

External Students

	C 07-M	2007 N=277	M (03-06)	2006 N=300	2005 N=375	2004 N=486	2003 N=109	1	2	3	4	5	6	NA
LIBRARY														
Rate the Library Staff	-4.35%	4.32	4.52	4.63	4.62	4.30	.	8	1	15	10	15	25	203
Library Procedures	-4.60%	4.22	4.42	4.64	4.53	4.10	.	9	2	13	20	14	24	195
Reference assistance	-5.49%	4.13	4.37	4.62	4.38	4.11	.	12	4	11	21	17	25	187
Adequate resources for assignments	-1.03%	4.15	4.19	4.39	4.25	3.94	.	11	7	15	32	24	28	160
Electronic databases (i.e., GALILEO)	-2.90%	4.46	4.59	4.81	4.66	4.31	.	6	7	22	29	31	43	139
Interlibrary loan services	-4.18%	4.24	4.43	5.21	4.52	4.18	3.79	7	3	11	18	18	19	201
Library orientation session	-4.84%	4.06	4.27	4.44	4.55	3.81	.	11	3	12	17	16	20	198
Computer access to collections	4.95%	4.45	4.24	4.50	4.30	3.92	.	7	7	13	18	23	36	173
Library equipment (I.e., microfilm readers, etc.)	4.65%	4.28	4.09	4.20	4.11	3.96	.	6	4	15	16	20	22	194
Archives collection	-0.72%	4.15	4.18	4.28	4.34	3.92	.	7	4	10	21	21	15	199
Library facilities	3.08%	4.35	4.22	4.33	4.16	4.17	.	7	6	13	28	23	30	170
Operating hours	-0.22%	4.60	4.61	4.64	4.52	4.67	.	5	7	11	27	24	43	160
Library services registration process	-4.50%	4.35	4.56	4.58	4.53	.	.	6	4	12	21	16	26	192
PLANT OPERATIONS AND FACILITIES														
Maintenance of class rooms	-4.41%	4.91	5.14	5.16	5.08	5.17	.	10	6	15	45	58	112	31
Overall rating of class rooms	-4.41%	4.84	5.06	5.11	4.99	5.09	.	8	11	16	47	60	105	30
Rating of science laboratories	-3.42%	4.42	4.58	4.77	4.41	4.55	.	9	6	13	27	32	36	154
Study facilities for commuter students	4.10%	4.57	4.39	4.48	4.29	4.40	.	8	10	18	36	41	60	104
Lounge & recreational facilities for commuters	0.76%	4.40	4.37	4.40	4.42	4.28	.	15	5	21	31	37	52	116
CAMPUS MAIL SERVICES														
Availability of textbooks	2.81%	4.58	4.46	4.75	4.72	4.45	3.90	8	14	25	33	57	70	70
Other educational material	3.77%	4.47	4.31	4.62	4.53	4.44	3.64	5	11	22	25	36	45	133
Other reading material	4.17%	4.43	4.25	4.52	4.41	4.32	3.76	5	11	18	30	33	41	139
School and office supplies	-1.09%	4.31	4.36	4.90	4.45	4.24	3.84	5	14	20	33	29	39	137
General product quality	-1.07%	4.61	4.66	4.70	4.61	4.67	.	4	8	19	35	45	50	116
General product availability	-4.16%	4.45	4.64	4.55	4.52	4.86	.	5	12	20	34	42	44	120
General product selection	-1.19%	4.43	4.48	4.52	4.50	4.43	.	4	12	22	37	36	44	122
Buyback purchases	10.19%	3.92	3.56	3.70	3.98	3.59	2.96	25	15	22	33	27	43	112
Pricing	6.93%	3.24	3.03	3.15	3.40	3.04	2.53	49	30	33	34	23	32	76
Hours of operation	-5.00%	4.12	4.34	4.29	4.42	4.30	.	15	21	27	32	32	52	98

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Quality of service offered	2.71%	4.64	4.52	4.81	4.81	4.48	3.97	8	9	18	40	43	68	91
CAMPUS STORE														
Student Affairs staff	-1.35%	4.64	4.70	4.52	4.67	4.92	.	4	6	9	28	25	40	165
Counseling Center	-2.54%	4.48	4.60	4.47	4.47	4.85	.	7	3	8	23	15	31	190
Disability Support Services	-2.38%	4.20	4.30	4.21	4.40	4.56	4.04	6	1	7	12	9	14	228
Career Planning & Placement Center	-4.09%	4.30	4.48	4.27	4.54	4.64	.	5	3	14	20	15	22	198
Diagnostic testing services	-12.68%	4.13	4.73	5.06	4.43	4.70	.	4	4	14	18	13	15	209
Tutoring services	-9.52%	3.93	4.34	4.36	4.18	4.49	.	9	5	12	14	10	17	210
Health services	-7.08%	4.11	4.42	4.34	4.26	4.67	.	5	4	9	12	12	13	222
Information on contacting emergency medical personnel	-2.97%	4.46	4.60	4.53	4.46	4.80	.	6	2	9	13	12	25	210
Computer laboratory facilities	21.29%	4.70	3.88	4.55	3.71	4.14	3.10	5	8	18	35	46	62	103
Availability of computers and printers	18.77%	4.62	3.89	4.51	3.75	4.17	3.13	13	10	20	27	42	77	88
Access to the internet	13.31%	4.81	4.25	4.77	4.15	4.52	3.54	6	6	22	32	47	81	83
Computer assistance and instruction	16.70%	4.56	3.91	4.31	3.86	4.05	3.41	7	9	14	33	24	54	136
Enforcement of rules & regulations concerning student behavior	0.73%	4.84	4.81	4.85	4.91	4.90	4.56	5	6	12	21	31	61	141
Student judicial process	-2.55%	4.49	4.61	4.66	4.64	4.68	4.45	6	5	8	17	16	30	195
Procedures to address formal complaints	1.09%	4.41	4.36	4.43	4.52	4.48	4.02	7	10	10	25	14	40	171
Christian values across the campus (See Line 151)	-1.74%	4.67	4.75	4.77	4.86	4.84	4.54	9	5	23	38	34	75	93
Cultural opportunities	-0.83%	4.50	4.54	4.71	4.52	4.69	4.23	8	7	14	28	30	44	146
Opportunities of multicultural interaction (See line 153)	0.70%	4.65	4.62	4.86	4.68	4.65	4.28	10	4	13	28	33	56	133
OFFICIAL OFFICES OF THE COLLEGE														
Business Office/cashiers	-4.13%	4.64	4.84	4.86	4.81	4.85	.	9	8	21	44	44	74	77
Processing and paying refunds by Business Office	-3.68%	4.38	4.55	4.78	4.67	4.58	4.16	17	7	23	43	36	62	89
Registrar's Office	-3.68%	4.58	4.76	4.84	4.87	4.82	4.49	14	7	24	51	51	80	50
Financial Aid Office	-11.42%	4.13	4.66	4.84	4.79	4.83	4.19	26	14	30	47	43	61	56
Admissions Office	-3.98%	4.65	4.84	4.97	4.91	4.93	4.56	11	9	24	44	48	86	55
PARKING AND SECURITY														
Parking facilities	1.11%	4.77	4.72	5.05	4.86	4.63	4.33	14	12	21	30	50	110	40
Security walking on campus	-2.60%	4.49	4.61	4.63	4.83	4.85	4.13	22	12	11	33	45	77	77

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Security in classrooms	-4.39%	4.63	4.84	4.86	4.94	4.93	4.64	17	10	13	31	36	84	86
Information on contacting security	-6.23%	4.18	4.46	4.51	4.72	4.69	3.91	29	9	9	22	33	55	120
Overall security services	-1.78%	4.56	4.64	4.62	4.84	4.92	4.19	19	11	15	27	45	79	81
ACADEMIC EXPERIENCE														
Overall academic experience here	-0.36%	4.85	4.87	4.91	4.97	4.85	4.74	6	9	17	54	73	100	18
Preparation for employment or grad school	0.69%	4.71	4.68	4.74	4.83	4.70	4.44	8	14	16	37	54	80	68
Treatment of ethical issues in courses	-0.97%	4.83	4.88	4.88	4.98	4.95	4.70	9	8	12	38	51	87	72
Learning Assistance Programs	-0.43%	4.66	4.68	4.75	4.80	4.69	4.48	8	7	12	26	34	55	135
Quality of teaching in my Major	0.35%	5.02	5.00	5.02	5.04	5.01	4.94	7	8	8	34	66	106	48
Quality of teaching outside my Major	-0.61%	4.88	4.91	5.00	4.96	4.94	4.74	7	9	11	48	64	97	41
Process for student evaluation of teachers	1.21%	4.81	4.75	4.77	4.88	4.73	4.63	9	8	21	48	58	103	30
Variety of degree programs	-1.28%	4.24	4.30	4.56	4.42	4.40	3.80	22	20	27	49	51	69	39
ACADEMIC ADVISING														
Guidance from my academic advisor	-2.71%	4.58	4.71	4.67	4.68	4.86	4.62	20	15	28	35	43	110	26
Advisor knowledgeable of my degree requirements	-1.72%	4.72	4.80	4.85	4.76	4.93	4.67	17	10	24	38	44	114	30
Advisor answered the questions that I had	-3.71%	4.67	4.85	4.84	4.76	5.00	4.80	18	10	26	42	41	114	26
Advisor knowledgeable of registration processes	0.05%	4.93	4.93	4.91	4.87	5.07	4.86	12	7	17	40	54	124	23
Experience registering for classes	-1.38%	4.83	4.90	4.94	4.87	4.94	4.84	15	5	22	44	53	120	18
Overall advisement and registration process	-1.14%	4.79	4.85	4.82	4.74	4.97	4.85	11	8	30	43	47	117	21
Access to academic information (i.e., Grades)	-0.07%	5.07	5.07	5.08	5.03	5.11	.	10	3	17	33	59	133	22
Access to forms and services (i.e., Degree Audits)	-2.89%	4.81	4.95	4.92	4.88	5.06	.	13	6	20	43	46	108	41
TECHNOLOGY														
Rate the Look and Feel of the BPC Web Site	2.15%	4.76	4.66	4.66	.	.	.	5	10	21	64	77	91	9
How Easy is it to Navigate the Web Site	-3.05%	4.76	4.91	4.91	.	.	.	9	9	25	47	80	96	11
How Useful is the content of the BPC Web Site	-0.62%	4.84	4.87	4.87	.	.	.	5	10	20	52	80	99	11
How Useful is our Current BPC E-mail System	-1.87%	4.20	4.28	4.28	.	.	.	23	9	32	36	45	57	75
Rate the Look and Feel of the BPC CampusWEB	-6.06%	4.65	4.95	4.95	.	.	.	7	11	22	64	63	81	29
How Easy is it to Navigate the CampusWEB	-6.60%	4.67	5.00	5.00	.	.	.	10	10	24	51	64	87	31
How Easy is it to use CampusWEB for On-line Course Registration	-6.37%	4.70	5.02	5.02	.	.	.	10	9	22	43	59	85	49
Rate the Availability of Computer Labs	1.13%	4.49	4.44	4.44	.	.	.	8	11	20	20	42	49	127

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Rate the Availability of Classrooms with LCD Projectors	-3.13%	4.02	4.15	4.15	.	.	.	11	13	23	26	24	30	150
Rate the Ease of contacting the Technology Help Desk	-2.15%	4.09	4.18	4.18	.	.	.	5	6	4	15	12	12	223
Rate the responsiveness of the Technology Help Desk to problems you have reported	-5.71%	3.96	4.20	4.20	.	.	.	5	7	4	14	15	8	224
Rate the Friendliness of the Technology Staff	-6.17%	4.26	4.54	4.54	.	.	.	4	3	4	15	13	11	227
Rate the Expertise of the Technology Staff	-5.83%	4.20	4.46	4.46	.	.	.	5	4	3	15	12	12	226
If Wireless Access were introduced, how likely are you to use it	-3.86%	4.73	4.92	4.92	.	.	.	4	4	3	17	15	31	203
If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-5.72%	4.12	4.37	4.37	.	.	.	7	8	5	11	9	20	217