

Mount Vernon Students

	C 08-M	2008 N=219	M (03-07)	2007 N=179	2006 N=182	2005 N=311	2004 N=290	2003 N=124	1	2	3	4	5	6	NA
LIBRARY															
Rate the Library Staff	3.39%	4.99	4.82	4.62	4.85	4.83	4.80	5.01	6	4	28	25	49	54	13
Library Procedures	-0.82%	4.71	4.75	4.62	4.80	4.72	4.70	4.89	4	6	21	34	47	49	18
Reference assistance	0.00%	4.75	4.75	4.61	4.82	4.74	4.71	4.87	4	6	25	26	48	49	21
Adequate resources for assignments	-0.27%	4.39	4.40	4.25	4.36	4.43	4.41	4.56	12	11	24	32	48	38	14
Electronic databases (i.e., GALILEO)	-1.16%	4.47	4.52	4.39	4.61	4.64	4.45	.	10	8	20	35	47	41	18
Circulating/reserve services	2.15%	4.64	4.54	4.46	4.58	4.62	4.51	.	5	6	20	29	41	34	44
Adequate periodicals for assignments	.	.	4.55	.	.	4.45	4.45	4.75							
Interlibrary loan services	1.25%	4.55	4.49	4.42	4.58	4.23	4.55	4.69	7	5	11	19	32	26	79
Library orientation session	-0.09%	4.44	4.44	4.35	4.49	4.38	4.30	4.70	10	9	20	25	37	40	38
Computer access to collections	3.61%	4.73	4.57	4.65	4.48	.	.	.	5	4	24	25	44	51	26
Library equipment (i.e., microfilm readers, etc.)	1.16%	4.55	4.50	4.33	4.36	4.58	4.38	4.84	9	7	17	27	34	33	52
Archives collection	3.05%	4.43	4.59	4.50	4.50	4.87	4.49	.	4	5	20	22	32	34	62
Library facilities	-6.49%	4.99	4.74	4.83	4.88	4.44	4.80	.	5	4	11	32	52	58	17
Operating hours	0.59%	4.65	4.62	4.71	4.61	4.48	4.69	.	8	5	19	23	51	60	13
PLANT OPERATIONS AND FACILITIES															
Rate the timeliness of response to maintenance requests	1.07%	3.67	3.63	3.21	3.71	3.58	3.70	3.94	17	19	33	15	23	5	67
Maintenance of your resident hall	-4.97%	3.55	3.73	3.15	3.95	3.65	3.88	4.03	19	19	28	20	19	5	69
Overall rating of your resident hall	-4.01%	3.72	3.88	3.27	3.97	3.87	4.05	4.22	19	18	22	23	19	8	70
Maintenance of your dorm room	-3.26%	3.91	4.04	3.51	4.12	4.00	4.13	4.45	11	17	26	22	24	8	71
Overall rating of your dorm room	-4.17%	3.87	4.04	3.58	4.12	4.04	4.19	4.26	17	9	23	26	24	11	69
Your dormitory rest room & lobby	-7.91%	3.37	3.66	3.20	3.51	3.60	3.93	4.08	21	16	24	22	15	9	72
Provisions for academic study in dorm	-2.64%	3.50	3.60	3.11	3.59	3.63	3.72	3.94	20	21	25	16	15	9	73
Maintenance of class rooms	-4.94%	4.48	4.72	4.54	4.72	4.62	4.80	4.90	3	7	20	38	58	36	17
Overall rating of class rooms	-2.73%	4.59	4.72	4.57	4.71	4.64	4.79	4.89	3	4	19	43	61	34	15
Rating of science laboratories	0.35%	4.57	4.55	4.39	4.68	4.39	4.61	4.69	4	5	13	35	36	22	64
Music facilities	16.17%	4.89	4.21	4.41	4.08	4.03	4.25	4.28	5	6	12	24	32	25	75
Drama facilities	10.14%	3.81	3.46	3.44	3.45	3.35	3.59	3.48	15	13	8	15	16	10	102
Art facilities	-0.70%	3.93	3.95	3.92	3.90	3.82	4.01	4.12	5	13	11	13	24	11	102
Recreational facilities in Student Act. Center	-9.38%	4.39	4.85	4.61	4.69	4.74	4.85	5.34	4	4	17	29	43	38	44
Recreational facilities in old Student Center	-1.07%	3.65	3.69	3.61	3.88	3.68	3.67	3.60	15	11	25	24	19	15	70
Outdoor recreational facilities	-2.82%	4.00	4.12	3.89	4.20	4.10	4.15	4.24	7	17	28	31	29	20	47
Study facilities for commuter students	-8.76%	3.79	4.15	3.83	4.16	4.15	4.17	4.46	10	13	17	15	19	19	86
Lounge & recreational facilities for commuters	-14.51%	3.50	4.09	3.68	4.14	4.09	4.08	4.48	13	14	16	17	20	16	83

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FOOD SERVICES															
Quality of food in downstairs cafeteria	-2.23%	3.13	2.89	2.96	2.98	3.01	2.86	2.66	28	29	34	29	16	6	37
Variety of food in downstairs cafeteria	-4.26%	3.09	2.83	2.96	2.79	2.93	2.99	2.50	28	35	30	25	18	8	35
Quality of food in upstairs Food Court	6.09%	4.14	4.42	4.17	4.42	4.50	4.56	4.47	2	12	27	43	42	20	33
Variety of food in upstairs Food Court	13.01%	3.46	4.01	3.55	4.00	4.04	4.27	4.20	13	25	34	30	31	13	33
Overall service	6.02%	3.89	4.16	3.92	4.23	4.22	4.21	4.20	14	13	26	44	32	25	25
Friendliness of staff	4.58%	4.72	4.80	4.59	4.92	4.84	4.84	4.81	3	10	18	32	41	48	27
The cafeteria/food court hours	3.02%	3.49	3.35	3.25	3.30	3.31	3.65	3.23	35	16	31	26	23	17	31
Vending outlets	16.85%	3.25	3.41	2.92	3.45	3.52	3.60	3.57	30	32	29	25	19	6	38
CAMPUS MAIL SERVICES															
Rate the campus mail/package service	4.03%	4.77	4.80	4.61	4.83	4.77	4.81	4.96	2	9	13	25	44	36	50
Campus phone service	4.01%	4.58	4.57	4.39	4.70	4.43	4.61	4.70	5	8	19	28	35	32	52
Lost and found service	0.39%	4.66	4.66	4.64	4.77	4.51	4.63	4.74	1	7	12	24	33	33	69
Friendliness of post office staff	3.89%	5.10	4.97	4.78	5.05	4.83	4.93	5.24	5	4	10	26	46	47	41
CAMPUS STORE															
Availability of textbooks	2.40%	4.55	4.69	4.58	4.78	4.72	4.60	4.77	3	11	21	32	68	44	0
Other educational material	5.62%	4.46	4.58	4.34	4.64	4.59	4.60	4.75	8	11	17	44	49	35	15
Other reading material	8.37%	4.07	4.19	3.87	4.29	4.19	4.37	4.25	20	20	15	34	44	25	21
School and office supplies	4.88%	4.62	4.73	4.51	4.77	4.71	4.74	4.92	2	10	17	49	59	36	6
Snack items	0.00%	4.60	4.64	4.64	4.62	4.62	4.59	4.73	1	9	16	35	62	40	16
Gifts	-0.04%	4.38	4.48	4.48	4.60	4.38	4.40	4.53	3	13	19	31	48	40	25
Clothing	-1.44%	4.56	4.51	4.58	4.70	4.39	4.38	4.52	3	10	16	40	53	44	13
General product quality	1.20%	4.68	4.73	4.67	4.86	4.64	4.67	4.79	3	8	16	38	56	50	8
General product availability	2.59%	4.50	4.60	4.48	4.76	4.48	4.60	4.66	5	11	18	38	61	38	8
General product selection	1.12%	4.45	4.50	4.45	4.71	4.37	4.42	4.55	6	10	23	31	63	37	9
Buyback purchases	1.18%	3.62	3.96	3.91	4.10	3.97	3.90	3.90	17	17	26	29	43	27	20
Pricing	2.78%	3.09	3.40	3.31	3.49	3.39	3.34	3.48	35	25	33	32	35	16	3
Hours of operation	2.08%	4.48	4.51	4.42	4.51	4.45	4.50	4.68	6	8	28	36	57	39	5
Quality of service offered	1.38%	4.75	4.87	4.80	4.92	4.78	4.80	5.03	5	4	13	34	61	57	5
VARIOUS STUDENT SERVICES & STAFF															
Student Affairs staff	0.69%	4.66	4.64	4.61	4.68	4.64	4.68	4.60	5	8	17	31	50	47	21
Counseling Center	1.25%	4.94	4.86	4.80	5.01	4.78	4.80	4.91	3	6	12	18	41	47	52
Disability Support Services	6.73%	4.38	4.44	4.16	4.46	4.33	4.37	4.88	2	5	9	10	15	9	129
Career Planning & Placement Center	7.18%	4.19	4.48	4.18	4.63	4.42	4.56	4.61	6	7	11	20	27	16	92
Diagnostic testing services	4.46%	4.35	4.45	4.26	4.59	4.35	4.37	4.68	6	4	8	14	27	13	107

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Tutoring services	2.83%	4.63	4.66	4.53	4.71	4.50	4.71	4.84	2	8	14	13	21	31	90
Health services	1.37%	4.11	4.00	3.95	3.91	3.75	4.48	3.93	14	10	15	29	29	21	61
Information on contacting emergency medical personnel	4.12%	4.06	4.09	3.93	4.11	3.94	4.29	4.19	16	8	18	28	31	21	57
Computer laboratory facilities	3.93%	4.73	4.60	4.43	4.55	4.48	4.62	4.94	6	12	20	34	57	38	12
Availability of computers and printers	1.15%	4.71	4.57	4.52	4.51	4.45	4.57	4.81	5	12	17	37	52	46	10
Access to the internet	-5.07%	4.80	4.49	4.73	4.44	4.06	4.64	4.58	1	12	13	37	54	56	6
Computer assistance and instruction	-1.64%	4.34	4.21	4.28	4.27	3.89	4.26	4.35	7	11	23	28	40	33	37
Intercollegiate athletic opportunities	4.62%	4.70	4.67	4.46	4.72	4.72	4.69	4.74	3	7	11	30	35	25	68
Intramural program	3.48%	4.47	4.52	4.37	4.78	4.59	4.44	4.43	6	4	20	20	38	25	66
Enforcement of rules & regulations concerning student behavior	0.57%	4.28	4.20	4.18	4.28	3.95	4.22	4.39	14	12	18	36	44	34	21
Student judicial process	6.67%	4.10	4.13	3.87	4.25	4.08	4.17	4.27	10	15	12	28	24	17	73
Procedures to address formal complaints	5.99%	3.91	3.96	3.74	4.13	3.81	4.08	4.06	15	11	21	29	27	15	61
Clubs and other student organizations	3.59%	4.15	4.15	4.01	4.30	4.08	4.17	4.21	9	13	24	40	36	21	36
Publications for students	7.41%	3.90	4.03	3.75	4.21	3.87	4.10	4.21	15	11	30	30	30	17	46
Christian values across the campus (See Line 151)	12.89%	3.83	4.03	3.57	4.17	3.88	4.29	4.24	25	19	36	46	22	26	5
Cultural opportunities	4.89%	3.80	3.90	3.72	4.01	3.78	3.98	4.02	16	20	27	34	31	21	30
Opportunities of multicultural interaction (See line 153)	3.57%	3.97	4.01	3.87	4.16	3.77	4.13	4.11	14	16	31	33	31	27	27
Number of student activities	5.51%	3.80	3.90	3.70	4.13	3.77	3.86	4.06	21	17	26	43	27	24	21
OFFICIAL OFFICES OF THE COLLEGE															
Business Office/cashiers	9.63%	4.12	4.44	4.05	4.67	4.44	4.54	4.50	16	16	29	34	45	36	3
Processing and paying refunds by Business Office	9.54%	3.73	4.25	3.88	4.51	4.28	4.34	4.24	17	18	31	27	39	30	17
Registrar's Office	5.84%	4.35	4.46	4.21	4.70	4.36	4.61	4.40	13	13	27	32	53	38	3
Financial Aid Office	21.32%	3.73	4.40	3.63	4.63	4.47	4.59	4.70	26	26	35	22	39	30	1
Admissions Office	3.22%	4.48	4.69	4.54	4.85	4.65	4.67	4.72	8	5	23	36	52	49	6
PARKING AND SECURITY															
Parking facilities	5.39%	3.84	3.68	3.49	4.13	3.18	3.69	3.90	30	25	20	40	36	19	9
Security walking on campus	0.60%	4.16	4.04	4.02	4.25	3.79	4.12	4.04	20	18	18	33	41	38	11
Security in my dormitory	2.13%	4.11	4.02	3.94	4.09	3.69	4.17	4.23	15	8	14	27	36	16	63
Security in classrooms	-0.36%	4.35	4.48	4.50	4.52	4.13	4.49	4.78	9	9	17	33	48	48	15
Information on contacting security	-1.21%	3.86	3.74	3.79	3.83	3.67	3.78	3.65	21	13	21	45	35	21	23
Overall security services	-3.05%	4.27	4.06	4.19	4.20	3.77	4.02	4.13	13	14	17	37	56	30	12
ACADEMIC EXPERIENCE															
Overall academic experience here	-0.35%	4.64	4.56	4.58	4.80	4.47	4.52	4.45	9	3	15	47	59	46	0
Preparation for employment or grad school	-0.27%	4.55	4.42	4.43	4.68	4.32	4.45	4.21	5	12	19	39	55	37	12

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Treatment of ethical issues in courses	1.58%	4.70	4.51	4.44	4.80	4.38	4.54	4.39	7	12	17	35	55	40	13
Learning Assistance Programs	-0.27%	4.56	4.50	4.51	4.71	4.36	4.55	4.36	3	6	12	19	33	25	81
Quality of teaching in my Major	-0.32%	5.12	4.94	4.96	5.12	4.98	4.83	4.83	6	3	6	33	49	72	10
Quality of teaching outside my Major	2.79%	4.52	4.64	4.51	4.80	4.54	4.69	4.64	5	8	12	55	51	40	8
Process for student evaluation of teachers	3.11%	4.50	4.38	4.25	4.58	4.18	4.46	4.44	12	16	11	47	58	33	2
Variety of courses offered each term	-0.72%	4.02	3.86	3.89	4.10	3.78	3.87	3.67	13	22	31	41	48	23	1
Variety of degree programs	-2.83%	4.33	4.05	4.17	4.34	3.98	4.01	3.76	8	12	31	50	40	34	4
ACADEMIC ADVISING															
Guidance from my academic advisor	-1.48%	4.80	4.66	4.73	4.84	4.64	4.53	4.56	8	9	14	23	60	62	3
Advisor knowledgeable of my degree requirements	-1.67%	4.88	4.82	4.90	4.99	4.80	4.72	4.68	4	9	12	22	51	72	9
Advisor answered the questions that I had	-1.83%	4.98	4.82	4.91	4.99	4.81	4.71	4.68	6	9	9	23	50	76	6
Advisor knowledgeable of registration processes	-1.25%	4.98	4.90	4.96	5.13	4.89	4.78	4.73	4	6	11	27	51	76	4
Experience registering for classes	-1.86%	4.94	4.75	4.84	4.99	4.83	4.57	4.52	6	6	9	32	60	64	2
Overall advisement and registration process	-2.66%	4.96	4.75	4.88	5.04	4.77	4.57	4.49	4	8	11	26	62	66	2
Access to academic information (i.e., Grades)	-0.05%	5.06	4.97	4.97	5.16	4.96	4.78	.	5	6	9	25	55	76	3
Access to forms and services (I.e., Degree Audits)	0.36%	4.89	4.85	4.83	5.07	4.76	4.73	.	7	7	14	18	48	68	17
TECHNOLOGY															
Rate the Look and Feel of the BPC Web Site	0.70%	4.26	4.34	4.31	4.37	.	.	.	3	12	29	48	55	31	1
How Easy is it to Navigate the Web Site	0.11%	4.79	4.75	4.74	4.75	.	.	.	3	5	21	33	60	56	1
How Useful is the content of the BPC Web Site	0.76%	4.65	4.63	4.59	4.66	.	.	.	4	9	21	28	76	40	1
How Useful is our Current BPC E-mail System	0.00%	5.07	4.97	4.97	4.97	.	.	.	4	6	13	17	66	72	1
Rate the Look and Feel of the BPC CampusWEB	3.17%	4.38	4.55	4.41	4.69	.	.	.	3	14	25	34	65	35	3
How Easy is it to Navigate the CampusWEB	2.68%	4.79	4.80	4.67	4.92	.	.	.	2	6	20	36	66	45	4
How Easy is it to use CampusWEB for On-line Course Registration	1.86%	4.91	4.93	4.84	5.02	.	.	.	2	6	14	32	62	58	5
Rate the Availability of Computer Labs	-1.41%	4.60	4.54	4.60	4.47	.	.	.	3	7	16	47	49	45	12
Rate the Availability of Classrooms with LCD Projectors	0.35%	4.38	4.27	4.25	4.28	.	.	.	9	13	19	35	40	35	28
Rate the Ease of contacting the Technology Help Desk	-0.98%	4.13	4.06	4.10	4.02	.	.	.	5	8	15	22	23	16	90
Rate the responsiveness of the Technology Help Desk to problems you have reported	-0.62%	4.13	4.00	4.02	3.97	.	.	.	7	12	10	18	21	18	93
Rate the Friendliness of the Technology Staff	-1.44%	4.67	4.46	4.52	4.39	.	.	.	5	7	11	17	32	31	76
Rate the Expertise of the Technology Staff	0.93%	4.59	4.32	4.28	4.36	.	.	.	6	10	11	20	27	25	80
If Wireless Access were introduced, how likely are you to use it	1.28%	5.29	5.16	5.09	5.22	.	.	.	8	7	8	7	21	88	40
If VoIP (voice over IP) telephone were introduced, how likely are you to use it	6.07%	4.36	4.37	4.12	4.62	.	.	.	14	7	17	14	15	35	77