# 2019 SSI Cross Tabulation - ASPS: School of Business

7-point scale	Business Administration (ADC) Master of Business Administr			istration			
		8 respondents			7 respondents		
	Importan	e Satisfaction	Gap	Importance	Satisfaction	Gap	
Instructional Effectiveness							
2. Faculty care about me as an individual.	6	83 6.67	0.16	6.43	6.29	0.14	
4. The content of the courses within my major is valuable.	6	83 6.33	0.50	6.57	5.86	0.71	
14. Faculty are fair and unbiased in their treatment of individual students.	7	6.60	0.40	6.67	5.83	0.84	
24. There is a commitment to academic excellence at this institution.	7	00 6.67	0.33	6.43	6.14	0.29	
26. Faculty provide timely feedback about my progress.	7	00 6.83	0.17	6.43	5.14	1.29	
32. My classes provide opportunities to improve my technology skills.	7	00 6.00	1.00	6.50	6.33	0.17	
35. The quality of instruction I receive in my program is excellent.	7	00 5.80	1.20	6.86	5.86	1.00	
37. Part-time faculty are competent as classroom instructors.	7	00 5.00	2.00	6.43	5.00	1.43	
40. Faculty are usually available for adult students outside the classroom by phone, email, or in-person.	7	6.80	0.20	6.57	6.14	0.43	
41. Major requirements are clear and reasonable.	6	50 6.00	0.50	6.57	6.43	0.14	
42. Nearly all faculty are knowledgeable in their field.	7	00 5.83	1.17	6.43	6.00	0.43	
49. There are sufficient options within my program of study.	6	83 6.17	0.66	6.29	5.57	0.72	
Av	rage 6	92 6.23	0.69	6.52	5.88	0.63	
Safety and Security							
★ 5. Classroom locations are safe and secure for all students.		00 7.00	0.00	6.00	6.43	-0.43	
13. The amount of student parking is adequate.	6	60 6.40	0.20	5.67	4.50	1.17	
18. Parking lots are well-lighted and secure.	6	80 6.40	0.40	6.33	5.17	1.16	
★ 22. Security staff respond quickly in emergencies.	7	00 6.50	0.50	5.75	7.00	-1.25	
Av	rage 6	85 6.58	0.27	5.94	5.78	0.16	
Academic Advising							
8. My academic advisor is available at times that are convenient for me.	7	6.60	0.40	6.40	5.80	0.60	
11. My academic advisor is concerned about my success as an individual.	6	88 7.00	-0.12	6.00	5.75	0.25	
<ul> <li>19. My academic advisor is knowledgeable about requirements in my major.</li> </ul>	7	00 7.00	0.00	6.25	5.75	0.50	
28. My academic advisor is accessible by telephone and e-mail.	7	6.83	0.17	6.33	6.00	0.33	
41. Major requirements are clear and reasonable.	6	50 6.00	0.50	6.57	6.43	0.14	
★ 44. When student enroll at this institution, they develop a plan to complete their degree.	7	6.33	0.67	6.17	7.00	-0.83	
50. My advisor helps me apply my academic major to specific career goals.	6	75 6.67	0.08	5.25	6.33	-1.08	
Av	rage 6	88 6.63	0.24	6.14	6.15	-0.01	

# 2019 SSI Cross Tabulation - ASPS: School of Business 7 noint coolo

Respondents         Trespondents         Trespondents           Reportance         Selfoction         Gap         Importance         Solfoction         Gap           Admissions and Financial ald         6. Financial ald counselors are helpful to adult students.         6.33         5.00         1.33 $6.40$ 5.40         0.50	2019 SSI Cross Tabulation - ASPS: School of Business 7-point scale		Business Administration (ADC)			Master of Business Administration			
Importance         Satisfaction         Gap         Importance         Satisfaction         Gap           Admissions and Financial Adi         6. Financial adi considers are helpful to adult students.         6.33         5.00         1.13         6.640         5.60         0.50           1.0. Admissions representatives are knowledgeable.         6.33         5.00         6.63         6.63         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         6.60         0.53         0.60         5.83         0.31         0.40         0.60         5.83         0.31         0.40         0.60         5.83         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50         5.50         1.05         0.50					(				
<ul> <li>             financial all counselors are helphil to adult students.             10. Admissions representatives are knowledgeable.             12. Admissions representatives are knowledgeable.             12. Admissions representatives are knowledgeable.             12. Admissions representatives respond to adult students.             12. Admissions representatives respond to adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             13. Library resources and services are adequate for adult students.             14. Bookstore hours are convenient for adult students.             15. Library resources and services are adequate for adult students.             14. Bookstore hours are convenient for adult students.             15. Classes are scheduled at times that are convenient for me.             9. Alling policies are reasonable for adult students.             12. Ongoiner for adult students.             12. Computer to fasses in edw convenient for adult students.             12. Average             12. Computer to reases in edw to the for me.             9. Alling policies are reasonable for adult students.             12. Computer to fasses in edw convenient for adult students.             12. Computer to fasses in edw convenient for adult students.             12. The summa set reasonable and convenient for me.             9. Alling policies are reasonable for adult students.             12. The summa set reasonable and convenient for adult students.             12. Deletion porters are reasonable for adult students.             12. The summa set reasonable and convenient for adult students.             12. The summa set reasonable and convenient for adult students.</li></ul>				•	Gap		•	Gap	
<ul> <li>             financial all counselors are helphil to adult students.             10. Admissions representatives are knowledgeable.             12. Admissions representatives are knowledgeable.             12. Admissions representatives are knowledgeable.             12. Admissions representatives respond to adult students.             12. Admissions representatives respond to adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             12. Computer labs are adequate and accessible for adult students.             13. Library resources and services are adequate for adult students.             14. Bookstore hours are convenient for adult students.             15. Library resources and services are adequate for adult students.             14. Bookstore hours are convenient for adult students.             15. Classes are scheduled at times that are convenient for me.             9. Alling policies are reasonable for adult students.             12. Ongoiner for adult students.             12. Computer to fasses in edw convenient for adult students.             12. Average             12. Computer to reases in edw to the for me.             9. Alling policies are reasonable for adult students.             12. Computer to fasses in edw convenient for adult students.             12. Computer to fasses in edw convenient for adult students.             12. The summa set reasonable and convenient for me.             9. Alling policies are reasonable for adult students.             12. The summa set reasonable and convenient for adult students.             12. Deletion porters are reasonable for adult students.             12. The summa set reasonable and convenient for adult students.             12. The summa set reasonable and convenient for adult students.</li></ul>	Admissions and Financial Aid								
D. Admissions representatives are knowledgeable.       6.83       6.33       0.50       6.00       0.53         F)       23. Adequate financial all is available for most adult students.       7.00       6.67       0.33       6.29       5.71       0.53         34. I receive complete information on the availability of financial aid.       7.00       6.67       0.33       6.29       5.83       0.14         Average       6.79       6.00       0.83       6.00       5.83       0.14         Average       6.79       6.00       6.60       6.60       0.50 <td< td=""><td></td><td></td><td>6 33</td><td>5.00</td><td>1 33</td><td>6 40</td><td>5 40</td><td>1.00</td></td<>			6 33	5.00	1 33	6 40	5 40	1.00	
[J]       23. Adequate financial aid is available for most adult students.       7.00       6.40       0.60       6.33       6.60       -0.22         25. Admissions representatives respond to adult students'.       7.00       6.67       0.33       6.29       5.71       0.05         34. I receive complete information on the availability of financial aid.       7.00       6.67       0.33       6.29       5.31       0.44         Academic Services       7.00       6.67       0.33       6.60       6.50       5.50       1.04         30. Academic support services are adequate and accessible for adult students.       7.00       6.67       0.33       6.40       6.60       0.50       5.50       1.04         30. Academic support services are adequate and accessible for adult students.       7.00       6.67       0.53       6.40       6.60       6.50       5.50       1.00         30. Academic support services are adequate and accessible for adult students.       7.00       6.67       0.53       6.60       6.50       5.50       0.01         30. Academic support services are adequate and accessible for adult students.       7.00       6.57       0.53       0.61       6.66       6.66       0.66       0.66       0.63       5.00       0.01       0.00       0.02	·								
25. Admissions representatives respond to adult students 'unique needs.       7.00       6.67       0.33       6.29       5.71       0.53         34. I receive complete information on the availability of financial aid.       Average       6.79       6.08       0.01       6.80       5.83       0.11         Average       6.79       6.08       0.21       6.80       5.91       0.40         Average       6.70       6.67       0.33       6.60       5.50       1.00         3.0 Academic support services are adequate for adult students.       7.00       6.67       0.33       6.60       5.50       1.00         30. Academic support services are adequate for adult students.       7.00       6.67       0.33       6.60       5.50       1.00         33. Career services are adequate and accessible for adult students.       7.00       6.58       0.42       6.35       6.11       0.22         Average       7.00       6.58       0.42       6.35       6.11       0.22         Average       7.00       6.58       0.42       6.36       6.60       0.01         Average       7.00       6.40       0.40       6.33       5.01       0.01 <td c<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td>	<td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>								
34. I receive complete information on the availability of financial aid.       6.80       6.00       0.80       6.00       5.83       0.11         Academic Services       7.00       6.67       0.33       6.60       5.50       1.00         30. Academic services are adequate for adult students.       7.00       6.67       0.33       6.60       5.50       1.00         30. Academic services are adequate for adult students.       7.00       6.67       0.33       6.60       5.50       1.00         30. Academic services are adequate of adult students.       7.00       6.67       0.33       6.67       6.60       5.80       0.01         31. Cases are convenient for adult students.       7.00       6.58       0.42       6.55       6.00       0.31         * 3. Classes are scheduled at times that are convenient for me.       9.80%       6.67       0.16       6.66       6.86       0.00         * 16. I am able to register for classes I need with few conflicts.       7.00       6.83       6.67       0.16       6.84       6.40       0.40       6.33       0.01         * 10. Inspinse office hours are convenient for adult students.       7.00       6.83       0.17       6.20       0.00       1.33         * 20. Registration Effectivenes       7.00 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>									
Academic Services         12. Computer labs are adequate and accessible for adult students.         15. Ubray resources and services are adequate for adults.         20. Academic Services         15. Ubray resources adequately meet the needs of adult students.         30. Academic Support services adequate for adult students.         31. Scareer services are adequate and accessible for adult students.         32. Academic Support services adequate and accessible for adult students.         33. Career services are adequate and accessible for adult students.         47. Bookstore hours are convenient for adult students.         47. Bookstore hours are convenient for adult students.         * 3. Classes are scheduled at times that are convenient for me.         9. Billing policies are reasonable for adult students.         * 10. Insistilution offectoress         * 20. Registration Effectiveness         * 20. Registration processes are reasonable and convenient for adult.         * 20. Registration processes are reasonable and convenient for adult.         * 20. Registration processes are reasonable and convenient for adult.         * 3. I am able to completer most of my enrollment tasks in one location.         Average         * 1. The staff at this institution are caring and helpful.         * 2. I seldom get the "run-around" when seeking information at this institution, 3. Channels are readify available for adult students.								0.17	
12. Computer labs are adequate and accessible for adult students.       7.00       6.67       0.33       6.00       6.50       0.55         13. Cademic support services adequate for adult.       7.00       6.67       0.33       6.40       6.50       0.50         38. Career services are adequate and accessible for adult students.       7.00       6.67       0.33       6.40       6.50       0.50         38. Career services are adequate and accessible for adult students.       7.00       6.25       0.27       6.25       6.25       0.20         47. Bookstore hours are convenient for adult students.       7.00       6.83       6.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.60       5.67       1.00       6.14       6.00       0.13         10. I an able to register for classes I need with few conflicts.       7.00       6.80       6.40       0.40       6.33       5.00       1.33         12. Our gister for classes I need with few conflicts.       7.00       6.66       6.33       5.00       1.33         13. I an able to register for classes I need with few conflicts.       7.00       6.80       0.40       6.40       0.00         14. I an able to register for classes I need with few conflicts.       7.00		Average						0.40	
12. Computer labs are adequate and accessible for adult students.       7.00       6.67       0.33       6.00       6.50       0.55         13. Cademic support services adequate for adult.       7.00       6.67       0.33       6.40       6.50       0.50         38. Career services are adequate and accessible for adult students.       7.00       6.67       0.33       6.40       6.50       0.50         38. Career services are adequate and accessible for adult students.       7.00       6.25       0.27       6.25       6.25       0.20         47. Bookstore hours are convenient for adult students.       7.00       6.83       6.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.60       5.67       1.00       6.14       6.00       0.13         10. I an able to register for classes I need with few conflicts.       7.00       6.80       6.40       0.40       6.33       5.00       1.33         12. Our gister for classes I need with few conflicts.       7.00       6.66       6.33       5.00       1.33         13. I an able to register for classes I need with few conflicts.       7.00       6.80       0.40       6.40       0.00         14. I an able to register for classes I need with few conflicts.       7.00	Academic Services								
* 15. Library resources and services are adequate for adults.       7.00       7.00       0.00       6.50       5.50       1.00         30. Academic support services adequate for adult students.       7.00       6.67       0.33       0.67       6.60       5.80       0.81         31. Carser services are adequate and accessible for adult students.       7.00       6.25       0.75       6.25       6.25       0.00         Registration Effectiveness         * 3. Classes are scheduled at times that are convenient for me.       6.83       6.67       5.67       1.00       6.86       6.86       6.80       0.02         * 3. Classes are scheduled at times that are convenient for adult students.       6.67       5.67       1.00       6.86       6.86       6.80       0.02         * 16. I am able to register for classes I need with few conflicts.       7.00       6.80       0.20       6.40       0.40       6.33       5.00       1.30         3. Li am able to register for classes by personal computer, fax, or telephone.       7.00       6.68       0.40       6.33       6.17       6.20       0.00         43. This institution offers a variety of payment plans for adult students.       6.50       6.53       0.17       5.83       6.17       0.33         Service			7.00	6.67	0.33	6.00	6.50	-0.50	
30. Academic support services adequately meet the needs of adult students.       7.00       6.67       0.33       6.40       6.50       -0.11         38. Career services are adequate and accessible for adult students.       7.00       6.33       0.67       6.625       0.75       6.25       6.25       0.28         47. Bookstore hours are convenient for adult students.       7.00       6.58       0.42       6.35       6.11       0.22         Registration Effectiveness         *       3. Classes are scheduled at times that are convenient for me.       6.83       6.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.14         * 16. 1 am able to register for classes to med with few conflicts.       7.00       6.40       0.40       6.33       5.00       1.3         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.40       6.40       0.00         31. 1 am able to complete most of my enrollment tasks in one location.       7.00       6.83       0.17       5.83       6.17       -0.33         Service Excellence         *       7.00       6.83       0.17<									
38. Career services are adequate and accessible for adult students.       7.00       6.33       0.67       6.60       5.80       0.80         47. Bookstore hours are convenient for adult students.       7.00       6.25       0.75       6.25       6.25       0.02         Registration Effectiveness         * 3. Classes are scheduled at times that are convenient for me.       6.67       5.67       1.00       6.14       6.00       0.14         9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.14         * 1. 6. I am able to register for classes I need with few conflicts.       7.00       6.40       0.60       7.00       6.80       0.20       6.40       0.01         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.40       0.00         31. I am able to register for classes by personal computer, fax, or telephone.       7.00       6.63       0.17       6.20       0.00         43. This institution offers a variety of payment plans for adult students.       6.60       6.40       0.01       5.83       6.17       0.33         Service Excellence         * 7. The staff at this institution are caring and helpful.       7.00       6.83									
47. Bookstore hours are convenient for adult students.       7.00       6.25       0.75       6.25       6.25       0.00         Average         7.00       6.58       0.42       6.33       6.11       0.22         Registration Effectiveness         * 3. Classes are scheduled at times that are convenient for me.       6.67       5.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.20         16. I am able to register for classes I need with few conflicts.       7.00       6.80       0.20       6.40       0.40       0.633       5.00       1.33         * 10. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.40       6.40       0.00         31. I am able to completer, fax, or telephone.       7.00       6.63       0.17       6.20       0.00         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.83       0.17       5.83       6.17       0.33         Service Excellence       *       7.00       6.83       0.17       5.43       6.29       5.14       1.11 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>									
Average7.006.580.426.356.110.24Registration Effectiveness $\star$ 3. Classes are scheduled at times that are convenient for me.9. Billing policies are reasonable for adult students.6.836.670.166.866.860.009. Billing policies are reasonable for adult students.6.675.671.006.146.000.14 $\star$ 16. I am able to register for classes I need with few conflicts.7.006.400.607.006.800.2017. Business office hours are convenient for adult students.7.006.800.206.406.400.0031. I am able to register for classes by personal computer, fax, or telephone.7.006.670.336.176.20-0.0245. I am able to complete most of my enrollment tasks in one location.7.006.856.470.386.346.160.11Service Excellence $\star$ 7. The staff at this institution are caring and helpful. $\sharp$ 7.006.830.176.295.141.1133. Channels are readily available for adult students.7.006.830.176.295.141.1133. Channels are readily available for information.7.006.830.176.295.141.1133. Channels are readily available for information.7.006.620.756.575.571.0039. This institution responds quickly to my requests for information.7.006.830.176.29 <td< td=""><td>•</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></td<>	•								
* 3. Classes are scheduled at times that are convenient for me.       6.83       6.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.14         * 16. 1 am able to register for classes 1 need with few conflicts.       7.00       6.40       0.60       7.00       6.80       0.20         17. Business office hours are convenient for adults.       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.40       0.633       5.00       1.31         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.67       0.33       6.17       6.20       -0.00         43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       5.83       6.17       -0.33         Average       6.85       6.47       0.38       6.17       -0.33         Service Excellence       7.00       6.83       0.17       5.83       6.17       -0.33       6.57       5.57       1		Average						0.24	
* 3. Classes are scheduled at times that are convenient for me.       6.83       6.67       0.16       6.86       6.86       0.00         9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.14         * 16. 1 am able to register for classes 1 need with few conflicts.       7.00       6.40       0.60       7.00       6.80       0.20         17. Business office hours are convenient for adults.       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.60       7.00       6.80       0.20       6.40       0.40       0.633       5.00       1.31         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.67       0.33       6.17       6.20       -0.00         43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       5.83       6.17       -0.33         Average       6.85       6.47       0.38       6.17       -0.33         Service Excellence       7.00       6.83       0.17       5.83       6.17       -0.33       6.57       5.57       1	Registration Effectiveness								
9. Billing policies are reasonable for adult students.       6.67       5.67       1.00       6.14       6.00       0.14         * 16. 1 am able to register for classes 1 need with few conflicts.       7.00       6.40       0.60       7.00       6.80       0.20         17. Business office hours are convenient for adult students.       6.80       6.40       0.40       6.33       5.00       1.33         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.00       0.00         31. I am able to register for classes by personal computer, fax, or telephone.       7.00       6.83       0.17       6.00       5.83       0.17         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.83       0.17       5.83       6.17       -0.33         Average       6.85       6.47       0.38       6.34       6.16       0.14         Service Excellence         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         9. J seldom get the "run-around" when seeking information at this institution.       7.00       6.83       0.17       6.43       6.29       0.14         30. Th			6.83	6.67	0.16	6.86	6.86	0.00	
* 16.1 am able to register for classes 1 need with few conflicts.       7.00       6.40       0.60       7.00       6.80       0.20         17. Business office hours are convenient for adult students.       6.80       6.40       0.40       6.33       5.00       1.33         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.67       0.33       6.17       6.20       -0.00         31.1 am able to register for classes by personal computer, fax, or telephone.       7.00       6.67       0.33       6.17       6.20       -0.00         43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       5.83       6.17       -0.33         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.85       6.47       0.38       6.34       6.16       0.11         Service Excellence         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         \$29. I seldom get the "run-around" when seeking information at this institution.       7.00       6.33       0.67       5.57       5.57       1.00         39. This institution responds quickly to my requests for information.       7.00       6.25									
17. Business office hours are convenient for adult students.       6.80       6.40       0.40       6.33       5.00       1.33         * 20. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.40       6.40       0.00         31. I am able to register for classes by personal computer, fax, or telephone.       7.00       6.67       0.33       6.17       6.20       -0.00         43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       6.00       5.83       0.11         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.85       6.47       0.38       6.34       6.16       0.11         Service Excellence         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         *       7. The staff at this institution are caring and helpful.       7.00       6.60       0.40       6.43       5.17       1.00         39. This institution responds quickly to my requests for information.       7.00       6.25									
* 20. Registration processes are reasonable and convenient for adults.       7.00       6.80       0.20       6.40       6.40       0.00         31. I am able to register for classes by personal computer, fax, or telephone.       7.00       6.67       0.33       6.17       6.20       -0.03         43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       6.00       5.83       0.17         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.85       6.47       0.38       6.34       6.16       0.10         Service Excellence         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         *       9.1 seldom get the "run-around" when seeking information at this institution.       7.00       6.83       0.17       6.43       6.29       0.14         *       7. The staff at this institution are caring and helpful.       7.00       6.33       0.67       6.29       5.14       1.11         33. Channels are readily available for adult students to express complaints.       7.00       6.60       0.40       6.43       5.17       1.20         39. This institution provides timely responses to student complaints.			6.80	6.40			5.00	1.33	
43. This institution offers a variety of payment plans for adult students.       6.50       6.33       0.17       6.00       5.83       0.17         45. I am able to complete most of my enrollment tasks in one location.       7.00       6.83       0.17       5.83       6.17       -0.34         Average         6.85       6.47       0.38       6.34       6.16       0.11         Service Excellence         *       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         P       29. I seldom get the "run-around" when seeking information at this institution.       7.00       6.33       0.67       6.29       5.14       1.11         33. Channels are readily available for adult students to express complaints.       7.00       6.62       0.75       6.57       5.57       1.00         39. This institution provides timely responses to student complaints.       7.00       6.60       0.40       6.43       5.17       1.20         46. This institution provides timely responses to student complaints.       7.00       6.50       0.50       6.00       5.57       0.00         48. I am aware of whom to contact for questions about programs and services.       7.00       6.50	★ 20. Registration processes are reasonable and convenient for adults.		7.00	6.80	0.20		6.40	0.00	
45. I am able to complete most of my enrollment tasks in one location.       7.00       6.83       0.17       5.83       6.17       -0.34         Average         6.85       6.47       0.38       6.34       6.16       0.17         Service Excellence         ★       7. The staff at this institution are caring and helpful.       7.00       6.83       0.17       6.43       6.29       0.14         P       29. I seldom get the "run-around" when seeking information at this institution.       7.00       6.33       0.67       6.29       5.14       1.15         33. Channels are readily available for adult students to express complaints.       7.00       6.60       0.40       6.43       5.17       1.20         46. This institution provides timely responses to student complaints.       7.00       6.25       0.75       5.67       5.67       0.00         48. I am aware of whom to contact for questions about programs and services.       7.00       6.50       0.50       6.00       5.57       0.44	31. I am able to register for classes by personal computer, fax, or telephone.		7.00	6.67	0.33	6.17	6.20	-0.03	
Average6.856.470.386.346.160.14Service Excellence*7. The staff at this institution are caring and helpful.P29. I seldom get the "run-around" when seeking information at this institution.33. Channels are readily available for adult students to express complaints.7.006.250.1439. This institution provides timely responses to student complaints.7.006.250.1446. This institution provides timely responses to student complaints.7.006.250.147.006.250.150.1410.1511.1512.1513.1614.1614.1714.1714.1814.1915.1514.1414.1514.1514.1515.1514.1514.1614.1614.1714.1714.1614.1614.1714.1614.1614.1714.1714.1614.1614.1614.1714.1714.1714.1614.1614.1714.1614.1614.1714.1615.1714.1614.1614.1614.1714.1714.1614.1614.1614.1714.1614.17 <td>43. This institution offers a variety of payment plans for adult students.</td> <td></td> <td>6.50</td> <td>6.33</td> <td>0.17</td> <td>6.00</td> <td>5.83</td> <td>0.17</td>	43. This institution offers a variety of payment plans for adult students.		6.50	6.33	0.17	6.00	5.83	0.17	
Service Excellence*7. The staff at this institution are caring and helpful.P29. I seldom get the "run-around" when seeking information at this institution.33. Channels are readily available for adult students to express complaints.39. This institution responds quickly to my requests for information.46. This institution provides timely responses to student complaints.7.006.250.176.606.607.006.607.006.606.757.007.006.607.006.607.006.507.006.506.507.006.506.506.507.006.506.506.506.506.506.506.506.507.007.006.506.506.506.506.506.506.506.506.506.506.506.506.506.506.507.006.507.007.006.507.007.007.007.007.007.007.007.007.007.007.007.007.007.007.00 <tr< td=""><td>45. I am able to complete most of my enrollment tasks in one location.</td><td></td><td>7.00</td><td>6.83</td><td>0.17</td><td>5.83</td><td>6.17</td><td>-0.34</td></tr<>	45. I am able to complete most of my enrollment tasks in one location.		7.00	6.83	0.17	5.83	6.17	-0.34	
<ul> <li>7. The staff at this institution are caring and helpful.</li> <li>7. The staff at this institution are caring and helpful.</li> <li>29. I seldom get the "run-around" when seeking information at this institution.</li> <li>33. Channels are readily available for adult students to express complaints.</li> <li>39. This institution responds quickly to my requests for information.</li> <li>46. This institution provides timely responses to student complaints.</li> <li>48. I am aware of whom to contact for questions about programs and services.</li> <li>7.00</li> <li>6.63</li> <li>0.17</li> <li>6.43</li> <li>6.29</li> <li>0.14</li> <li>7.00</li> <li>6.33</li> <li>0.67</li> <li>6.57</li> <li>5.57</li> <li>1.00</li> <li>6.60</li> <li>0.40</li> <li>6.43</li> <li>5.17</li> <li>1.20</li> <li>6.25</li> <li>0.75</li> <li>5.67</li> <li>5.67</li> <li>0.43</li> </ul>		Average	6.85	6.47	0.38	6.34	6.16	0.18	
<ul> <li>7. The staff at this institution are caring and helpful.</li> <li>7. The staff at this institution are caring and helpful.</li> <li>29. I seldom get the "run-around" when seeking information at this institution.</li> <li>33. Channels are readily available for adult students to express complaints.</li> <li>39. This institution responds quickly to my requests for information.</li> <li>46. This institution provides timely responses to student complaints.</li> <li>48. I am aware of whom to contact for questions about programs and services.</li> <li>7.00</li> <li>6.63</li> <li>0.17</li> <li>6.43</li> <li>6.29</li> <li>0.14</li> <li>7.00</li> <li>6.33</li> <li>0.67</li> <li>6.57</li> <li>5.57</li> <li>1.00</li> <li>6.60</li> <li>0.40</li> <li>6.43</li> <li>5.17</li> <li>1.20</li> <li>6.25</li> <li>0.75</li> <li>5.67</li> <li>5.67</li> <li>0.43</li> </ul>	Service Excellence								
P29.1 seldom get the "run-around" when seeking information at this institution.7.006.330.676.295.141.1933. Channels are readily available for adult students to express complaints.7.006.250.756.575.571.0039. This institution responds quickly to my requests for information.7.006.600.406.435.171.2046. This institution provides timely responses to student complaints.7.006.250.755.675.670.0048. I am aware of whom to contact for questions about programs and services.7.006.500.506.005.570.43			7.00	6.83	0.17	6.43	6.29	0.14	
33. Channels are readily available for adult students to express complaints.7.006.250.756.571.0039. This institution responds quickly to my requests for information.7.006.600.406.435.171.2046. This institution provides timely responses to student complaints.7.006.250.755.675.670.0048. I am aware of whom to contact for questions about programs and services.7.006.500.506.005.570.43									
39. This institution responds quickly to my requests for information.7.006.600.406.435.171.2046. This institution provides timely responses to student complaints.7.006.250.755.675.670.0048. I am aware of whom to contact for questions about programs and services.7.006.500.506.005.570.43								1.00	
46. This institution provides timely responses to student complaints.7.006.250.755.675.670.0048. I am aware of whom to contact for questions about programs and services.7.006.500.506.005.570.43								1.26	
			7.00			5.67		0.00	
Average 7.00 6.46 0.54 6.23 5.57 0.60	48. I am aware of whom to contact for questions about programs and services.		7.00	6.50	0.50	6.00	5.57	0.43	
		Average	7.00	6.46	0.54	6.23	5.57	0.66	

nts	Inistration
on	Gap
.40	1.00
.00	0.50
.60	-0.27
.71	0.58
.83	0.17
.91	0.40
.50	-0.50
.50	1.00
.50	-0.10
.80	0.80
.25 <b>.11</b>	0.00
.11	0.24
.86	0.00
.00	0.14
.80	0.20
.00	1.33
.40	0.00
.20	-0.03
.83	0.17
.17	-0.34
.16	0.18
.29	0.14
.14	1.15
.57	1.00
.17	1.26
.67	0.00
.57	0.43
.57	0.66

## 2019 SSI Cross Tabulation - ASPS: School of Business 7 noint coolo

201	9 SSI Cross Tabulation - ASPS: School of Business						
7-ро	pint scale	Business Administration (ADC)			Master of Business Administration		
		8 respondents			7 respondents		
		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
Com							
Carr	npus Climate	C 00	C 25	0.62	C 20	F 74	0.50
	1. Adult students are made to feel welcome at this institution.	6.88		0.63	6.29		0.58
	2. Faculty care about me as an individual.	6.83		0.16	6.43		0.14
*	5. Classroom locations are safe and secure for all students.	7.00	7.00	0.00	6.00		-0.43
*	7. The staff at this institution are caring and helpful.	7.00	6.83	0.17	6.43	6.29	0.14
	21. Tuition paid is a worthwhile investment.	6.50		0.62	6.83		0.66
	24. There is a commitment to academic excellence at this institution.	7.00	6.67	0.33	6.43	6.14	0.29
* •	27. This institution has a good reputation within the community.	7.00	7.00	0.00	6.71		0.28
f	29. I seldom get the "run-around" when seeking information at this institution.	7.00	6.33	0.67	6.29		1.15
	33. Channels are readily available for adult students to express complaints.	7.00	6.25	0.75	6.57	5.57	1.00
	50. My advisor helps me apply my academic major to specific career goals.	6.75		0.08	5.25		-1.08
	Averag	ge 6.90	6.56	0.34	6.32	6.05	0.27
Cam	anus Itoms						
Call	pus Items 51. Being on this campus is contributing to my spiritual growth.	6.38	6.75	-0.37	6.50	6.33	0.17
		7.00	6.60	0.40	5.83		0.17
	52. My understanding of God is being strengthened by classroom and/or campus experiences.						1.00
4	53. Faculty, administrators, and/or staff are helpful to me in processing issues related to my faith.	7.00	6.80 7.00	0.20	6.00 6.17		-0.83
*	54. Genders are treated with equal respect on this campus.	7.00 7.00		0.00 0.00	5.20		-0.83
	55. This campus provides adequate opportunities for involvement in ministry.						-1.47 -0.57
<b>.</b>	56. Given where I am spiritually now, this campus is a good fit for me.	7.00	7.00	0.00	5.29	5.86	
*	57. All race and ethnicities are treated with equal respect.	7.00		0.20	6.57 6.57	6.71	-0.14
	58. Overall teaching methods are appropriate.	7.00	6.20 5.40	0.80		5.71	0.86
	59. Classrooms are conducive to learning.	7.00	5.40	1.60	6.43		0.57
	60. Small group assignments contribute to learning.	6.80		0.40	5.71	5.43	0.28
*	61. Learning is relevant to student experience.	7.00	6.38	0.62	6.71	6.00	0.71
×	62. Learning is relevant to student employment.	7.00	6.40	0.60	5.71		-0.15
n.	63. I would recommend this program to family, friends, or colleagues.	7.00	5.80	1.20	6.43		-0.14
ß	64. Homework assignments are appropriate for course objectives.	7.00		0.60	6.29		0.43
*	65. Faculty members relate well to students.	6.80		0.20	6.71		0.71
	66. The curriculum met my expectations.	7.00		0.80	6.43		0.29
	67. Faculty feedback is appropriate.	6.80		0.20	6.71		0.71
	68. Registrar's Office is responsive.	7.00		0.25	5.83		0.08
	69. Financial Aid Office is responsive.	6.00		0.75	5.83		0.50
	70. Student Accounts Office is responsive.	7.00		0.50	5.67		-0.16
	Averag	ge 6.89	6.44	0.45	6.13	5.99	0.14

ents	
on	Gap
.71	0.58
.29	0.14
.43	-0.43
.29	0.14
.17	0.66
.14	0.29
.43	0.28
.14	1.15
.57	1.00
.33 .05	-1.08
.05	0.27
.33	0.17
.83	0.00
.00	1.00
.00	-0.83
.67	-1.47
.86	-0.57
.71	-0.14
.71	0.86
.86	0.57
.43	0.28
.00	0.71
.86	-0.15
.57	-0.14
.86	0.43
.00	0.71
.14	0.29
.00	0.71
.75	0.08
.33	0.50
.83	-0.16
.99	0.14

# 2019 SSI Cross Tabulation - ASPS: School of Business 7-noint scale

2019 331 Closs Tabulation - ASF3. School of Busiliess							
7-point scale	<b>Business Administration (ADC)</b>			Master of Business Administration			
		8 respondents			7 respondents		
	Importance	Importance Satisfaction Gap		Importance	Satisfaction	Gap	
Enrollment Decision		_					
71. Cost as factor in decision to enroll	6.43			6.67			
72. Financial aid/scholarship opportunities as factor in decision to enroll	6.80			6.00			
73. Academic reputation as factor in decision to enroll	6.67			6.71			
74. Size of institution as factor in decision to enroll	6.00			6.29			
75. Future employment opportunities as factor in decision to enroll	6.33			5.71			
76. Recommendations from family/friends/employer as factor in decision to enroll	6.60			6.50			
77. Campus location (close to home/work) as factor in decision to enroll	6.50			6.43			
78. Availability of evening/weekend courses as factor in decision to enroll	6.67			6.71			
79. Personalized attention prior to enrollment as factor in decision to enroll	6.67			5.67			
Avera	ge 6.52			6.30			

★ Identified strengths for all of ASPS

Difference in the second secon

