



## Noel-Levitz Student Satisfaction Inventory April 2014

As part of SPC's assessment process, the college invites students to reflect on their educational experience and provide feedback on institutional services. The "Student Satisfaction Inventory" was administered in April 2014 with 131 responses [56 freshmen; 37 sophomores; 24 juniors; 14 seniors responded, with representation from campus residents, commuters; part-time as well as full-time students]. This year results were compared with similar colleges as Summit and the following strengths rated highly.

### Key areas of Strength for Summit Pacific College:

- 74. Being on the campus is contributing to my spiritual growth.
- 75. My understanding of God is being strengthened by classroom and/or campus experience.
- 39. I am able to experience intellectual growth here.
- 76. Faculty, administrators and/or staff are helpful to me in processing issues related to my faith.
- 77. Males and females are treated with equal respect on this campus.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 29. It is an enjoyable experience to be a student on this campus.
- 79. Given where I am spiritually right now, this campus is a good "fit" for me.
- 59. This institution shows concern for students as individuals.
- 7. The campus is safe and secure for all students.
- 3. Faculty care about me as an individual.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 6. My departmental academic advisor is approachable.
- 55. Major requirements are clear and reasonable.
- 72. On the whole, the campus is well-maintained.
- 65. Faculty are usually available after class and during office hours.

### Strategic Planning Overview

For these Benchmarks, SPC achieved Higher Satisfaction vs. National Canadian Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 16. The instruction in my major field is excellent.
- 66. Tuition paid is a worthwhile investment.
- 59. This institution shows concern for students as individuals.
- 7. The campus is safe and secure for all students.
- 3. Faculty care about me as an individual.
- 69. There is a good variety of courses provided on this campus.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 6. My departmental academic advisor is approachable.

- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 17. Adequate financial aid is available for most students at this institution.
- 55. Major requirements are clear and reasonable.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 72. On the whole, the campus is well-maintained.
- 49. There are adequate services to help me decide upon a career.
- 22. Counselling services staff care about students as individuals.

SPC students feel the following areas have Higher Importance vs. National Canadian Four-Year Privates

- 3. Faculty care about me as an individual.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 38. There is an adequate selection of food available in the cafeteria.
- 40. On-campus residence regulations are reasonable.
- 49. There are adequate services to help me decide upon a career.
- 22. Counselling services staff care about students as individuals.

#### **A few important statistics for the 2014 survey:**

42% of students who responded achieved 80% and above in their Grade point average;

66% of the respondents indicated that their educational goal was to achieve a BA degree;

Another 16% plan to continue their studies to graduate levels [MA & Dr. degrees].

Overall this indicates that 82% are serious about their graduate studies while the other 18% are focused on discipleship and personal development as well as the attainment of a certificate.

#### **MISC Demographics [of 131 respondents]**

- Employment: 29% work p/t off campus and another 27% have scholarship work on campus;
- Current Residence: 78 % live on campus and 21% are commuters;
- For 75% of applicants, SPC was their first choice for studies;
- Provincial Origins: 69% of SPC students come from BC; 10% from other Western Provinces;
- 19% Eastern Provinces; 2% Other.
- Challenges: Of course, students in their responses on college surveys also express areas of college life that could use improvement! Student's comments, suggestions, and recommendations are taken seriously by the faculty and staff. Issues are discussed and followed up for clarity. Each year there are a few focus groups that discuss relevant issues and offer suggestions for consideration. Changes are made where warranted [as soon as possible] and the college is eager to implement improvements whenever feasible.

## ACADEMICS: 2014 Noel-Levitz Student Satisfaction Inventory

This year the SSI results were compared to statistics in other Canadian institutions and national norms. In the key academic areas, Summit student feedback was not only positive but in every one of the following components, Summit was rated higher in performance satisfaction than other colleges.

|   | Importance | Satisf/<br>SD | Perf<br>Gap | Imp  | Sat/ SD       | PGap | MD   |
|---|------------|---------------|-------------|------|---------------|------|------|
| Instructional Effectiveness                 | 6.38       | 5.78/ 0.73    | 0.60        | 6.42 | 5.61/<br>0.83 | 0.81 | 0.17 |
| Academic Advising                           | 6.26       | 5.89/ 0.87    | 0.37        | 6.14 | 5.49/<br>1.08 | 0.65 | 0.40 |
| Course Content in major is valuable.        | 6.70       | 5.85/ 1.11    | 0.85        | 6.68 | 5.71/<br>1.16 | 0.97 | 0.14 |
| I experience intellectual growth here       | 6.70       | 6.18/ 0.86    | 0.52        | 6.62 | 6.07/<br>1.02 | 0.55 | 0.11 |
| Faculty are knowledgeable in their field    | 6.63       | 6.36/ 0.84    | 0.27        | 6.66 | 6.10/<br>1.08 | 0.56 | 0.26 |
| Instruction in my major field is excellent. | 6.54       | 5.98/ 1.11    | 0.56        | 6.61 | 5.70/<br>1.25 | 0.91 | 0.28 |
| Commitment to academic excellence           | 6.42       | 5.73/ 1.30    | 0.69        | 6.37 | 5.66/<br>1.24 | 0.71 | 0.07 |
| Major requirements are clear/ reasonable    | 6.29       | 6.02/ 0.94    | 0.27        | 6.39 | 5.60/<br>1.25 | 0.79 | 0.42 |
| Part-time faculty are competent instructors | 6.11       | 5.64/ 1.27    | 0.47        | 6.21 | 5.51/<br>1.30 | 0.70 | 0.13 |
| A good variety of courses are provided      | 6.45       | 5.71/ 1.21    | 0.74        | 6.45 | 5.44/<br>1.33 | 1.01 | 0.27 |

## ACT Collegiate Assessment of Academic Proficiency: Reading Test

This year we administered the ACT CAAP Reading Test to 24 of our graduating students in April. This test mainly focuses on reading comprehension but also measures aspects of Arts [Literature] and Social Studies [Science].

**APRIL 2014:** Of the 24 graduating students who wrote the test, 58% achieved higher grades than their national counterparts in other college/university contexts. Many of them were able to complete the test in less time than is permitted.

**SUMMIT PACIFIC COLLEGE:** Since the institution opened in 1941, a total of 2042 graduates have completed a diploma or degree. The majority of these now hold posts of responsibility as ministers, missionaries, church musicians, Christian educators, youth leaders, and similar vocations within the staffs of churches and church related institutions. In a recent census, more than one-half of the pastors of Pentecostal Assemblies of Canada churches in British Columbia were alumni of the college.