

External Students

	C 09-M	2009 N=113	M (04-08)	2008 N=219	2007 N=277	2006 N=300	2005 N=375	2004 N=486	1	2	3	4	5	6	NA
LIBRARY															
Rate the Library Staff	-7.29%	4.15	4.48	4.51	4.32	4.63	4.62	4.30	5	1	0	6	7	7	87
Library Procedures	-10.77%	3.93	4.40	4.53	4.22	4.64	4.53	4.10	4	4	1	9	5	7	83
Reference assistance	-2.34%	4.28	4.38	4.67	4.13	4.62	4.38	4.11	3	4	1	8	5	11	81
Adequate resources for assignments	0.05%	4.26	4.26	4.56	4.15	4.39	4.25	3.94	5	4	1	9	11	12	71
Electronic databases (i.e., GALILEO)	0.00%	4.57	4.57	4.61	4.46	4.81	4.66	4.31	5	3	4	12	14	23	52
Interlibrary loan services	-17.26%	3.73	4.51	4.39	4.24	5.21	4.52	4.18	8	1	3	7	8	6	80
Library orientation session	-9.71%	3.86	4.28	4.52	4.06	4.44	4.55	3.81	6	1	1	9	7	5	84
Computer access to collections	-8.92%	3.98	4.37	4.68	4.45	4.50	4.30	3.92	9	2	4	7	10	12	69
Library equipment (i.e., microfilm readers, etc.)	-8.95%	3.85	4.23	4.59	4.28	4.20	4.11	3.96	7	2	1	7	11	5	80
Archives collection	-10.51%	3.76	4.20	4.32	4.15	4.28	4.34	3.92	7	3	1	8	8	6	80
Library facilities	-5.57%	4.09	4.33	4.65	4.35	4.33	4.16	4.17	8	1	2	12	8	12	70
Operating hours	-4.80%	4.43	4.65	4.84	4.60	4.64	4.52	4.67	5	2	4	9	9	17	67
Library services registration process	-12.21%	4.00	4.56	4.77	4.35	4.58	4.53	.	7	1	4	5	9	9	78
PLANT OPERATIONS AND FACILITIES															
Maintenance of class rooms	-1.92%	4.96	5.06	4.96	4.91	5.16	5.08	5.17	6	1	4	19	23	50	10
Overall rating of class rooms	-1.14%	4.93	4.99	4.91	4.84	5.11	4.99	5.09	5	1	5	18	31	44	9
Rating of science laboratories	-3.17%	4.38	4.52	4.47	4.42	4.77	4.41	4.55	8	3	3	10	13	21	55
Study facilities for commuter students	0.13%	4.42	4.41	4.33	4.57	4.48	4.29	4.40	8	4	8	14	17	28	34
Lounge & recreational facilities for commuters	-0.16%	4.32	4.33	4.13	4.40	4.40	4.42	4.28	9	3	9	11	17	24	40
CAMPUS STORE															
Availability of textbooks	-6.84%	4.30	4.62	4.58	4.58	4.75	4.72	4.45	10	4	11	18	21	28	21
Other educational material	-9.62%	4.10	4.54	4.62	4.47	4.62	4.53	4.44	10	4	10	14	15	20	40
Other reading material	-14.25%	3.78	4.41	4.36	4.43	4.52	4.41	4.32	11	7	7	15	15	12	46
School and office supplies	-7.17%	4.15	4.47	4.45	4.31	4.90	4.45	4.24	10	3	9	15	14	21	41
General product quality	-6.40%	4.39	4.69	4.86	4.61	4.70	4.61	4.67	10	3	9	12	19	29	31
General product availability	-8.00%	4.25	4.62	4.72	4.45	4.55	4.52	4.86	10	4	11	11	21	24	32
General product selection	-9.28%	4.09	4.51	4.66	4.43	4.52	4.50	4.43	11	5	10	12	22	19	34
Buyback purchases	5.00%	4.07	3.88	4.19	3.92	3.70	3.98	3.59	11	8	11	12	18	24	29
Pricing	4.65%	3.38	3.23	3.32	3.24	3.15	3.40	3.04	21	11	13	18	12	15	23
Hours of operation	-2.14%	4.25	4.34	4.59	4.12	4.29	4.42	4.30	9	10	9	11	22	28	24
Quality of service offered	-0.90%	4.72	4.76	5.07	4.64	4.81	4.81	4.48	8	2	7	14	17	41	24
VARIOUS STUDENT SERVICES & STAFF															
Student Affairs staff	-8.20%	4.33	4.72	4.84	4.64	4.52	4.67	4.92	7	2	4	11	13	17	59
Counseling Center	-4.01%	4.37	4.55	4.49	4.48	4.47	4.47	4.85	6	3	5	7	9	19	64
Disability Support Services	-2.72%	4.26	4.38	4.53	4.20	4.21	4.40	4.56	4	0	2	5	4	8	90
Career Planning & Placement Center	-8.39%	4.08	4.45	4.52	4.30	4.27	4.54	4.64	7	2	3	8	7	12	74
Diagnostic testing services	-13.91%	3.89	4.52	4.27	4.13	5.06	4.43	4.70	6	1	2	7	3	8	86
Tutoring services	-8.82%	3.81	4.18	3.93	3.93	4.36	4.18	4.49	6	2	4	6	6	7	82

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Health services	-15.88%	3.63	4.32	4.20	4.11	4.34	4.26	4.67	8	1	2	5	4	7	86
Information on contacting emergency medical personnel	-13.41%	3.94	4.55	4.50	4.46	4.53	4.46	4.80	6	2	4	6	6	9	80
Computer laboratory facilities	-0.80%	4.25	4.28	4.32	4.70	4.55	3.71	4.14	10	5	5	17	16	24	36
Availability of computers and printers	-0.93%	4.25	4.29	4.40	4.62	4.51	3.75	4.17	11	7	8	13	19	29	26
Access to the internet	-1.55%	4.50	4.57	4.60	4.81	4.77	4.15	4.52	7	6	6	15	25	29	25
Computer assistance and instruction	1.18%	4.30	4.25	4.47	4.56	4.31	3.86	4.05	8	3	6	10	17	19	50
Enforcement of rules & regulations concerning student behavior	-0.26%	4.88	4.89	4.96	4.84	4.85	4.91	4.90	6	2	2	9	12	35	47
Student judicial process	2.51%	4.77	4.65	4.80	4.49	4.66	4.64	4.68	3	1	4	6	5	20	74
Procedures to address formal complaints	1.17%	4.54	4.49	4.60	4.41	4.43	4.52	4.48	7	1	5	10	8	25	57
Christian values across the campus (See Line 151)	-3.94%	4.63	4.82	4.96	4.67	4.77	4.86	4.84	8	3	6	16	16	37	27
Cultural opportunities	-2.17%	4.53	4.63	4.73	4.50	4.71	4.52	4.69	7	2	3	7	15	21	58
Opportunities of multicultural interaction (See line 153)	-4.02%	4.55	4.74	4.86	4.65	4.86	4.68	4.65	6	5	3	9	16	25	49
OFFICIAL OFFICES OF THE COLLEGE															
Business Office/cashiers	-7.16%	4.42	4.76	4.64	4.64	4.86	4.81	4.85	9	2	14	15	19	32	22
Processing and paying refunds by Business Office	-10.92%	4.06	4.56	4.38	4.38	4.78	4.67	4.58	11	9	11	15	11	28	28
Registrar's Office	-3.87%	4.57	4.75	4.66	4.58	4.84	4.87	4.82	9	4	8	18	15	41	18
Financial Aid Office	-9.10%	4.14	4.55	4.18	4.13	4.84	4.79	4.83	13	1	15	20	15	27	22
Admissions Office	-5.15%	4.56	4.81	4.58	4.65	4.97	4.91	4.93	9	3	8	21	12	41	19
PARKING AND SECURITY															
Parking facilities	-3.14%	4.70	4.85	4.95	4.77	5.05	4.86	4.63	9	3	7	15	17	45	17
Security walking on campus	-9.50%	4.19	4.63	4.35	4.49	4.63	4.83	4.85	13	6	6	16	13	30	29
Security in classrooms	-6.24%	4.49	4.79	4.58	4.63	4.86	4.94	4.93	9	4	7	17	14	35	27
Information on contacting security	-11.71%	3.88	4.39	3.87	4.18	4.51	4.72	4.69	12	8	6	13	8	21	45
Overall security services	-8.23%	4.28	4.66	4.38	4.56	4.62	4.84	4.92	12	4	6	14	16	28	33
ACADEMIC EXPERIENCE															
Overall academic experience here	-0.84%	4.83	4.87	4.77	4.85	4.91	4.97	4.85	4	2	9	19	26	42	11
Preparation for employment or grad school	-4.71%	4.53	4.75	4.79	4.71	4.74	4.83	4.70	14	8	14	31	37	62	60
Treatment of ethical issues in courses	-3.49%	4.75	4.92	4.97	4.83	4.88	4.98	4.95	6	4	6	15	20	40	22
Learning Assistance Programs	-9.38%	4.25	4.69	4.55	4.66	4.75	4.80	4.69	10	3	2	12	15	19	52
Quality of teaching in my Major	-3.47%	4.86	5.03	5.08	5.02	5.02	5.04	5.01	7	1	7	13	17	45	23
Quality of teaching outside my Major	-1.62%	4.86	4.94	4.92	4.88	5.00	4.96	4.94	6	2	5	19	20	45	16
Process for student evaluation of teachers	-4.19%	4.61	4.81	4.87	4.81	4.77	4.88	4.73	5	6	9	21	18	39	15
Variety of degree programs	-6.26%	4.16	4.44	4.57	4.24	4.56	4.42	4.40	13	5	16	15	19	31	14
ACADEMIC ADVISING															
Guidance from my academic advisor	-1.14%	4.59	4.64	4.43	4.58	4.67	4.68	4.86	11	9	5	12	15	51	10
Advisor knowledgeable of my degree requirements	-1.16%	4.74	4.80	4.72	4.72	4.85	4.76	4.93	7	7	7	15	17	51	9
Advisor answered the questions that I had	1.22%	4.84	4.78	4.64	4.67	4.84	4.76	5.00	8	5	5	14	18	54	9
Advisor knowledgeable of registration processes	1.31%	4.98	4.92	4.80	4.93	4.91	4.87	5.07	6	4	4	15	19	57	8
Experience registering for classes	-2.29%	4.74	4.85	4.67	4.83	4.94	4.87	4.94	8	7	6	11	24	49	8

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Overall advisement and registration process	-2.20%	4.69	4.80	4.66	4.79	4.82	4.74	4.97	9	7	6	13	21	49	8
Access to academic information (i.e., Grades)	-1.18%	5.00	5.06	5.01	5.07	5.08	5.03	5.11	5	4	5	15	18	57	9
Access to forms and services (i.e., Degree Audits)	-2.10%	4.81	4.91	4.90	4.81	4.92	4.88	5.06	6	6	5	15	20	48	13
TECHNOLOGY															
Rate the Look and Feel of the BPC Web Site	3.99%	4.94	4.75	4.83	4.76	4.66	.	.	3	2	8	20	29	47	4
How Easy is it to Navigate the Web Site	1.20%	4.92	4.86	4.92	4.76	4.91	.	.	5	3	4	21	26	49	5
How Useful is the content of the BPC Web Site	0.12%	4.89	4.88	4.94	4.84	4.87	.	.	6	2	4	20	30	46	5
How Useful is our Current BPC E-mail System	8.74%	4.76	4.38	4.65	4.20	4.28	.	.	7	5	7	15	24	47	8
Rate the Look and Feel of the BPC CampusWEB	2.10%	4.88	4.78	4.74	4.65	4.95	.	.	6	2	6	16	30	45	8
How Easy is it to Navigate the CampusWEB	1.99%	4.94	4.84	4.86	4.67	5.00	.	.	6	1	5	17	28	48	8
How Easy is it to use CampusWEB for On-line Course Registration	1.27%	4.92	4.86	4.85	4.70	5.02	.	.	5	2	5	18	27	46	10
Rate the Availability of Computer Labs	-2.14%	4.39	4.49	4.53	4.49	4.44	.	.	6	4	11	13	17	25	37
Rate the Availability of Classrooms with LCD Projectors	2.22%	4.32	4.23	4.51	4.02	4.15	.	.	6	3	9	19	14	21	41
Rate the Ease of contacting the Technology Help Desk	-11.24%	3.71	4.18	4.27	4.09	4.18	.	.	6	4	2	7	5	7	82
Rate the responsiveness of the Technology Help Desk to problems you have reported	-12.97%	3.63	4.17	4.35	3.96	4.20	.	.	7	4	1	6	5	7	83
Rate the Friendliness of the Technology Staff	-3.16%	4.29	4.43	4.49	4.26	4.54	.	.	3	3	1	6	6	9	85
Rate the Expertise of the Technology Staff	-1.61%	4.29	4.36	4.42	4.20	4.46	.	.	4	2	1	5	7	9	85
If Wireless Access were introduced, how likely are you to use it	-9.98%	4.32	4.80	4.75	4.73	4.92	.	.	8	2	2	8	9	18	66
If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-0.59%	4.18	4.21	4.13	4.12	4.37	.	.	4	5	3	7	8	12	74