

2019 SSI Cross Tabulation - ASPS: School of Business

7-point scale

Instructional Effectiveness

- 2. Faculty care about me as an individual.
- 4. The content of the courses within my major is valuable.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 24. There is a commitment to academic excellence at this institution.
- 26. Faculty provide timely feedback about my progress.
- 32. My classes provide opportunities to improve my technology skills.
- 35. The quality of instruction I receive in my program is excellent.
- 37. Part-time faculty are competent as classroom instructors.
- 40. Faculty are usually available for adult students outside the classroom by phone, email, or in-person.
- 41. Major requirements are clear and reasonable.
- 42. Nearly all faculty are knowledgeable in their field.
- 49. There are sufficient options within my program of study.

	Business Administration (ADC)			Master of Business Administration		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	6.83	6.67	0.16	6.43	6.29	0.14
	6.83	6.33	0.50	6.57	5.86	0.71
	7.00	6.60	0.40	6.67	5.83	0.84
	7.00	6.67	0.33	6.43	6.14	0.29
	7.00	6.83	0.17	6.43	5.14	1.29
	7.00	6.00	1.00	6.50	6.33	0.17
	7.00	5.80	1.20	6.86	5.86	1.00
	7.00	5.00	2.00	6.43	5.00	1.43
	7.00	6.80	0.20	6.57	6.14	0.43
	6.50	6.00	0.50	6.57	6.43	0.14
	7.00	5.83	1.17	6.43	6.00	0.43
	6.83	6.17	0.66	6.29	5.57	0.72
<b>Average</b>	<b>6.92</b>	<b>6.23</b>	<b>0.69</b>	<b>6.52</b>	<b>5.88</b>	<b>0.63</b>

Safety and Security

- ★ 5. Classroom locations are safe and secure for all students.
- 13. The amount of student parking is adequate.
- 18. Parking lots are well-lighted and secure.
- ★ 22. Security staff respond quickly in emergencies.

	7.00	7.00	0.00	6.00	6.43	-0.43
	6.60	6.40	0.20	5.67	4.50	1.17
	6.80	6.40	0.40	6.33	5.17	1.16
	7.00	6.50	0.50	5.75	7.00	-1.25
<b>Average</b>	<b>6.85</b>	<b>6.58</b>	<b>0.27</b>	<b>5.94</b>	<b>5.78</b>	<b>0.16</b>

Academic Advising

- 8. My academic advisor is available at times that are convenient for me.
- 11. My academic advisor is concerned about my success as an individual.
- ★ 19. My academic advisor is knowledgeable about requirements in my major.
- 28. My academic advisor is accessible by telephone and e-mail.
- 41. Major requirements are clear and reasonable.
- ★ 44. When student enroll at this institution, they develop a plan to complete their degree.
- 50. My advisor helps me apply my academic major to specific career goals.

	7.00	6.60	0.40	6.40	5.80	0.60
	6.88	7.00	-0.12	6.00	5.75	0.25
	7.00	7.00	0.00	6.25	5.75	0.50
	7.00	6.83	0.17	6.33	6.00	0.33
	6.50	6.00	0.50	6.57	6.43	0.14
	7.00	6.33	0.67	6.17	7.00	-0.83
	6.75	6.67	0.08	5.25	6.33	-1.08
<b>Average</b>	<b>6.88</b>	<b>6.63</b>	<b>0.24</b>	<b>6.14</b>	<b>6.15</b>	<b>-0.01</b>

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**Admissions and Financial Aid**

- 6. Financial aid counselors are helpful to adult students.
- 10. Admissions representatives are knowledgeable.
- 📌 23. Adequate financial aid is available for most adult students.
- 25. Admissions representatives respond to adult students' unique needs.
- 34. I receive complete information on the availability of financial aid.

	Business Administration (ADC) <i>8 respondents</i>			Master of Business Administration <i>7 respondents</i>		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	6.33	5.00	1.33	6.40	5.40	1.00
	6.83	6.33	0.50	6.50	6.00	0.50
	7.00	6.40	0.60	6.33	6.60	-0.27
	7.00	6.67	0.33	6.29	5.71	0.58
	6.80	6.00	0.80	6.00	5.83	0.17
<b>Average</b>	<b>6.79</b>	<b>6.08</b>	<b>0.71</b>	<b>6.30</b>	<b>5.91</b>	<b>0.40</b>

**Academic Services**

- 12. Computer labs are adequate and accessible for adult students.
- ★ 15. Library resources and services are adequate for adults.
- 30. Academic support services adequately meet the needs of adult students.
- 38. Career services are adequate and accessible for adult students.
- 47. Bookstore hours are convenient for adult students.

	7.00	6.67	0.33	6.00	6.50	-0.50
	7.00	7.00	0.00	6.50	5.50	1.00
	7.00	6.67	0.33	6.40	6.50	-0.10
	7.00	6.33	0.67	6.60	5.80	0.80
	7.00	6.25	0.75	6.25	6.25	0.00
<b>Average</b>	<b>7.00</b>	<b>6.58</b>	<b>0.42</b>	<b>6.35</b>	<b>6.11</b>	<b>0.24</b>

**Registration Effectiveness**

- ★ 3. Classes are scheduled at times that are convenient for me.
- 9. Billing policies are reasonable for adult students.
- ★ 16. I am able to register for classes I need with few conflicts.
- 17. Business office hours are convenient for adult students.
- ★ 20. Registration processes are reasonable and convenient for adults.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 43. This institution offers a variety of payment plans for adult students.
- 45. I am able to complete most of my enrollment tasks in one location.

	6.83	6.67	0.16	6.86	6.86	0.00
	6.67	5.67	1.00	6.14	6.00	0.14
	7.00	6.40	0.60	7.00	6.80	0.20
	6.80	6.40	0.40	6.33	5.00	1.33
	7.00	6.80	0.20	6.40	6.40	0.00
	7.00	6.67	0.33	6.17	6.20	-0.03
	6.50	6.33	0.17	6.00	5.83	0.17
	7.00	6.83	0.17	5.83	6.17	-0.34
<b>Average</b>	<b>6.85</b>	<b>6.47</b>	<b>0.38</b>	<b>6.34</b>	<b>6.16</b>	<b>0.18</b>

**Service Excellence**

- ★ 7. The staff at this institution are caring and helpful.
- 📌 29. 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.
- 48. I am aware of whom to contact for questions about programs and services.

	7.00	6.83	0.17	6.43	6.29	0.14
	7.00	6.33	0.67	6.29	5.14	1.15
	7.00	6.25	0.75	6.57	5.57	1.00
	7.00	6.60	0.40	6.43	5.17	1.26
	7.00	6.25	0.75	5.67	5.67	0.00
	7.00	6.50	0.50	6.00	5.57	0.43
<b>Average</b>	<b>7.00</b>	<b>6.46</b>	<b>0.54</b>	<b>6.23</b>	<b>5.57</b>	<b>0.66</b>

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7-point scale

Campus Climate

- 1. Adult students are made to feel welcome at this institution.
- 2. Faculty care about me as an individual.
- ★ 5. Classroom locations are safe and secure for all students.
- ★ 7. The staff at this institution are caring and helpful.
- 21. Tuition paid is a worthwhile investment.
- 24. There is a commitment to academic excellence at this institution.
- ★ 27. This institution has a good reputation within the community.
- 📄 29. I seldom get the "run-around" when seeking information at this institution.
- 33. Channels are readily available for adult students to express complaints.
- 50. My advisor helps me apply my academic major to specific career goals.

	Business Administration (ADC) <i>8 respondents</i>			Master of Business Administration <i>7 respondents</i>		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	6.88	6.25	0.63	6.29	5.71	0.58
	6.83	6.67	0.16	6.43	6.29	0.14
	7.00	7.00	0.00	6.00	6.43	-0.43
	7.00	6.83	0.17	6.43	6.29	0.14
	6.50	5.88	0.62	6.83	6.17	0.66
	7.00	6.67	0.33	6.43	6.14	0.29
	7.00	7.00	0.00	6.71	6.43	0.28
	7.00	6.33	0.67	6.29	5.14	1.15
	7.00	6.25	0.75	6.57	5.57	1.00
	6.75	6.67	0.08	5.25	6.33	-1.08
<b>Average</b>	<b>6.90</b>	<b>6.56</b>	<b>0.34</b>	<b>6.32</b>	<b>6.05</b>	<b>0.27</b>

Campus Items

- 51. Being on this campus is contributing to my spiritual growth.
- 52. My understanding of God is being strengthened by classroom and/or campus experiences.
- 53. Faculty, administrators, and/or staff are helpful to me in processing issues related to my faith.
- ★ 54. Genders are treated with equal respect on this campus.
- 55. This campus provides adequate opportunities for involvement in ministry.
- 56. Given where I am spiritually now, this campus is a good fit for me.
- ★ 57. All race and ethnicities are treated with equal respect.
- 58. Overall teaching methods are appropriate.
- 59. Classrooms are conducive to learning.
- 60. Small group assignments contribute to learning.
- ★ 61. Learning is relevant to student experience.
- ★ 62. Learning is relevant to student employment.
- 63. I would recommend this program to family, friends, or colleagues.
- 📄 64. Homework assignments are appropriate for course objectives.
- ★ 65. Faculty members relate well to students.
- 66. The curriculum met my expectations.
- 67. Faculty feedback is appropriate.
- 68. Registrar's Office is responsive.
- 69. Financial Aid Office is responsive.
- 70. Student Accounts Office is responsive.

	6.38	6.75	-0.37	6.50	6.33	0.17
	7.00	6.60	0.40	5.83	5.83	0.00
	7.00	6.80	0.20	6.00	5.00	1.00
	7.00	7.00	0.00	6.17	7.00	-0.83
	7.00	7.00	0.00	5.20	6.67	-1.47
	7.00	7.00	0.00	5.29	5.86	-0.57
	7.00	6.80	0.20	6.57	6.71	-0.14
	7.00	6.20	0.80	6.57	5.71	0.86
	7.00	5.40	1.60	6.43	5.86	0.57
	6.80	6.40	0.40	5.71	5.43	0.28
	7.00	6.38	0.62	6.71	6.00	0.71
	7.00	6.40	0.60	5.71	5.86	-0.15
	7.00	5.80	1.20	6.43	6.57	-0.14
	7.00	6.40	0.60	6.29	5.86	0.43
	6.80	6.60	0.20	6.71	6.00	0.71
	7.00	6.20	0.80	6.43	6.14	0.29
	6.80	6.60	0.20	6.71	6.00	0.71
	7.00	6.75	0.25	5.83	5.75	0.08
	6.00	5.25	0.75	5.83	5.33	0.50
	7.00	6.50	0.50	5.67	5.83	-0.16
<b>Average</b>	<b>6.89</b>	<b>6.44</b>	<b>0.45</b>	<b>6.13</b>	<b>5.99</b>	<b>0.14</b>

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Enrollment Decision

- 71. Cost as factor in decision to enroll
- 72. Financial aid/scholarship opportunities as factor in decision to enroll
- 73. Academic reputation as factor in decision to enroll
- 74. Size of institution as factor in decision to enroll
- 75. Future employment opportunities as factor in decision to enroll
- 76. Recommendations from family/friends/employer as factor in decision to enroll
- 77. Campus location (close to home/work) as factor in decision to enroll
- 78. Availability of evening/weekend courses as factor in decision to enroll
- 79. Personalized attention prior to enrollment as factor in decision to enroll

	Business Administration (ADC) 8 respondents			Master of Business Administration 7 respondents		
	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
	6.43			6.67		
	6.80			6.00		
	6.67			6.71		
	6.00			6.29		
	6.33			5.71		
	6.60			6.50		
	6.50			6.43		
	6.67			6.71		
	6.67			5.67		
<b>Average</b>	<b>6.52</b>			<b>6.30</b>		

- ★ Identified strengths for all of ASPS
- 📌 Identified challenges for all of ASPS