



Noel-Levitz Student Satisfaction Inventory April 2016

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 2016 with 140 responses. This included representation from all 4 year class levels, campus residents, commuters; both part-time & full-time students. Results were compared with other Canadian institutions similar to Summit and the following strengths rated highly.

Key areas of Strength for Summit Pacific College:

- 75. My understanding of God is strengthened through classroom and campus experiences
- 74. Being on this campus is contributing to my spiritual growth.
- 76. Faculty, administrators and staff are helpful to me in processing issues related to my faith
- 39. I am able to experience intellectual growth here.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 45. Students are made to feel welcome on this campus.
- 7. The campus is safe and secure for all students.
- 2. The campus staff are caring and helpful.
- 59. This institution shows concern for students as individuals.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 6. My departmental academic advisor is approachable.
- 79. Internship opportunities are an important part of my practical ministry skill development.
- 65. Faculty are usually available after class and during office hours.
- 3. Faculty care about me as an individual.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 72. On the whole, the campus is well-maintained.

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

- 66. Tuition paid is a worthwhile investment.
- 2. The campus staff are caring and helpful.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 59. This institution shows concern for students as individuals.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 6. My departmental academic advisor is approachable.
- 65. Faculty are usually available after class and during office hours.
- 17. Adequate financial aid is available for most students at this institution.
- 3. Faculty care about me as an individual.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 14. My departmental academic advisor is concerned about my success as an individual.

- 72. On the whole, the campus is well-maintained.
- 40. On-campus residence regulations are reasonable.
- 63. Student disciplinary procedures are fair.
- 5. Student awards/financial aid staff are helpful.

Challenges: Students also expressed areas of college life that could use improvement. The comments, suggestions, and recommendations are taken seriously by the administrative staff and faculty. Issues are discussed and followed up for clarity in annual assessment analysis meetings. Action steps are formulated to address important matters. At times, focus groups 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. Student feedback is used in the annual planning meetings of the college and serves to inform strategic plans of Summit. Every summer significant upgrades are implemented. Renovations are made in a variety of buildings in order to keep the campus clean, maintained, and modern.

A few important statistics for the 2016 survey:

54% of students who responded achieved 80% and above in their Grade point average;

70% of the respondents indicated that their educational goal was to achieve a BA degree;

Another 10% plan to continue their studies to graduate levels [MA & Dr. degrees].

Overall this indicates that 80% are serious about their graduate studies while the other 20% are focused on discipleship and personal development as well as the attainment of a certificate.

MISC Demographics [of 140 respondents]

Employment: 38 work part-time off campus during the academic year and another 23 have scholarship work on campus [cafeteria; residences; library; campus grounds];

Current Residence: 74 % live on campus and 23% are commuters;

For 82% of applicants, SPC was their first choice for studies;

Provincial Origins: 74% of SPC students come from BC; 10% from other Western Provinces; 15% Eastern Provinces; 1% Other.

ACADEMICS: 2016 Ruffalo Noel Levitz Student Satisfaction Inventory: Instructional Effectiveness & Academic Advising

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 most of the following components, Summit was rated higher in performance satisfaction than other colleges.

	Importance	Satisfaction	Performance Gap
Overall Instructional Effectiveness	6.36	5.81	0.55
Faculty care about me as an individual.	6.34	6.15	0.19
The content of the courses within my major is valuable.	6.76	5.89	0.87
The instruction in my major field is excellent.	6.54	5.93	0.61
Faculty are fair and unbiased in their treatment of individual students.	6.51	5.59	0.92
I am able to experience intellectual growth here.	6.57	6.13	0.44
There is a commitment to academic excellence on this campus.	6.28	5.55	0.73
Faculty provide timely feedback about student progress in a course.	6.17	5.25	.92
Faculty take into consideration student differences as they teach a course.	6.15	5.51	0.64
The quality of instruction I receive in most of my classes is excellent.	6.51	5.87	0.64
Part-time faculty are competent as classroom instructors.	6.13	5.81	0.32
Faculty are usually available after class and during office hours.	6.37	6.16	0.21
Nearly all of the faculty are knowledgeable in their field.	6.56	6.39	0.17
There is a good variety of courses provided on this campus.	6.36	5.50	0.86
Teaching assistants are competent as classroom instructors.	5.57	5.41	0.06
Overall Academic Advising:	6.29	6.05	0.24
My departmental academic advisor is approachable.	6.44	6.38	0.06
My departmental academic advisor is concerned about my success as an individual.	6.23	6.19	0.04
My departmental academic advisor helps me set goals to work toward.	5.99	5.51	0.48
My departmental academic advisor is knowledgeable about requirements in my major.	6.45	6.26	0.19
Major requirements are clear and reasonable.	6.32	5.92	0.40

ASSESSMENT OF STUDENT LEARNING [ASSIGNMENT SKILL ANALYSIS]:

Learning outcomes for students are assessed in a variety of ways, mainly from direct measures of student achievements realized through—

- Critical Analysis Assignments: Text book reports; Journal Article or Movie reviews;
- Writing Projects: Written competency in English Grammar, Sentence Structure;
Vocabulary; Skill development in essays & written assignments;
- Research Ability Use of research materials: Texts, books, journal articles;
Quality bibliography & notation style; etc.
- Examination Comprehension; Factual Knowledge; Memory; Competency;
- Presentations Public Communication; Clarity; Interviewing skill;
Participation in discussion and debate.