

# EXTERNAL STUDENTS

2005 Survey Results by Rank			2005 N=375		NA	Response
1	PLANT OPERATIONS AND FACILITIES	15. Maintenance of class rooms	5.08	■	29	92.27%
2	ACADEMIC EXPERIENCE	63. Quality of teaching in my Major	5.04	■	45	88.00%
3	ACADEMIC ADVISING	73. Access to academic information (i.e., Grades)	5.03	■	28	92.53%
4	PLANT OPERATIONS AND FACILITIES	16. Overall rating of class rooms	4.99	■	28	92.53%
5	ACADEMIC EXPERIENCE	61. Treatment of ethical issues in courses	4.98	■	64	82.93%
6	ACADEMIC EXPERIENCE	59. Overall academic experience here	4.97	■	11	97.07%
7	ACADEMIC EXPERIENCE	64. Quality of teaching outside my Major	4.96	■	58	84.53%
8	PARKING AND SECURITY	56. Security in classrooms	4.94	■	89	76.27%
9	VARIOUS STUDENT SERVICES & STAFF	43. Enforcement of rules & regulations concerning student behavior	4.91	■	98	73.87%
10	OFFICIAL OFFICES OF THE COLLEGE	53. Admissions Office	4.91	■	54	85.60%
11	ACADEMIC EXPERIENCE	65. Process for student evaluation of teachers	4.88	■	33	91.20%
12	ACADEMIC ADVISING	74. Access to forms and services (i.e., Degree audits)	4.88	■	43	88.53%
13	OFFICIAL OFFICES OF THE COLLEGE	51. Registrar's Office	4.87	■	53	85.87%
14	ACADEMIC ADVISING	70. Advisor knowledgeable of registration processes	4.87	■	31	91.73%
15	ACADEMIC ADVISING	71. Experience registering for classes	4.87	■	19	94.93%
16	VARIOUS STUDENT SERVICES & STAFF	46. Christian values across the campus	4.86	■	94	74.93%
17	PARKING AND SECURITY	54. Parking facilities	4.86	■	46	87.73%
18	PARKING AND SECURITY	58. Overall security services	4.84	■	83	77.87%
19	PARKING AND SECURITY	55. Security walking on campus	4.83		82	78.13%
20	ACADEMIC EXPERIENCE	60. Preparation for employment or grad school	4.83		62	83.47%
21	CAMPUS STORE	30. Quality of service offered	4.81		66	82.40%
22	OFFICIAL OFFICES OF THE COLLEGE	49. Business Office/Cashiers	4.81		79	78.93%
23	ACADEMIC EXPERIENCE	62. Learning Assistance Programs	4.80		147	60.80%
24	OFFICIAL OFFICES OF THE COLLEGE	52. Financial Aid Office	4.79		51	86.40%
25	ACADEMIC ADVISING	68. Advisor knowledgeable of my degree requirements	4.76		31	91.73%
26	ACADEMIC ADVISING	69. Advisor answered the questions that I had	4.76		32	91.47%
27	ACADEMIC ADVISING	72. Overall advisement and registration process	4.74		25	93.33%
28	CAMPUS STORE	20. Availability of textbooks	4.72		40	89.33%
29	PARKING AND SECURITY	57. Information on contacting security	4.72		134	64.27%
30	VARIOUS STUDENT SERVICES & STAFF	48. Opportunities of multicultural interaction	4.68		147	60.80%
31	ACADEMIC ADVISING	67. Guidance from my academic advisor	4.68		31	91.73%
32	VARIOUS STUDENT SERVICES & STAFF	31. Student Affairs staff	4.67		186	50.40%
33	OFFICIAL OFFICES OF THE COLLEGE	50. Processing and paying refunds by Business Office	4.67		88	76.53%
34	LIBRARY	5. Electronic databases (i.e., GALILEO)	4.66		183	51.20%
35	VARIOUS STUDENT SERVICES & STAFF	44. Student judicial process	4.64		201	46.40%
36	LIBRARY	1. (Rate the) Library Staff	4.62		232	38.13%
37	LIBRARY	6. Intra-library loan services (Main & External campuses)	4.61		230	38.67%
38	CAMPUS STORE	24. General product quality	4.61		108	71.20%
39	LIBRARY	8. Library orientation session	4.55		252	32.80%
40	VARIOUS STUDENT SERVICES & STAFF	34. Career Planning & Placement Center	4.54		248	33.87%
41	LIBRARY	2. Library Procedures	4.53		219	41.60%
42	LIBRARY	14. Library services registration process	4.53		232	38.13%
43	CAMPUS STORE	21. Other educational material	4.53		113	69.87%
44	LIBRARY	7. Interlibrary loan services	4.52		251	33.07%

# EXTERNAL STUDENTS

<i>2005 Survey Results by Rank</i>			2005 N=375		NA	Response
45	LIBRARY	13. Operating hours	4.52		208	44.53%
46	CAMPUS STORE	25. General product availability	4.52		113	69.87%
47	VARIOUS STUDENT SERVICES & STAFF	45. Procedures to address formal complaints	4.52		183	51.20%
48	VARIOUS STUDENT SERVICES & STAFF	47. Cultural opportunities	4.52		157	58.13%
49	CAMPUS STORE	26. General product selection	4.50		114	69.60%
50	CAMPUS STORE	23. School and office supplies	4.49		131	65.07%
51	VARIOUS STUDENT SERVICES & STAFF	32. Counseling Center	4.47		229	38.93%
52	VARIOUS STUDENT SERVICES & STAFF	38. Information on contacting emergency medical personnel	4.46		258	31.20%
53	VARIOUS STUDENT SERVICES & STAFF	35. Diagnostic testing services	4.43		255	32.00%
54	PLANT OPERATIONS AND FACILITIES	19. Lounge & recreational facilities for commuters	4.42		118	68.53%
55	CAMPUS STORE	29. Hours of operation	4.42		70	81.33%
56	ACADEMIC EXPERIENCE	66. Variety of degree programs	4.42		28	92.53%
57	PLANT OPERATIONS AND FACILITIES	17. Rating of science laboratories	4.41	<input type="checkbox"/>	165	56.00%
58	CAMPUS STORE	22. Other reading material	4.41	<input type="checkbox"/>	134	64.27%
59	VARIOUS STUDENT SERVICES & STAFF	33. Disability Support Services	4.40	<input type="checkbox"/>	279	25.60%
60	LIBRARY	3. Reference assistance	4.38	<input type="checkbox"/>	222	40.80%
61	LIBRARY	10. Archives collection	4.34	<input type="checkbox"/>	251	33.07%
62	LIBRARY	9. Computer access to collections	4.30	<input type="checkbox"/>	224	40.27%
63	PLANT OPERATIONS AND FACILITIES	18. Study facilities for commuter students	4.29	<input type="checkbox"/>	126	66.40%
64	VARIOUS STUDENT SERVICES & STAFF	37. Health services	4.26	<input type="checkbox"/>	283	24.53%
65	LIBRARY	4. Adequate resources for assignments	4.25	<input type="checkbox"/>	204	45.60%
66	VARIOUS STUDENT SERVICES & STAFF	36. Tutoring services	4.18	<input type="checkbox"/>	271	27.73%
67	LIBRARY	12. Library facilities	4.16	<input type="checkbox"/>	222	40.80%
68	VARIOUS STUDENT SERVICES & STAFF	41. Access to the internet	4.15	<input type="checkbox"/>	114	69.60%
69	LIBRARY	11. Library equipment (i.e., microfilm readers, etc.)	4.11	<input type="checkbox"/>	248	33.87%
70	CAMPUS STORE	27. Buyback purchases	3.98	<input type="checkbox"/>	106	71.73%
71	VARIOUS STUDENT SERVICES & STAFF	42. Computer assistance and instruction	3.86	<input type="checkbox"/>	160	57.33%
72	VARIOUS STUDENT SERVICES & STAFF	40. Availability of computers and printers	3.75	<input type="checkbox"/>	116	69.07%
73	VARIOUS STUDENT SERVICES & STAFF	39. Computer laboratory facilities	3.71	<input type="checkbox"/>	143	61.87%
74	CAMPUS STORE	28. Pricing	3.40	<input type="checkbox"/>	60	84.00%