

2009 Survey - % Change			C	2009 N=538	M (04-08)
27	PLANT OPERATIONS	Music facilities	11.07%	5.00	4.50
29	PLANT OPERATIONS	Art facilities	9.18%	4.32	3.95
158	ADMINISTRATION	The VP for College Advancement	8.35%	5.03	4.64
177	TECHNOLOGY	Technology Dept. supportiveness	8.31%	5.11	4.71
28	PLANT OPERATIONS	Drama facilities	8.14%	3.81	3.52
160	ADMINISTRATION	The VP for Enrollment Services	7.44%	4.98	4.64
174	TECHNOLOGY	Technology Dept. courtesy	7.23%	5.29	4.93
178	TECHNOLOGY	Technology Dept. quality of service	6.59%	5.07	4.76
176	TECHNOLOGY	Technology Dept. efficiency	6.48%	4.97	4.67
179	TECHNOLOGY	Technology Dept. information availability	6.41%	4.95	4.65
175	TECHNOLOGY	Technology Dept. communication	6.36%	5.05	4.75
31	PLANT OPERATIONS	Recreational facilities in old Student Center	5.71%	4.17	3.94
184	TECHNOLOGY	How Useful is our Current BPC E-mail System	5.01%	4.93	4.69
138	EMPLOYEE BENEFITS	Participating provider organization	4.68%	4.63	4.42
181	TECHNOLOGY	Rate the Look and Feel of the BPC Web Site	4.14%	4.72	4.53
72	VARIOUS STUDENT SERVICES & STAFF	Health services	3.51%	4.35	4.20
77	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	3.30%	4.55	4.41
189	TECHNOLOGY	Rate the Availability of Classrooms with LCD Projectors	3.06%	4.40	4.26
67	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	2.96%	4.64	4.51
137	EMPLOYEE BENEFITS	Health insurance claim processing	2.84%	4.51	4.39
32	PLANT OPERATIONS	Outdoor recreational facilities	2.81%	4.39	4.27
136	EMPLOYEE BENEFITS	Health insurance program	2.76%	4.58	4.45
132	QUALITY OF WORK LIFE	Academic freedom & professional security	2.11%	4.55	4.46
60	CAMPUS STORE	Buyback purchases	1.94%	4.26	4.18
185	TECHNOLOGY	Rate the Look and Feel of the BPC CampusWEB	1.90%	4.73	4.64
66	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	1.58%	4.77	4.69
139	EMPLOYEE BENEFITS	Prescription drug program	1.36%	4.55	4.48
23	PLANT OPERATIONS	Provisions for academic study in dorm	1.12%	3.55	3.51
183	TECHNOLOGY	How Useful is the content of the BPC Web Site	1.09%	4.81	4.76
133	QUALITY OF WORK LIFE	Curriculum policy & academic programs	0.90%	4.72	4.68
182	TECHNOLOGY	How Easy is it to Navigate the Web Site	0.80%	4.85	4.81
186	TECHNOLOGY	How Easy is it to Navigate the CampusWEB	0.77%	4.86	4.82
84	VARIOUS STUDENT SERVICES & STAFF	Publications for students	0.65%	4.12	4.09
56	CAMPUS STORE	Clothing	0.63%	4.78	4.75
17	PLANT OPERATIONS	Rate the timeliness of response to maintenance requests	0.62%	4.35	4.32
55	CAMPUS STORE	Gifts	0.56%	4.66	4.63
149	COLLEGE PURPOSES AND OPPORTUNITIES	College's articulation of missions/goals	0.53%	4.72	4.69
115	ACADEMIC ADVISING	Advisor answered the questions that I had	0.51%	4.86	4.83
162	ADMINISTRATION	Direct supervisor (i.e., division chair)	0.36%	4.98	4.96
46	CAMPUS MAIL SERVICES	Campus phone service	0.35%	4.76	4.74
116	ACADEMIC ADVISING	Advisor knowledgeable of registration processes	0.26%	4.95	4.93
62	CAMPUS STORE	Hours of operation	0.22%	4.66	4.65
193	TECHNOLOGY	Rate the Expertise of the Technology Staff	0.21%	4.40	4.39
61	CAMPUS STORE	Pricing	-0.05%	3.78	3.78
82	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	-0.07%	4.35	4.35
144	EMPLOYEE BENEFITS	Employee scholarship plan	-0.11%	4.78	4.78
73	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	-0.17%	4.23	4.23
113	ACADEMIC ADVISING	Guidance from my academic advisor	-0.22%	4.67	4.68
114	ACADEMIC ADVISING	Advisor knowledgeable of my degree requirements	-0.26%	4.82	4.83
187	TECHNOLOGY	How Easy is it to use CampusWEB for On-line Course Registration	-0.31%	4.88	4.89
18	PLANT OPERATIONS	Maintenance of your resident hall	-0.40%	3.66	3.67
188	TECHNOLOGY	Rate the Availability of Computer Labs	-0.47%	4.50	4.52
117	ACADEMIC ADVISING	Experience registering for classes	-0.47%	4.82	4.84
152	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity to articulate moral issues in current events within college community	-0.58%	4.62	4.64
75	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	-0.64%	4.45	4.47
63	CAMPUS STORE	Quality of service offered	-0.76%	4.92	4.95
87	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction (See line 153)	-0.80%	4.27	4.30
150	COLLEGE PURPOSES AND OPPORTUNITIES	Accuracy/completeness of purpose statements in college publications	-0.81%	4.63	4.67

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76	VARIOUS STUDENT SERVICES & STAFF	Access to the internet	-0.81%	4.65	4.68
22	PLANT OPERATIONS	Your dormitory rest room & lobby	-0.93%	3.49	3.52
118	ACADEMIC ADVISING	Overall advisement and registration process	-0.94%	4.78	4.82
26	PLANT OPERATIONS	Rating of science laboratories	-0.97%	4.66	4.71
103	ACADEMIC EXPERIENCE	Overall academic experience here	-0.99%	4.69	4.74
78	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	-1.01%	4.82	4.87
24	PLANT OPERATIONS	Maintenance of class rooms	-1.02%	4.78	4.83
71	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	-1.16%	4.56	4.61
119	ACADEMIC ADVISING	Access to academic information (i.e., Grades)	-1.16%	4.97	5.02
110	ACADEMIC EXPERIENCE	Variety of courses offered each term	-1.20%	3.92	3.97
120	ACADEMIC ADVISING	Access to forms and services (i.e., Degree Audits)	-1.22%	4.83	4.88
131	QUALITY OF WORK LIFE	Support for professional development	-1.25%	3.97	4.02
74	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	-1.32%	4.45	4.51
153	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity for multicultural interaction	-1.34%	4.43	4.49
96	PARKING AND SECURITY	Parking facilities	-1.35%	4.45	4.51
37	FOOD SERVICES	Variety of food in downstairs cafeteria	-1.40%	3.92	3.98
128	QUALITY OF WORK LIFE	Personal reimbursements timely	-1.41%	4.60	4.66
45	CAMPUS MAIL SERVICES	Rate the campus mail/package service	-1.47%	5.01	5.08
92	OFFICIAL OFFICES OF THE COLLEGE	Registrar's Office	-1.51%	4.53	4.60
48	CAMPUS MAIL SERVICES	Friendliness of post office staff	-1.64%	5.09	5.17
50	CAMPUS STORE	Availability of textbooks	-1.68%	4.77	4.85
88	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	-1.69%	3.97	4.04
108	ACADEMIC EXPERIENCE	Quality of teaching outside my Major	-1.70%	4.70	4.78
195	TECHNOLOGY	If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-1.76%	4.21	4.29
41	FOOD SERVICES	Friendliness of staff	-1.79%	4.96	5.05
109	ACADEMIC EXPERIENCE	Process for student evaluation of teachers	-1.92%	4.52	4.60
86	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	-2.05%	4.11	4.19
192	TECHNOLOGY	Rate the Friendliness of the Technology Staff	-2.07%	4.39	4.48
47	CAMPUS MAIL SERVICES	Lost and found service	-2.11%	4.85	4.96
173	TECHNOLOGY	Technology to improve classroom instruction	-2.18%	4.25	4.34
57	CAMPUS STORE	General product quality	-2.19%	4.75	4.85
36	FOOD SERVICES	Quality of food in downstairs cafeteria	-2.35%	3.97	4.07
105	ACADEMIC EXPERIENCE	Treatment of ethical issues in courses	-2.36%	4.64	4.75
167	ADMINISTRATION	The supervisors' evaluation of your performance	-2.36%	4.97	5.09
40	FOOD SERVICES	Overall service	-2.46%	4.51	4.62
85	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus (See Line 151)	-2.47%	4.27	4.38
25	PLANT OPERATIONS	Overall rating of class rooms	-2.50%	4.65	4.77
5	LIBRARY	Electronic databases (i.e., GALILEO)	-2.62%	4.66	4.78
53	CAMPUS STORE	School and office supplies	-2.64%	4.62	4.74
58	CAMPUS STORE	General product availability	-2.68%	4.57	4.69
111	ACADEMIC EXPERIENCE	Variety of degree programs	-2.73%	4.19	4.30
52	CAMPUS STORE	Other reading material	-2.74%	4.26	4.38
107	ACADEMIC EXPERIENCE	Quality of teaching in my Major	-2.85%	4.88	5.02
151	COLLEGE PURPOSES AND OPPORTUNITIES	Presence of Christian values across campus community	-3.03%	4.30	4.43
124	QUALITY OF WORK LIFE	Tenure & promotion process	-3.07%	3.87	3.99
129	QUALITY OF WORK LIFE	Satisfaction with work	-3.08%	4.77	4.92
83	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	-3.12%	4.24	4.37
125	QUALITY OF WORK LIFE	Teaching/work load requirements	-3.19%	4.43	4.58
54	CAMPUS STORE	Snack items	-3.21%	4.62	4.77
164	ADMINISTRATION	The administration informing you of relevant problems and decisions	-3.25%	4.08	4.22
142	EMPLOYEE BENEFITS	Retirement program	-3.25%	4.65	4.81
59	CAMPUS STORE	General product selection	-3.32%	4.44	4.60
104	ACADEMIC EXPERIENCE	Preparation for employment or grad school	-3.34%	4.47	4.62
101	PARKING AND SECURITY	Overall security services	-3.35%	4.26	4.41
81	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	-3.44%	4.32	4.47
135	EMPLOYEE BENEFITS	Life insurance program	-3.51%	4.50	4.66
51	CAMPUS STORE	Other educational material	-3.57%	4.52	4.68
80	VARIOUS STUDENT SERVICES & STAFF	Enforcement of rules & regulations concerning student behavior	-3.67%	4.33	4.50
4	LIBRARY	Adequate resources for assignments	-3.68%	4.24	4.40
146	EMPLOYEE BENEFITS	Reduced rate meals	-3.78%	5.15	5.35
6	LIBRARY	Circulating/reserve services	-3.86%	4.67	4.86

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155	ADMINISTRATION	Overall satisfaction with administration	-3.92%	4.40	4.58
141	EMPLOYEE BENEFITS	Flexible benefits plan	-3.93%	4.68	4.87
13	LIBRARY	Library facilities	-3.95%	4.56	4.74
145	EMPLOYEE BENEFITS	Vacation and sick leave	-3.97%	4.90	5.10
97	PARKING AND SECURITY	Security walking on campus	-3.98%	4.26	4.44
171	IRO OFFICE	Applicability of IR information to decision making	-4.05%	4.65	4.84
194	TECHNOLOGY	If Wireless Access were introduced, how likely are you to use it	-4.09%	4.80	5.00
70	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	-4.12%	4.29	4.48
19	PLANT OPERATIONS	Overall rating of your resident hall	-4.13%	3.62	3.78
38	FOOD SERVICES	Quality of food in upstairs Food Court	-4.23%	4.44	4.63
190	TECHNOLOGY	Rate the Ease of contacting the Technology Help Desk	-4.38%	3.95	4.13
3	LIBRARY	Reference assistance	-4.50%	4.64	4.86
1	LIBRARY	Rate the Library Staff	-4.56%	4.66	4.89
123	QUALITY OF WORK LIFE	Process for hiring & recruiting professors/staff	-4.64%	4.26	4.47
20	PLANT OPERATIONS	Maintenance of your dorm room	-4.68%	3.75	3.93
68	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	-4.69%	4.20	4.40
156	ADMINISTRATION	The President	-4.74%	4.57	4.79
170	IRO OFFICE	Access to IR information (i.e., Fact Book)	-4.78%	4.85	5.09
126	QUALITY OF WORK LIFE	Non-teaching workload requirements	-4.83%	4.10	4.31
94	OFFICIAL OFFICES OF THE COLLEGE	Admissions Office	-5.14%	4.48	4.72
14	LIBRARY	Operating hours	-5.18%	4.49	4.74
143	EMPLOYEE BENEFITS	Credit union	-5.24%	4.54	4.79
11	LIBRARY	Library equipment (i.e., microfilm readers, etc.)	-5.43%	4.28	4.52
10	LIBRARY	Computer access to collections	-5.53%	4.41	4.66
163	ADMINISTRATION	The administration's responsiveness to & communication about your concerns	-5.61%	4.30	4.56
99	PARKING AND SECURITY	Security in classrooms	-5.64%	4.38	4.64
65	VARIOUS STUDENT SERVICES & STAFF	Student Affairs staff	-5.78%	4.51	4.79
30	PLANT OPERATIONS	Recreational facilities in Student Act. Center	-5.90%	4.52	4.80
169	IRO OFFICE	Institutional Research	-5.93%	4.79	5.09
33	PLANT OPERATIONS	Study facilities for commuter students	-6.00%	4.09	4.35
191	TECHNOLOGY	Rate the responsiveness of the Technology Help Desk to problems you have reported	-6.00%	3.86	4.11
34	PLANT OPERATIONS	Lounge & recreational facilities for commuters	-6.07%	4.01	4.27
90	OFFICIAL OFFICES OF THE COLLEGE	Business Office/cashiers	-6.08%	4.29	4.56
106	ACADEMIC EXPERIENCE	Learning Assistance Programs	-6.16%	4.33	4.61
2	LIBRARY	Library Procedures	-6.16%	4.53	4.83
122	QUALITY OF WORK LIFE	Overall employment satisfaction	-6.41%	4.51	4.81
140	EMPLOYEE BENEFITS	Dental insurance	-6.42%	3.82	4.08
100	PARKING AND SECURITY	Information on contacting security	-6.50%	3.95	4.22
39	FOOD SERVICES	Variety of food in upstairs Food Court	-6.51%	4.02	4.30
21	PLANT OPERATIONS	Overall rating of your dorm room	-6.56%	3.70	3.96
8	LIBRARY	Interlibrary loan services	-6.63%	4.48	4.80
42	FOOD SERVICES	The cafeteria/food court hours	-6.98%	3.93	4.22
147	EMPLOYEE BENEFITS	Long term disability	-7.17%	4.43	4.77
165	ADMINISTRATION	Your involvement in decision making	-7.61%	3.82	4.13
43	FOOD SERVICES	Vending outlets	-8.12%	3.60	3.92
91	OFFICIAL OFFICES OF THE COLLEGE	Processing and paying refunds by Business Office	-8.23%	4.00	4.35
79	VARIOUS STUDENT SERVICES & STAFF	Intramural program	-8.43%	4.33	4.73
159	ADMINISTRATION	The VP for Finance & Administration	-8.71%	4.40	4.82
157	ADMINISTRATION	The Provost	-8.78%	4.40	4.82
166	ADMINISTRATION	Faculty governance structure	-8.89%	4.08	4.48
9	LIBRARY	Library orientation session	-9.05%	4.28	4.70
12	LIBRARY	Archives collection	-9.64%	4.15	4.59
98	PARKING AND SECURITY	Security in my dormitory	-10.24%	3.89	4.34
93	OFFICIAL OFFICES OF THE COLLEGE	Financial Aid Office	-11.12%	3.90	4.38
127	QUALITY OF WORK LIFE	Salary	-11.39%	3.25	3.66
15	LIBRARY	Library services registration process	-12.21%	4.00	4.56
130	QUALITY OF WORK LIFE	Overall college financial resources	-13.61%	3.15	3.64