

# Mount Vernon Students

2008 Survey Results by Rank			2008 N=219	NA	R
1	TECHNOLOGY SERVICES	If wireless access were introduced, how likely are you to use it?	5.29	43	80.37%
2	ACADEMIC EXPERIENCE	Quality of teaching in my Major	5.12	13	94.06%
3	POST OFFICE	Friendliness of post office staff	5.10	28	87.21%
4	TECHNOLOGY SERVICES	How useful is our current BPC e-mail system?	5.07	0	100.00%
5	ACADEMIC ADVISING	Access to academic information (i.e., Grades)	5.06	3	98.63%
6	LIBRARY	Library facilities	4.99	14	93.61%
7	LIBRARY	Rate the Library Staff	4.99	14	93.61%
8	ACADEMIC ADVISING	Advisors knowledge of registration processes	4.98	4	98.17%
9	ACADEMIC ADVISING	Advisors ability to answer the questions that I had	4.98	4	98.17%
10	ACADEMIC ADVISING	Overall advisement and registration process	4.96	2	99.09%
11	ACADEMIC ADVISING	Experience registering for classes	4.94	2	99.09%
12	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	4.94	68	68.95%
13	TECHNOLOGY SERVICES	How easy is it to use CampusWEB for online course registration?	4.91	6	97.26%
14	PLANT OPERATIONS	Music facilities	4.89	100	54.34%
15	ACADEMIC ADVISING	Access to forms and services (i.e., Degree audits)	4.89	12	94.52%
16	ACADEMIC ADVISING	Advisors knowledge of my degree requirements	4.88	2	99.09%
17	VARIOUS STUDENT SERVICES & STAFF	Access to the internet	4.80	6	97.26%
18	ACADEMIC ADVISING	Guidance from my academic advisor	4.80	3	98.63%
19	TECHNOLOGY SERVICES	How easy is it to navigate the BPC web site?	4.79	0	100.00%
20	TECHNOLOGY SERVICES	How easy is it to navigate CampusWEB?	4.79	0	100.00%
21	POST OFFICE	Rate the campus mail/package service	4.77	38	82.65%
22	LIBRARY	Reference assistance	4.75	23	89.50%
23	CAMPUS STORE	Quality of services offered	4.75	7	96.80%
24	LIBRARY	Computer access to collections	4.73	28	87.21%
25	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	4.73	13	94.06%
26	FOOD SERVICES	Friendliness of staff	4.72	33	84.93%
27	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	4.71	7	96.80%
28	LIBRARY	Library Procedures	4.71	21	90.41%
29	ACADEMIC EXPERIENCE	Treatment of ethical issues in courses	4.70	21	90.41%
30	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	4.70	67	69.41%
31	CAMPUS STORE	General product quality	4.68	10	95.43%
32	TECHNOLOGY SERVICES	How would you rate the friendliness of the Technology Staff?	4.67	96	56.16%
33	VARIOUS STUDENT SERVICES & STAFF	Student Affairs staff	4.66	25	88.58%
34	POST OFFICE	Lost and found service	4.66	100	54.34%
35	LIBRARY	Operating hours	4.65	12	94.52%
36	TECHNOLOGY SERVICES	How useful is the content of the BPC web site?	4.65	1	99.54%
37	LIBRARY	Circulating/reserve services	4.64	50	77.17%
38	ACADEMIC EXPERIENCE	Overall academic experience here	4.64	0	100.00%
39	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	4.63	106	51.60%
40	CAMPUS STORE	School and office supplies	4.62	9	95.89%
41	CAMPUS STORE	Snack items	4.60	17	92.24%
42	TECHNOLOGY SERVICES	How would you rate the availability of computer labs?	4.60	11	94.98%
43	TECHNOLOGY SERVICES	How would you rate the expertise of the Technology Staff?	4.59	103	52.97%

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44	PLANT OPERATIONS	Overall rating of classrooms	4.59	11	94.98%
45	POST OFFICE	Campus phone service	4.58	73	66.67%
46	PLANT OPERATIONS	Rating of science laboratories	4.57	57	73.97%
47	ACADEMIC EXPERIENCE	Learning Assistance Programs	4.56	95	56.62%
48	CAMPUS STORE	Clothing	4.56	12	94.52%
49	CAMPUS STORE	Availability of textbooks	4.55	2	99.09%
50	LIBRARY	Interlibrary loan services	4.55	93	57.53%
51	LIBRARY	Library equipment (i.e., microfilm readers, etc.)	4.55	69	68.49%
52	ACADEMIC EXPERIENCE	Preparation for employment or grad school	4.55	12	94.52%
53	ACADEMIC EXPERIENCE	Quality of teaching outside my Major	4.52	12	94.52%
54	CAMPUS STORE	General product availability	4.50	9	95.89%
55	ACADEMIC EXPERIENCE	Process for student evaluation of teachers	4.50	7	96.80%
56	PLANT OPERATIONS	Maintenance of classrooms	4.48	14	93.61%
57	CAMPUS STORE	Hours of operation	4.48	5	97.72%
58	OFFICIAL OFFICES OF THE COLLEGE	Admissions Office	4.48	6	97.26%
59	LIBRARY	Electronic databases (i.e., GALILEO)	4.47	16	92.69%
60	VARIOUS STUDENT SERVICES & STAFF	Intramural program	4.47	74	66.21%
61	CAMPUS STORE	Other educational material	4.46	23	89.50%
62	CAMPUS STORE	General product selection	4.45	10	95.43%
63	LIBRARY	Library orientation sessions	4.44	42	80.82%
64	LIBRARY	Archives collection	4.43	76	65.30%
65	PLANT OPERATIONS	Recreational facilities in Student Activities Center	4.39	35	84.02%
66	LIBRARY	Adequate resources for assignments	4.39	22	89.95%
67	TECHNOLOGY SERVICES	How well would you rate the look and feel of CampusWEB?	4.38	0	100.00%
68	CAMPUS STORE	Gifts	4.38	22	89.95%
69	TECHNOLOGY SERVICES	How would you rate the availability of classrooms with LCD projectors?	4.38	29	86.76%
70	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	4.38	142	35.16%
71	TECHNOLOGY SERVICES	If VoIP (voice over IP) telephony were introduced, how likely are you to use it?	4.36	99	54.79%
72	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	4.35	131	40.18%
73	PARKING AND SECURITY	Security in classrooms	4.35	15	93.15%
74	OFFICIAL OFFICES OF THE COLLEGE	Registrar's Office	4.35	2	99.09%
75	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	4.34	53	75.80%
76	ACADEMIC EXPERIENCE	Variety of degree programs	4.33	4	98.17%
77	VARIOUS STUDENT SERVICES & STAFF	Enforcement of rules & regulations concerning student behavior	4.28	20	90.87%
78	PARKING AND SECURITY	Overall security services	4.27	5	97.72%
79	TECHNOLOGY SERVICES	How well would you rate the look and feel of the BPC web site?	4.26	1	99.54%
80	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	4.19	120	45.21%
81	PARKING AND SECURITY	Security walking on campus	4.16	5	97.72%
82	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	4.15	39	82.19%
83	FOOD SERVICES	Quality of food in upstairs food court	4.14	37	83.11%
84	TECHNOLOGY SERVICES	How would you rate the responsiveness of the Technology Help Desk to problems you have reported?	4.13	115	47.49%

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85	TECHNOLOGY SERVICES	How would you rate the ease of contacting the Technology Help Desk?	4.13	109	50.23%
86	OFFICIAL OFFICES OF THE COLLEGE	Business Office / Cashiers Office	4.12	0	100.00%
87	PARKING AND SECURITY	Security in my dormitory	4.11	55	74.89%
88	VARIOUS STUDENT SERVICES & STAFF	Health services	4.11	82	62.56%
89	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	4.10	92	57.99%
90	CAMPUS STORE	Other reading material	4.07	32	85.39%
91	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	4.06	74	66.21%
92	ACADEMIC EXPERIENCE	Variety of courses offered each term	4.02	1	99.54%
93	PLANT OPERATIONS	Outdoor recreational facilities	4.00	49	77.63%
94	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction	3.97	34	84.47%
95	PLANT OPERATIONS	Art facilities	3.93	124	43.38%
96	PLANT OPERATIONS	Maintenance of your dorm room	3.91	63	71.23%
97	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	3.91	63	71.23%
98	VARIOUS STUDENT SERVICES & STAFF	Publications for students	3.90	53	75.80%
99	FOOD SERVICES	Overall service	3.89	30	86.30%
100	PLANT OPERATIONS	Overall rating of your dorm room	3.87	58	73.52%
101	PARKING AND SECURITY	Information on contacting security	3.86	18	91.78%
102	PARKING AND SECURITY	Parking facilities	3.84	13	94.06%
103	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus	3.83	6	97.26%
104	PLANT OPERATIONS	Drama facilities	3.81	128	41.55%
105	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	3.80	18	91.78%
106	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	3.80	36	83.56%
107	PLANT OPERATIONS	Study facilities for commuter students	3.79	119	45.66%
108	OFFICIAL OFFICES OF THE COLLEGE	Processing and paying refunds by Business Office	3.73	12	94.52%
109	OFFICIAL OFFICES OF THE COLLEGE	Financial Aid Office	3.73	0	100.00%
110	PLANT OPERATIONS	Overall rating of your residence hall	3.72	58	73.52%
111	PLANT OPERATIONS	Timeliness of response to maintenance requests	3.67	66	69.86%
112	PLANT OPERATIONS	Recreational facilities in old Student Center	3.65	71	67.58%
113	CAMPUS STORE	Buyback purchases	3.62	17	92.24%
114	PLANT OPERATIONS	Maintenance of your residence hall	3.55	58	73.52%
115	PLANT OPERATIONS	Provisions for academic study in dorm	3.50	60	72.60%
116	PLANT OPERATIONS	Lounge & recreational facilities for commuters	3.50	119	45.66%
117	FOOD SERVICES	The cafeteria/food court hours	3.49	33	84.93%
118	FOOD SERVICES	Variety of food in upstairs food court	3.46	37	83.11%
119	PLANT OPERATIONS	Your dormitory restroom & lobby	3.37	64	70.78%
120	FOOD SERVICES	Vending outlets	3.25	42	80.82%
121	FOOD SERVICES	Quality of food in downstairs cafeteria	3.13	34	84.47%
122	CAMPUS STORE	Pricing	3.09	3	98.63%
123	FOOD SERVICES	Variety of food in downstairs cafeteria	3.09	34	84.47%