



Ruffalo Noel Levitz “Student Satisfaction Inventory” April 2017

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 2017 with 134 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.
- 8. The content of the courses within my major is valuable.
- 74. Chapels, classes, and campus life at Summit contributes to my spiritual growth
- 39. I am able to experience intellectual growth here.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 76. Faculty, administrators and staff are helpful to me in processing issues related to my faith.
- 2. The campus staff are caring and helpful.
- 16. The instruction in my major field is excellent.
- 29. It is an enjoyable experience to be a student on this campus.
- 59. This institution shows concern for students as individuals.
- 3. Faculty care about me as an individual.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 6. My departmental academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 79. Internship opportunities are an important part of my practical ministry skill development.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 78. Whenever possible I recommend Summit to potential students for consideration.
- 72. On the whole, the campus is well-maintained.
- 27. The personnel involved in registration are helpful.

Strategic Planning Overview--For these 2017 Benchmarks, SPC achieved Higher Satisfaction vs. National Canadian Four-Year Privates

- 8. The content of the courses within my major is valuable.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 2. The campus staff are caring and helpful.
- 66. Tuition paid is a worthwhile investment.
- 16. The instruction in my major field is excellent.
- 1. Most students feel a sense of belonging here.
- 29. It is an enjoyable experience to be a student on this campus.
- 59. This institution shows concern for students as individuals.
- 17. Adequate financial aid is available for most students at this institution.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 3. Faculty care about me as an individual.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 55. Major requirements are clear and reasonable.
- 6. My departmental academic advisor is approachable.
- 34. I am able to register for classes I need with few conflicts.
- 69. There is a good variety of courses provided on this campus.
- 51. This institution has a good reputation within the community.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 65. Faculty are usually available after class and during office hours.
- 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.
- 64. New student orientation services help students adjust to this institution.
- 5. Student awards/financial aid staff are helpful.
- 67. Freedom of expression is protected on campus.
- 72. On the whole, the campus is well-maintained.

2017 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. This summer that included:

- new shelving and flooring in the library with improved study areas;
- new windows, external cladding and carpeting in the Morrison apartments;
- painting of the student dormitory and stairway renewal;
- new windows in sections of the academic building;
- new lighting standards around parking lots and sports field;
- new campus security cameras.

A few important statistics for the 2017 survey:

- 50% of students who responded achieved 80% and above in their Grade point average;
- 74% of the respondents indicated that their educational goal was to achieve a BA degree;
- Another 9% plan to continue their studies to graduate levels [MA & Dr. degrees].
- Overall this indicates that 83% are serious about their graduate studies while the other 17% are focused on discipleship and personal development as well as the attainment of a certificate.

MISC Demographics [of 134 respondents]

- Employment: 38 work part-time off campus during the academic year and another 35 have scholarship work on campus [cafeteria; residences; library; campus grounds];
- Current Residence: 76 % live on campus and 25% are commuters;
- For 82% of applicants, SPC was their first choice for studies;
- Provincial Origins: 77% of SPC students come from BC; 9% from other Western Provinces; 13% Eastern Provinces; 1% Other.

ACADEMICS: 2017 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 | 6.40 | 6.00 | 0.40 |
| Faculty care about me as an individual. | 6.49 | 6.30 | 0.18 |
| The content of the courses within my major is valuable. | 6.69 | 6.16 | 0.53 |
| The instruction in my major field is excellent. | 6.56 | 6.19 | 0.37 |
| Faculty are fair and unbiased in their treatment of individual students. | 6.42 | 5.70 | 0.72 |
| I am able to experience intellectual growth here. | 6.66 | 6.23 | 0.43 |

| | | | |
|---|------|------|------|
| There is a commitment to academic excellence on this campus. | 6.33 | 5.85 | 0.48 |
| Faculty provide timely feedback about student progress in a course. | 6.19 | 5.40 | .79 |
| 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. | 6.50 | 6.13 | 0.37 |
| Part-time faculty are competent as classroom instructors. | 6.18 | 6. | 0.18 |
| Faculty are usually available after class and during office hours. | 6.36 | 6.25 | 0.11 |
| Nearly all of the faculty are knowledgeable in their field. | 6.64 | 6.50 | 0.14 |
| There is a good variety of courses provided on this campus. | 6.40 | 5.81 | 0.59 |
| Teaching assistants are competent as classroom instructors. | 5.80 | 5.67 | 0.13 |
| Overall Academic Advising: | 6.36 | 6.15 | 0.21 |
| My departmental academic advisor is approachable. | 6.44 | 6.40 | 0.04 |
| My departmental academic advisor is concerned about my success as an individual. | 6.37 | 6.27 | 0.10 |
| My departmental academic advisor helps me set goals to work toward. | 6.09 | 5.61 | 0.48 |
| My departmental academic advisor is knowledgeable about requirements in my major. | 6.46 | 6.41 | 0.05 |
| Major requirements are clear and reasonable. | 6.44 | 6.05 | 0.39 |

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.