.93	5.52 / 1.37	0.41	0.57 ***
71. Channels for expressing student complaints are readily available.	6.23	5.63 / 1.66	0.60	6.09	5.26 / 1.59	0.83	0.37 **
72. On the whole, the campus is well-maintained.	6.46	5.71 / 1.50	0.75	6.36	5.76 / 1.39	0.60	-0.05
73. Student activities fees are put to good use.	6.37	5.74 / 1.74	0.63	6.16	5.18 / 1.61	0.98	0.56 ***
74. Campus item: The learning center has adequate quiet space for testing and study.	6.40	5.48 / 1.89	0.92				
75. Campus item: Internships or practical experiences are provided in my degree program.	6.62	6.01 / 1.44	0.61				

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Institutional Summary

Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
76. Campus item: College personnel and students show respect for diverse ethnicities.	6.64	6.45 / 1.17	0.19				
77. Campus item: The College's policies and procedures regarding harassment are clear and well publicized.	6.67	6.34 / 1.29	0.33				
78. Campus item: Prospective students receive adequate and accurate information about financial aid programs and application procedures.	6.63	6.31 / 1.02	0.32				
79. Campus item: The campus uses email or text messages to effectively communicate important information to students.	6.59	6.61 / 0.84	-0.02				
80. Campus item: On campus access to the internet is adequate and reliable for homework and classroom instruction.	6.43	5.25 / 1.83	1.18				
81. Campus item: Students have reasonable access to computers on campus.	6.51	6.10 / 1.33	0.41				
82. Campus item: The proper channels for communicating complaints and/or safety concerns are clear.	6.47	5.89 / 1.62	0.58				
83. Campus item: The campus provides an atmosphere for spiritual growth.	6.74	6.45 / 1.12	0.29				
84. Institution's commitment to part-time students?		6.15 / 1.29			5.63 / 1.34		0.52 ***
85. Institution's commitment to evening students?		6.08 / 1.35			5.48 / 1.45		0.60 ***
86. Institution's commitment to older, returning learners?		6.27 / 1.24			5.69 / 1.30		0.58 ***
87. Institution's commitment to under-represented populations?		6.17 / 1.35			5.58 / 1.39		0.59 ***
88. Institution's commitment to commuters?		6.08 / 1.41			5.42 / 1.55		0.66 ***
89. Institution's commitment to students with disabilities?		6.34 / 1.13			5.46 / 1.54		0.88 ***

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Institutional Summary

Items: In Sequential Order

Item	Baptist Bible College - SSI			ABHE 2014-2017 Form A			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
90. Cost as factor in decision to enroll.	6.28			6.20			
91. Financial aid as factor in decision to enroll.	6.34			6.14			
92. Academic reputation as factor in decision to enroll.	6.42			5.94			
93. Size of institution as factor in decision to enroll.	5.07			4.97			
94. Opportunity to play sports as factor in decision to enroll.	4.12			3.97			
95. Recommendations from family/friends as factor in decision to enroll.	5.86			5.38			
96. Geographic setting as factor in decision to enroll.	5.38			5.06			
97. Campus appearance as factor in decision to enroll.	5.21			5.11			
98. Personalized attention prior to enrollment as factor in decision to enroll.	5.63			5.57			

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Institutional Summary

Summary Items

Summary Item	Baptist Bible College - SSI	ABHE 2014-2017 Form A	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: 5.34 1% 2% 4% 25% 17% 14% 34%	Average: 5.04 1% 1% 7% 25% 27% 16% 19%	0.30
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: 5.94 0% 2% 2% 8% 12% 28% 44%	Average: 5.73 0% 1% 5% 7% 15% 39% 30%	0.21
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: 6.15 1% 2% 2% 8% 3% 18% 62%	Average: 5.89 1% 4% 3% 7% 9% 24% 49%	0.26