

Mount Vernon Students

	C 09-M	2009 N=326	M (04-08)	2008 N=219	2007 N=179	2006 N=182	2005 N=311	2004 N=290	1	2	3	4	5	6	NA
LIBRARY															
Rate the Library Staff	5.04%	5.06	4.82	4.99	4.62	4.85	4.83	4.80	1	5	17	53	100	124	26
Library Procedures	1.71%	4.79	4.71	4.71	4.62	4.80	4.72	4.70	3	10	21	67	99	89	37
Reference assistance	1.99%	4.82	4.73	4.75	4.61	4.82	4.74	4.71	2	3	26	71	89	90	45
Adequate resources for assignments	5.54%	4.61	4.37	4.39	4.25	4.36	4.43	4.41	5	18	25	77	83	87	31
Electronic databases (i.e., GALILEO)	1.95%	4.60	4.51	4.47	4.39	4.61	4.64	4.45	10	10	36	55	94	83	38
Circulating/reserve services	3.02%	4.70	4.56	4.64	4.46	4.58	4.62	4.51	0	7	30	72	65	78	74
Interlibrary loan services	3.45%	4.62	4.47	4.55	4.42	4.58	4.23	4.55	4	6	19	62	56	57	122
Library orientation session	3.37%	4.54	4.39	4.44	4.35	4.49	4.38	4.30	7	11	27	61	69	66	85
Computer access to collections	1.95%	4.71	4.62	4.73	4.65	4.48	.	.	9	14	24	55	83	99	42
Library equipment (i.e., microfilm readers, etc.)	3.83%	4.61	4.44	4.55	4.33	4.36	4.58	4.38	7	13	21	64	66	76	79
Archives collection	-0.83%	4.52	4.56	4.43	4.50	4.50	4.87	4.49	8	8	24	67	61	61	97
Library facilities	4.22%	4.99	4.79	4.99	4.83	4.88	4.44	4.80	3	5	23	51	96	121	27
Operating hours	1.12%	4.68	4.63	4.65	4.71	4.61	4.48	4.69	15	11	25	64	74	112	25
PLANT OPERATIONS AND FACILITIES															
Rate the timeliness of response to maintenance requests	7.74%	3.85	3.57	3.67	3.21	3.71	3.58	3.70	27	20	46	52	64	33	84
Maintenance of your resident hall	0.68%	3.66	3.64	3.55	3.15	3.95	3.65	3.88	32	24	45	63	54	26	82
Overall rating of your resident hall	-4.13%	3.62	3.78	3.72	3.27	3.97	3.87	4.05	32	33	44	53	53	30	81
Maintenance of your dorm room	-4.68%	3.75	3.93	3.91	3.51	4.12	4.00	4.13	30	24	41	57	60	29	85
Overall rating of your dorm room	-6.56%	3.70	3.96	3.87	3.58	4.12	4.04	4.19	30	32	37	58	55	31	83
Your dormitory rest room & lobby	-0.93%	3.49	3.52	3.37	3.20	3.51	3.60	3.93	35	37	39	62	49	22	82
Provisions for academic study in dorm	1.12%	3.55	3.51	3.50	3.11	3.59	3.63	3.72	30	37	42	55	54	22	86
Maintenance of class rooms	-2.65%	4.51	4.63	4.48	4.54	4.72	4.62	4.80	9	11	24	87	115	57	23
Overall rating of class rooms	-3.65%	4.49	4.66	4.59	4.57	4.71	4.64	4.79	9	14	23	89	120	54	17
Rating of science laboratories	0.27%	4.54	4.53	4.57	4.39	4.68	4.39	4.61	6	15	17	61	91	52	84
Music facilities	12.18%	4.86	4.33	4.89	4.41	4.08	4.03	4.25	5	6	10	35	55	68	147
Drama facilities	11.94%	3.95	3.53	3.81	3.44	3.45	3.35	3.59	20	12	16	33	40	26	179
Art facilities	7.02%	4.19	3.92	3.93	3.92	3.90	3.82	4.01	10	13	19	43	57	25	159
Recreational facilities in Student Act. Center	-4.86%	4.43	4.66	4.39	4.61	4.69	4.74	4.85	10	18	24	74	89	60	51
Recreational facilities in old Student Center	8.17%	4.00	3.70	3.65	3.61	3.88	3.68	3.67	19	27	30	65	72	34	79
Outdoor recreational facilities	2.51%	4.17	4.07	4.00	3.89	4.20	4.10	4.15	13	24	35	68	86	41	59
Study facilities for commuter students	0.75%	4.05	4.02	3.79	3.83	4.16	4.15	4.17	19	16	23	36	58	32	142
Lounge & recreational facilities for commuters	1.59%	3.96	3.90	3.50	3.68	4.14	4.09	4.08	24	19	20	33	63	30	137
FOOD SERVICES															
Quality of food in downstairs cafeteria	-1.27%	2.95	2.99	3.13	2.96	2.98	3.01	2.86	49	60	65	79	26	4	43
Variety of food in downstairs cafeteria	-2.75%	2.87	2.95	3.09	2.96	2.79	2.93	2.99	56	60	66	70	27	4	43
Quality of food in upstairs Food Court	-6.60%	4.07	4.36	4.14	4.17	4.42	4.50	4.56	11	19	43	92	85	24	52
Variety of food in upstairs Food Court	-7.59%	3.57	3.86	3.46	3.55	4.00	4.04	4.27	18	36	69	92	45	16	50

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Overall service	-4.76%	3.90	4.09	3.89	3.92	4.23	4.22	4.21	18	25	54	91	67	31	40
Friendliness of staff	-8.81%	4.36	4.78	4.72	4.59	4.92	4.84	4.84	9	24	30	82	76	66	39
The cafeteria/food court hours	-5.91%	3.20	3.40	3.49	3.25	3.30	3.31	3.65	54	49	49	70	40	21	43
Vending outlets	-2.02%	3.28	3.35	3.25	2.92	3.45	3.52	3.60	45	36	64	73	47	12	49
CAMPUS MAIL SERVICES															
Rate the campus mail/package service	-0.60%	4.73	4.76	4.77	4.61	4.83	4.77	4.81	4	8	22	59	96	73	64
Campus phone service	-4.68%	4.33	4.54	4.58	4.39	4.70	4.43	4.61	13	13	25	45	61	48	121
Lost and found service	-3.08%	4.50	4.64	4.66	4.64	4.77	4.51	4.63	8	9	22	44	61	50	132
Friendliness of post office staff	1.46%	5.01	4.94	5.10	4.78	5.05	4.83	4.93	5	5	13	52	83	115	53
CAMPUS STORE															
Availability of textbooks	-0.12%	4.64	4.65	4.55	4.58	4.78	4.72	4.60	1	10	38	77	129	71	0
Other educational material	0.98%	4.57	4.53	4.46	4.34	4.64	4.59	4.60	2	12	38	74	109	65	26
Other reading material	4.38%	4.34	4.16	4.07	3.87	4.29	4.19	4.37	6	18	47	76	85	58	36
School and office supplies	-0.85%	4.63	4.67	4.62	4.51	4.77	4.71	4.74	2	10	33	87	104	76	14
Snack items	-1.19%	4.56	4.61	4.60	4.64	4.62	4.62	4.59	4	11	41	80	98	75	17
Gifts	2.29%	4.55	4.45	4.38	4.48	4.60	4.38	4.40	5	10	34	82	94	68	33
Clothing	3.49%	4.68	4.52	4.56	4.58	4.70	4.39	4.38	1	12	32	78	98	85	20
General product quality	-0.08%	4.70	4.70	4.68	4.67	4.86	4.64	4.67	2	9	31	72	122	76	14
General product availability	0.11%	4.57	4.56	4.50	4.48	4.76	4.48	4.60	2	13	35	81	116	64	15
General product selection	0.20%	4.49	4.48	4.45	4.45	4.71	4.37	4.42	2	18	36	86	109	60	15
Buyback purchases	-1.53%	3.84	3.90	3.62	3.91	4.10	3.97	3.90	33	34	52	68	72	49	18
Pricing	-2.52%	3.24	3.32	3.09	3.31	3.49	3.39	3.34	56	57	67	65	42	32	7
Hours of operation	0.40%	4.49	4.47	4.48	4.42	4.51	4.45	4.50	7	15	38	87	93	75	11
Quality of service offered	-1.85%	4.72	4.81	4.75	4.80	4.92	4.78	4.80	5	9	29	74	112	89	8
VARIOUS STUDENT SERVICES & STAFF															
Student Affairs staff	-1.61%	4.58	4.65	4.66	4.61	4.68	4.64	4.68	6	8	36	73	86	74	43
Counseling Center	2.34%	4.98	4.87	4.94	4.80	5.01	4.78	4.80	6	3	16	49	66	109	77
Disability Support Services	4.86%	4.55	4.34	4.38	4.16	4.46	4.33	4.37	3	9	11	37	36	38	192
Career Planning & Placement Center	1.67%	4.47	4.40	4.19	4.18	4.63	4.42	4.56	7	13	19	44	48	52	143
Diagnostic testing services	-0.56%	4.36	4.38	4.35	4.26	4.59	4.35	4.37	5	12	13	48	34	36	178
Tutoring services	3.13%	4.76	4.62	4.63	4.53	4.71	4.50	4.71	4	11	13	46	60	72	120
Health services	7.92%	4.36	4.04	4.11	3.95	3.91	3.75	4.48	8	18	27	56	53	56	108
Information on contacting emergency medical personnel	4.06%	4.23	4.07	4.06	3.93	4.11	3.94	4.29	12	18	36	45	58	50	107
Computer laboratory facilities	2.38%	4.67	4.56	4.73	4.43	4.55	4.48	4.62	4	12	31	76	94	89	20
Availability of computers and printers	2.82%	4.68	4.55	4.71	4.52	4.51	4.45	4.57	5	14	28	72	102	91	14
Access to the internet	2.10%	4.63	4.53	4.80	4.73	4.44	4.06	4.64	10	21	29	62	92	104	8
Computer assistance and instruction	4.78%	4.41	4.21	4.34	4.28	4.27	3.89	4.26	7	20	33	65	70	65	66

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Intercollegiate athletic opportunities	-4.24%	4.46	4.66	4.70	4.46	4.72	4.72	4.69	10	17	28	50	65	69	87
Intramural program	-9.49%	4.10	4.53	4.47	4.37	4.78	4.59	4.44	18	18	42	53	49	53	93
Enforcement of rules & regulations concerning student behavior	-0.27%	4.17	4.18	4.28	4.18	4.28	3.95	4.22	27	17	44	62	84	63	29
Student judicial process	-4.51%	3.91	4.09	4.10	3.87	4.25	4.08	4.17	14	24	42	58	46	33	109
Procedures to address formal complaints	2.18%	4.02	3.93	3.91	3.74	4.13	3.81	4.08	14	25	45	67	58	42	75
Clubs and other student organizations	-0.77%	4.11	4.14	4.15	4.01	4.30	4.08	4.17	14	29	44	57	81	47	54
Publications for students	1.34%	4.02	3.97	3.90	3.75	4.21	3.87	4.10	14	32	35	59	65	41	80
Christian values across the campus (See Line 151)	4.35%	4.12	3.95	3.83	3.57	4.17	3.88	4.29	21	30	53	63	71	71	17
Cultural opportunities	2.14%	3.94	3.86	3.80	3.72	4.01	3.78	3.98	23	31	52	59	66	50	45
Opportunities of multicultural interaction (See line 153)	4.03%	4.14	3.98	3.97	3.87	4.16	3.77	4.13	20	28	44	53	76	62	43
Number of student activities	-1.36%	3.80	3.85	3.80	3.70	4.13	3.77	3.86	29	46	43	68	64	49	27
OFFICIAL OFFICES OF THE COLLEGE															
Business Office/cashiers	-4.90%	4.15	4.36	4.12	4.05	4.67	4.44	4.54	23	34	37	74	88	68	2
Processing and paying refunds by Business Office	-5.28%	3.93	4.15	3.73	3.88	4.51	4.28	4.34	30	37	45	65	74	57	18
Registrar's Office	1.01%	4.49	4.45	4.35	4.21	4.70	4.36	4.61	15	14	43	63	101	87	3
Financial Aid Office	-13.30%	3.65	4.21	3.73	3.63	4.63	4.47	4.59	55	36	51	60	70	52	2
Admissions Office	-5.13%	4.40	4.64	4.48	4.54	4.85	4.65	4.67	16	18	41	74	88	83	6
PARKING AND SECURITY															
Parking facilities	6.38%	3.90	3.67	3.84	3.49	4.13	3.18	3.69	31	34	43	72	67	54	25
Security walking on campus	0.55%	4.09	4.07	4.16	4.02	4.25	3.79	4.12	35	27	39	52	92	67	14
Security in my dormitory	2.75%	4.11	4.00	4.11	3.94	4.09	3.69	4.17	27	23	30	47	63	61	75
Security in classrooms	-4.49%	4.20	4.40	4.35	4.50	4.52	4.13	4.49	31	22	31	60	82	73	27
Information on contacting security	-0.16%	3.78	3.79	3.86	3.79	3.83	3.67	3.78	42	32	50	67	59	57	19
Overall security services	1.95%	4.17	4.09	4.27	4.19	4.20	3.77	4.02	29	23	41	63	89	69	12
ACADEMIC EXPERIENCE															
Overall academic experience here	-1.15%	4.55	4.60	4.64	4.58	4.80	4.47	4.52	8	9	44	71	119	73	2
Preparation for employment or grad school	-1.90%	4.40	4.49	4.55	4.43	4.68	4.32	4.45	16	45	81	122	203	129	56
Treatment of ethical issues in courses	-1.15%	4.52	4.57	4.70	4.44	4.80	4.38	4.54	8	15	37	65	100	72	29
Learning Assistance Programs	-2.84%	4.41	4.54	4.56	4.51	4.71	4.36	4.55	9	15	32	48	66	59	97
Quality of teaching in my Major	-2.23%	4.89	5.00	5.12	4.96	5.12	4.98	4.83	10	11	21	46	99	126	13
Quality of teaching outside my Major	-1.79%	4.53	4.61	4.52	4.51	4.80	4.54	4.69	5	17	31	78	118	64	13
Process for student evaluation of teachers	0.57%	4.42	4.39	4.50	4.25	4.58	4.18	4.46	13	12	48	67	105	68	13
Variety of courses offered each term	-0.32%	3.92	3.93	4.02	3.89	4.10	3.78	3.87	22	40	53	79	80	47	5
Variety of degree programs	1.03%	4.21	4.17	4.33	4.17	4.34	3.98	4.01	18	16	51	88	91	57	5
ACADEMIC ADVISING															
Guidance from my academic advisor	0.70%	4.74	4.71	4.80	4.73	4.84	4.64	4.53	12	20	24	48	96	121	5

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Advisor knowledgeable of my degree requirements	0.64%	4.89	4.86	4.88	4.90	4.99	4.80	4.72	7	14	30	42	90	136	7
Advisor answered the questions that I had	-0.19%	4.87	4.88	4.98	4.91	4.99	4.81	4.71	9	16	23	44	97	132	5
Advisor knowledgeable of registration processes	-0.77%	4.91	4.95	4.98	4.96	5.13	4.89	4.78	6	16	28	41	91	139	5
Experience registering for classes	1.35%	4.90	4.83	4.94	4.84	4.99	4.83	4.57	7	10	24	48	113	121	3
Overall advisement and registration process	0.32%	4.86	4.84	4.96	4.88	5.04	4.77	4.57	9	8	31	44	110	121	3
Access to academic information (i.e., Grades)	-1.14%	4.93	4.99	5.06	4.97	5.16	4.96	4.78	6	8	29	45	104	130	4
Access to forms and services (i.e., Degree Audits)	-0.32%	4.84	4.86	4.89	4.83	5.07	4.76	4.73	7	9	32	44	105	113	16
TECHNOLOGY															
Rate the Look and Feel of the BPC Web Site	4.32%	4.50	4.31	4.26	4.31	4.37	.	.	7	12	40	91	104	72	0
How Easy is it to Navigate the Web Site	0.39%	4.78	4.76	4.79	4.74	4.75	.	.	7	7	29	64	118	100	1
How Useful is the content of the BPC Web Site	2.11%	4.73	4.63	4.65	4.59	4.66	.	.	7	8	28	72	118	92	1
How Useful is our Current BPC E-mail System	1.74%	5.09	5.00	5.07	4.97	4.97	.	.	6	7	11	49	106	146	1
Rate the Look and Feel of the BPC CampusWEB	1.68%	4.57	4.49	4.38	4.41	4.69	.	.	4	15	34	88	108	76	1
How Easy is it to Navigate the CampusWEB	-0.45%	4.77	4.79	4.79	4.67	4.92	.	.	3	12	21	77	117	94	2
How Easy is it to use CampusWEB for On-line Course Registration	-1.87%	4.83	4.92	4.91	4.84	5.02	.	.	6	7	25	62	120	101	5
Rate the Availability of Computer Labs	1.16%	4.61	4.56	4.60	4.60	4.47	.	.	11	6	33	72	107	80	17
Rate the Availability of Classrooms with LCD Projectors	3.88%	4.47	4.30	4.38	4.25	4.28	.	.	9	16	24	73	94	60	50
Rate the Ease of contacting the Technology Help Desk	2.64%	4.19	4.08	4.13	4.10	4.02	.	.	8	13	22	48	46	29	160
Rate the responsiveness of the Technology Help Desk to problems you have reported	1.20%	4.09	4.04	4.13	4.02	3.97	.	.	9	14	25	47	36	29	166
Rate the Friendliness of the Technology Staff	-1.01%	4.48	4.53	4.67	4.52	4.39	.	.	7	14	17	43	54	51	140
Rate the Expertise of the Technology Staff	2.00%	4.50	4.41	4.59	4.28	4.36	.	.	5	8	21	51	48	47	146
If Wireless Access were introduced, how likely are you to use it	1.35%	5.27	5.20	5.29	5.09	5.22	.	.	2	4	17	26	42	142	93
If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-2.89%	4.24	4.37	4.36	4.12	4.62	.	.	15	8	28	44	43	45	143