

2008 Survey - % Change			C	2008 N=546	M (03-07)
27	PLANT OPERATIONS	Music facilities	13.92%	4.99	4.38
160	ADMINISTRATION	The VP for Enrollment Services	12.51%	5.09	4.53
177	TECHNOLOGY	Technology Dept. supportiveness	9.96%	5.11	4.65
178	TECHNOLOGY	Technology Dept. quality of service	8.80%	5.11	4.70
175	TECHNOLOGY	Technology Dept. communication	8.70%	5.08	4.67
179	TECHNOLOGY	Technology Dept. information availability	8.65%	4.98	4.59
163	ADMINISTRATION	The administration's responsiveness to & communication about your concerns	8.50%	4.80	4.42
75	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	7.90%	4.73	4.38
176	TECHNOLOGY	Technology Dept. efficiency	7.74%	4.96	4.61
174	TECHNOLOGY	Technology Dept. courtesy	7.53%	5.26	4.89
77	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	6.85%	4.61	4.32
111	ACADEMIC EXPERIENCE	Variety of degree programs	6.82%	4.45	4.17
132	QUALITY OF WORK LIFE	Academic freedom & professional security	6.63%	4.60	4.31
189	TECHNOLOGY	Rate the Availability of Classrooms with LCD Projectors	6.43%	4.44	4.18
76	VARIOUS STUDENT SERVICES & STAFF	Access to the internet	6.33%	4.88	4.59
15	LIBRARY	Library services registration process	6.22%	4.77	4.49
74	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	5.83%	4.69	4.43
13	LIBRARY	Library facilities	5.64%	4.95	4.69
11	LIBRARY	Library equipment (I.e., microfilm readers, etc.)	5.59%	4.77	4.52
184	TECHNOLOGY	How Useful is our Current BPC E-mail System	5.55%	4.86	4.61
191	TECHNOLOGY	Rate the responsiveness of the Technology Help Desk to problems you have reported	5.11%	4.24	4.04
46	POST OFFICE	Campus phone service	4.70%	4.95	4.73
173	TECHNOLOGY	Technology to improve classroom instruction	4.55%	4.53	4.33
193	TECHNOLOGY	Rate the Expertise of the Technology Staff	4.22%	4.51	4.33
192	TECHNOLOGY	Rate the Friendliness of the Technology Staff	3.41%	4.58	4.43
105	ACADEMIC EXPERIENCE	Treatment of ethical issues in courses	3.14%	4.84	4.69
110	ACADEMIC EXPERIENCE	Variety of courses offered each term	3.02%	4.02	3.91
28	PLANT OPERATIONS	Drama facilities	2.89%	3.55	3.45
126	QUALITY OF WORK LIFE	Non-teaching workload requirements	2.67%	4.39	4.28
104	ACADEMIC EXPERIENCE	Preparation for employment or grad school	2.55%	4.67	4.55
107	ACADEMIC EXPERIENCE	Quality of teaching in my Major	2.52%	5.10	4.98
109	ACADEMIC EXPERIENCE	Process for student evaluation of teachers	2.48%	4.69	4.57
190	TECHNOLOGY	Rate the Ease of contacting the Technology Help Desk	2.46%	4.20	4.10
62	CAMPUS STORE	Hours of operation	2.24%	4.78	4.68
133	QUALITY OF WORK LIFE	Curriculum policy & academic programs	2.22%	4.78	4.68
6	LIBRARY	Circulating/reserve services	2.21%	4.94	4.84
164	ADMINISTRATION	The administration informing you of relevant problems and decisions	1.65%	4.22	4.15
188	TECHNOLOGY	Rate the Availability of Computer Labs	1.43%	4.56	4.50
182	TECHNOLOGY	How Easy is it to Navigate the Web Site	1.36%	4.86	4.79
63	CAMPUS STORE	Quality of service offered	1.32%	5.00	4.94
54	CAMPUS STORE	Snack items	1.31%	4.86	4.80
56	CAMPUS STORE	Clothing	1.23%	4.80	4.74
183	TECHNOLOGY	How Useful is the content of the BPC Web Site	1.16%	4.79	4.74
4	LIBRARY	Adequate resources for assignments	1.11%	4.46	4.41
50	CAMPUS STORE	Availability of textbooks	1.01%	4.86	4.81
73	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	1.00%	4.23	4.18
67	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	0.95%	4.59	4.55
9	LIBRARY	Library orientation session	0.95%	4.79	4.74
14	LIBRARY	Operating hours	0.86%	4.77	4.73
10	LIBRARY	Computer access to collections	0.82%	4.69	4.66
8	LIBRARY	Interlibrary loan services	0.77%	4.81	4.77
139	EMPLOYEE BENEFITS	Prescription drug program	0.74%	4.52	4.48
5	LIBRARY	Electronic databases (I.e., GALILEO)	0.65%	4.81	4.77
58	CAMPUS STORE	General product availability	0.61%	4.74	4.71
194	TECHNOLOGY	If Wireless Access were introduced, how likely are you to use it	0.56%	5.02	4.99
51	CAMPUS STORE	Other educational material	0.52%	4.68	4.66
53	CAMPUS STORE	School and office supplies	0.50%	4.75	4.73
181	TECHNOLOGY	Rate the Look and Feel of the BPC Web Site	0.48%	4.55	4.53
57	CAMPUS STORE	General product quality	0.43%	4.89	4.87
118	ACADEMIC ADVISING	Overall advisement and registration process	0.39%	4.81	4.79
119	ACADEMIC ADVISING	Access to academic information (i.e., Grades)	0.34%	5.04	5.02
3	LIBRARY	Reference assistance	0.31%	4.93	4.91
60	CAMPUS STORE	Buyback purchases	0.28%	4.11	4.10
120	ACADEMIC ADVISING	Access to forms and services (I.e., Degree Audits)	0.20%	4.89	4.88
12	LIBRARY	Archives collection	0.19%	4.59	4.59
186	TECHNOLOGY	How Easy is it to Navigate the CampusWEB	0.17%	4.82	4.82
52	CAMPUS STORE	Other reading material	0.15%	4.36	4.35
1	LIBRARY	Rate the Library Staff	0.07%	4.95	4.94
114	ACADEMIC ADVISING	Advisor knowledgeable of my degree requirements	-0.01%	4.80	4.80
59	CAMPUS STORE	General product selection	-0.02%	4.62	4.62
165	ADMINISTRATION	Your involvement in decision making	-0.06%	4.09	4.09
2	LIBRARY	Library Procedures	-0.10%	4.87	4.88
103	ACADEMIC EXPERIENCE	Overall academic experience here	-0.10%	4.71	4.71
117	ACADEMIC ADVISING	Experience registering for classes	-0.15%	4.81	4.82
115	ACADEMIC ADVISING	Advisor answered the questions that I had	-0.21%	4.81	4.82
81	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	-0.24%	4.46	4.47
187	TECHNOLOGY	How Easy is it to use CampusWEB for On-line Course Registration	-0.30%	4.88	4.90
116	ACADEMIC ADVISING	Advisor knowledgeable of registration processes	-0.46%	4.89	4.91
87	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction (See line 153)	-0.54%	4.26	4.28

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128	QUALITY OF WORK LIFE	Personal reimbursements timely	-0.56%	4.63	4.66
101	PARKING & SECURITY	Overall security services	-0.60%	4.37	4.40
106	ACADEMIC EXPERIENCE	Learning Assistance Programs	-0.65%	4.56	4.59
78	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	-0.71%	4.82	4.86
29	PLANT OPERATIONS	Art facilities	-0.72%	3.96	3.99
80	VARIOUS STUDENT SERVICES & STAFF	Enforcement of rules & regulations concerning student behavior	-0.84%	4.47	4.51
167	ADMINISTRATION	The supervisors' evaluation of your performance	-0.92%	5.03	5.08
48	POST OFFICE	Friendliness of post office staff	-1.00%	5.18	5.23
108	ACADEMIC EXPERIENCE	Quality of teaching outside my Major	-1.03%	4.72	4.77
97	PARKING & SECURITY	Security walking on campus	-1.11%	4.37	4.42
142	EMPLOYEE BENEFITS	Retirement program	-1.14%	4.77	4.82
171	IRO OFFICE	Applicability of IR information to decision making	-1.28%	4.74	4.80
113	ACADEMIC ADVISING	Guidance from my academic advisor	-1.29%	4.61	4.67
153	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity for multicultural interaction	-1.33%	4.40	4.46
65	VARIOUS STUDENT SERVICES & STAFF	Student Affairs staff	-1.34%	4.73	4.79
88	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	-1.39%	3.99	4.04
195	TECHNOLOGY	If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-1.53%	4.24	4.31
147	EMPLOYEE BENEFITS	Long term disability	-1.58%	4.71	4.79
86	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	-1.66%	4.15	4.22
85	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus (See Line 151)	-1.77%	4.31	4.39
45	POST OFFICE	Rate the campus mail/package service	-1.78%	5.03	5.12
96	PARKING & SECURITY	Parking facilities	-1.82%	4.45	4.53
92	OFFICIAL OFFICES OF THE COLLEGE	Registrar's Office	-1.87%	4.50	4.59
55	CAMPUS STORE	Gifts	-1.90%	4.57	4.66
170	IRO OFFICE	Access to IR information (i.e., Fact Book)	-1.92%	5.00	5.10
82	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	-1.92%	4.28	4.36
136	EMPLOYEE BENEFITS	Health insurance program	-2.13%	4.38	4.48
79	VARIOUS STUDENT SERVICES & STAFF	Intramural program	-2.16%	4.60	4.70
122	QUALITY OF WORK LIFE	Overall employment satisfaction	-2.17%	4.73	4.84
72	VARIOUS STUDENT SERVICES & STAFF	Health services	-2.18%	4.15	4.24
185	TECHNOLOGY	Rate the Look and Feel of the BPC CampusWEB	-2.43%	4.56	4.68
146	EMPLOYEE BENEFITS	Reduced rate meals	-2.44%	5.24	5.38
84	VARIOUS STUDENT SERVICES & STAFF	Publications for students	-2.47%	4.00	4.10
26	PLANT OPERATIONS	Rating of science laboratories	-2.50%	4.61	4.73
99	PARKING & SECURITY	Security in classrooms	-2.51%	4.56	4.67
66	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	-2.57%	4.65	4.77
41	FOOD SERVICES	Friendliness of staff	-2.60%	4.96	5.09
23	PLANT OPERATIONS	Provisions for academic study in dorm	-2.64%	3.50	3.60
156	ADMINISTRATION	The President	-2.69%	4.62	4.74
71	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	-2.78%	4.55	4.68
123	QUALITY OF WORK LIFE	Process for hiring & recruiting professors/staff	-2.90%	4.35	4.48
37	FOOD SERVICES	Variety of food in downstairs cafeteria	-2.97%	3.88	4.00
155	ADMINISTRATION	Overall satisfaction with administration	-3.12%	4.44	4.59
100	PARKING & SECURITY	Information on contacting security	-3.21%	4.07	4.20
150	COLLEGE PURPOSES AND OPPORTUNITIES	Accuracy/completeness of purpose statements in college publications	-3.23%	4.55	4.70
20	PLANT OPERATIONS	Maintenance of your dorm room	-3.26%	3.91	4.04
25	PLANT OPERATIONS	Overall rating of class rooms	-3.31%	4.65	4.81
131	QUALITY OF WORK LIFE	Support for professional development	-3.35%	3.89	4.03
24	PLANT OPERATIONS	Maintenance of class rooms	-3.77%	4.70	4.89
32	PLANT OPERATIONS	Outdoor recreational facilities	-3.83%	4.15	4.32
61	CAMPUS STORE	Pricing	-3.87%	3.64	3.79
125	QUALITY OF WORK LIFE	Teaching/work load requirements	-3.88%	4.45	4.63
151	COLLEGE PURPOSES AND OPPORTUNITIES	Presence of Christian values across campus community	-3.88%	4.27	4.44
19	PLANT OPERATIONS	Overall rating of your resident hall	-4.01%	3.72	3.88
98	PARKING & SECURITY	Security in my dormitory	-4.09%	4.23	4.41
135	EMPLOYEE BENEFITS	Life insurance program	-4.15%	4.50	4.70
21	PLANT OPERATIONS	Overall rating of your dorm room	-4.17%	3.87	4.04
129	QUALITY OF WORK LIFE	Satisfaction with work	-4.22%	4.77	4.98
90	OFFICIAL OFFICES OF THE COLLEGE	Business Office/cashiers	-4.46%	4.38	4.59
31	PLANT OPERATIONS	Recreational facilities in old Student Center	-4.54%	3.79	3.97
94	OFFICIAL OFFICES OF THE COLLEGE	Admissions Office	-4.56%	4.53	4.75
145	EMPLOYEE BENEFITS	Vacation and sick leave	-4.89%	4.90	5.15
36	FOOD SERVICES	Quality of food in downstairs cafeteria	-4.92%	3.90	4.10
83	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	-4.94%	4.20	4.42
138	EMPLOYEE BENEFITS	Participating provider organization	-4.95%	4.28	4.50
42	FOOD SERVICES	The cafeteria/food court hours	-5.07%	4.03	4.25
140	EMPLOYEE BENEFITS	Dental insurance	-5.07%	3.90	4.11
169	IRO OFFICE	Institutional Research	-5.29%	4.83	5.10
152	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity to articulate moral issues in current events within college community	-5.40%	4.44	4.69
17	PLANT OPERATIONS	Rate the timeliness of response to maintenance requests	-5.52%	4.15	4.39
162	ADMINISTRATION	Direct supervisor (i.e., division chair)	-5.55%	4.71	4.99
166	ADMINISTRATION	Faculty governance structure	-5.82%	4.22	4.48
38	FOOD SERVICES	Quality of food in upstairs Food Court	-5.86%	4.44	4.72
70	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	-5.93%	4.31	4.58
40	FOOD SERVICES	Overall service	-6.08%	4.43	4.72
141	EMPLOYEE BENEFITS	Flexible benefits plan	-6.34%	4.63	4.94
144	EMPLOYEE BENEFITS	Employee scholarship plan	-6.54%	4.57	4.89
149	COLLEGE PURPOSES AND OPPORTUNITIES	College's articulation of missions/goals	-6.65%	4.43	4.75
124	QUALITY OF WORK LIFE	Tenure & promotion process	-6.66%	3.80	4.07

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33	PLANT OPERATIONS	Study facilities for commuter students	-6.67%	4.08	4.37
43	FOOD SERVICES	Vending outlets	-6.73%	3.73	4.00
18	PLANT OPERATIONS	Maintenance of your resident hall	-6.93%	3.55	3.81
47	POST OFFICE	Lost and found service	-7.09%	4.68	5.03
68	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	-7.19%	4.22	4.54
91	OFFICIAL OFFICES OF THE COLLEGE	Processing and paying refunds by Business Office	-7.44%	4.06	4.38
158	ADMINISTRATION	The VP for College Advancement	-7.45%	4.34	4.69
137	EMPLOYEE BENEFITS	Health insurance claim processing	-7.88%	4.12	4.48
22	PLANT OPERATIONS	Your dormitory rest room & lobby	-7.91%	3.37	3.66
127	QUALITY OF WORK LIFE	Salary	-7.92%	3.41	3.70
143	EMPLOYEE BENEFITS	Credit union	-8.64%	4.40	4.82
39	FOOD SERVICES	Variety of food in upstairs Food Court	-8.90%	4.04	4.43
34	PLANT OPERATIONS	Lounge & recreational facilities for commuters	-10.01%	3.88	4.31
30	PLANT OPERATIONS	Recreational facilities in Student Act. Center	-10.24%	4.46	4.96
157	ADMINISTRATION	The Provost	-11.25%	4.35	4.91
159	ADMINISTRATION	The VP for Finance & Administration	-11.66%	4.36	4.93
93	OFFICIAL OFFICES OF THE COLLEGE	Financial Aid Office	-11.67%	3.96	4.48
130	QUALITY OF WORK LIFE	Overall college financial resources	-13.77%	3.22	3.73
7	LIBRARY	Adequate periodicals for assignments	.	.	4.55
161	ADMINISTRATION	Executive Director for Church Relations	.	.	4.76