

2008 Survey By Rank			C	2008 N=546
174	TECHNOLOGY	Technology Dept. courtesy	7.53%	5.26
146	EMPLOYEE BENEFITS	Reduced rate meals	-2.44%	5.24
48	POST OFFICE	Friendliness of post office staff	-1.00%	5.18
178	TECHNOLOGY	Technology Dept. quality of service	8.80%	5.11
177	TECHNOLOGY	Technology Dept. supportiveness	9.96%	5.11
107	ACADEMIC EXPERIENCE	Quality of teaching in my Major	2.52%	5.10
160	ADMINISTRATION	The VP for Enrollment Services	12.51%	5.09
175	TECHNOLOGY	Technology Dept. communication	8.70%	5.08
119	ACADEMIC ADVISING	Access to academic information (i.e., Grades)	0.34%	5.04
45	POST OFFICE	Rate the campus mail/package service	-1.78%	5.03
167	ADMINISTRATION	The supervisors' evaluation of your performance	-0.92%	5.03
194	TECHNOLOGY	If Wireless Access were introduced, how likely are you to use it	0.56%	5.02
63	CAMPUS STORE	Quality of service offered	1.32%	5.00
170	IRO OFFICE	Access to IR information (i.e., Fact Book)	-1.92%	5.00
27	PLANT OPERATIONS	Music facilities	13.92%	4.99
179	TECHNOLOGY	Technology Dept. information availability	8.65%	4.98
176	TECHNOLOGY	Technology Dept. efficiency	7.74%	4.96
41	FOOD SERVICES	Friendliness of staff	-2.60%	4.96
13	LIBRARY	Library facilities	5.64%	4.95
46	POST OFFICE	Campus phone service	4.70%	4.95
1	LIBRARY	Rate the Library Staff	0.07%	4.95
6	LIBRARY	Circulating/reserve services	2.21%	4.94
3	LIBRARY	Reference assistance	0.31%	4.93
145	EMPLOYEE BENEFITS	Vacation and sick leave	-4.89%	4.90
57	CAMPUS STORE	General product quality	0.43%	4.89
120	ACADEMIC ADVISING	Access to forms and services (i.e., Degree Audits)	0.20%	4.89
116	ACADEMIC ADVISING	Advisor knowledgeable of registration processes	-0.46%	4.89
187	TECHNOLOGY	How Easy is it to use CampusWEB for On-line Course Registration	-0.30%	4.88
76	VARIOUS STUDENT SERVICES & STAFF	Access to the internet	6.33%	4.88
2	LIBRARY	Library Procedures	-0.10%	4.87
50	CAMPUS STORE	Availability of textbooks	1.01%	4.86
184	TECHNOLOGY	How Useful is our Current BPC E-mail System	5.55%	4.86
54	CAMPUS STORE	Snack items	1.31%	4.86
182	TECHNOLOGY	How Easy is it to Navigate the Web Site	1.36%	4.86
105	ACADEMIC EXPERIENCE	Treatment of ethical issues in courses	3.14%	4.84
169	IRO OFFICE	Institutional Research	-5.29%	4.83
78	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	-0.71%	4.82
186	TECHNOLOGY	How Easy is it to Navigate the CampusWEB	0.17%	4.82
118	ACADEMIC ADVISING	Overall advisement and registration process	0.39%	4.81
8	LIBRARY	Interlibrary loan services	0.77%	4.81
117	ACADEMIC ADVISING	Experience registering for classes	-0.15%	4.81
115	ACADEMIC ADVISING	Advisor answered the questions that I had	-0.21%	4.81
5	LIBRARY	Electronic databases (i.e., GALILEO)	0.65%	4.81
114	ACADEMIC ADVISING	Advisor knowledgeable of my degree requirements	-0.01%	4.80
163	ADMINISTRATION	The administration's responsiveness to & communication about your concerns	8.50%	4.80
56	CAMPUS STORE	Clothing	1.23%	4.80
183	TECHNOLOGY	How Useful is the content of the BPC Web Site	1.16%	4.79
9	LIBRARY	Library orientation session	0.95%	4.79
133	QUALITY OF WORK LIFE	Curriculum policy & academic programs	2.22%	4.78
62	CAMPUS STORE	Hours of operation	2.24%	4.78
11	LIBRARY	Library equipment (i.e., microfilm readers, etc.)	5.59%	4.77
14	LIBRARY	Operating hours	0.86%	4.77
129	QUALITY OF WORK LIFE	Satisfaction with work	-4.22%	4.77
142	EMPLOYEE BENEFITS	Retirement program	-1.14%	4.77
15	LIBRARY	Library services registration process	6.22%	4.77
53	CAMPUS STORE	School and office supplies	0.50%	4.75
58	CAMPUS STORE	General product availability	0.61%	4.74
171	IRO OFFICE	Applicability of IR information to decision making	-1.28%	4.74
122	QUALITY OF WORK LIFE	Overall employment satisfaction	-2.17%	4.73
65	VARIOUS STUDENT SERVICES & STAFF	Student Affairs staff	-1.34%	4.73
75	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	7.90%	4.73
108	ACADEMIC EXPERIENCE	Quality of teaching outside my Major	-1.03%	4.72
147	EMPLOYEE BENEFITS	Long term disability	-1.58%	4.71
162	ADMINISTRATION	Direct supervisor (i.e., division chair)	-5.55%	4.71
103	ACADEMIC EXPERIENCE	Overall academic experience here	-0.10%	4.71
24	PLANT OPERATIONS	Maintenance of class rooms	-3.77%	4.70
10	LIBRARY	Computer access to collections	0.82%	4.69
74	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	5.83%	4.69
109	ACADEMIC EXPERIENCE	Process for student evaluation of teachers	2.48%	4.69
51	CAMPUS STORE	Other educational material	0.52%	4.68
47	POST OFFICE	Lost and found service	-7.09%	4.68

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104	ACADEMIC EXPERIENCE	Preparation for employment or grad school	2.55%	4.67
25	PLANT OPERATIONS	Overall rating of class rooms	-3.31%	4.65
66	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	-2.57%	4.65
128	QUALITY OF WORK LIFE	Personal reimbursements timely	-0.56%	4.63
141	EMPLOYEE BENEFITS	Flexible benefits plan	-6.34%	4.63
59	CAMPUS STORE	General product selection	-0.02%	4.62
156	ADMINISTRATION	The President	-2.69%	4.62
77	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	6.85%	4.61
26	PLANT OPERATIONS	Rating of science laboratories	-2.50%	4.61
113	ACADEMIC ADVISING	Guidance from my academic advisor	-1.29%	4.61
79	VARIOUS STUDENT SERVICES & STAFF	Intramural program	-2.16%	4.60
132	QUALITY OF WORK LIFE	Academic freedom & professional security	6.63%	4.60
12	LIBRARY	Archives collection	0.19%	4.59
67	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	0.95%	4.59
192	TECHNOLOGY	Rate the Friendliness of the Technology Staff	3.41%	4.58
55	CAMPUS STORE	Gifts	-1.90%	4.57
144	EMPLOYEE BENEFITS	Employee scholarship plan	-6.54%	4.57
188	TECHNOLOGY	Rate the Availability of Computer Labs	1.43%	4.56
185	TECHNOLOGY	Rate the Look and Feel of the BPC CampusWEB	-2.43%	4.56
106	ACADEMIC EXPERIENCE	Learning Assistance Programs	-0.65%	4.56
99	PARKING & SECURITY	Security in classrooms	-2.51%	4.56
150	COLLEGE PURPOSES AND OPPORTUNITIES	Accuracy/completeness of purpose statements in college publications	-3.23%	4.55
71	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	-2.78%	4.55
181	TECHNOLOGY	Rate the Look and Feel of the BPC Web Site	0.48%	4.55
173	TECHNOLOGY	Technology to improve classroom instruction	4.55%	4.53
94	OFFICIAL OFFICES OF THE COLLEGE	Admissions Office	-4.56%	4.53
139	EMPLOYEE BENEFITS	Prescription drug program	0.74%	4.52
193	TECHNOLOGY	Rate the Expertise of the Technology Staff	4.22%	4.51
92	OFFICIAL OFFICES OF THE COLLEGE	Registrar's Office	-1.87%	4.50
135	EMPLOYEE BENEFITS	Life insurance program	-4.15%	4.50
80	VARIOUS STUDENT SERVICES & STAFF	Enforcement of rules & regulations concerning student behavior	-0.84%	4.47
81	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	-0.24%	4.46
4	LIBRARY	Adequate resources for assignments	1.11%	4.46
30	PLANT OPERATIONS	Recreational facilities in Student Act. Center	-10.24%	4.46
125	QUALITY OF WORK LIFE	Teaching/work load requirements	-3.88%	4.45
111	ACADEMIC EXPERIENCE	Variety of degree programs	6.82%	4.45
96	PARKING & SECURITY	Parking facilities	-1.82%	4.45
189	TECHNOLOGY	Rate the Availability of Classrooms with LCD Projectors	6.43%	4.44
38	FOOD SERVICES	Quality of food in upstairs Food Court	-5.86%	4.44
155	ADMINISTRATION	Overall satisfaction with administration	-3.12%	4.44
152	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity to articulate moral issues in current events within college community	-5.40%	4.44
149	COLLEGE PURPOSES AND OPPORTUNITIES	College's articulation of missions/goals	-6.65%	4.43
40	FOOD SERVICES	Overall service	-6.08%	4.43
153	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity for multicultural interaction	-1.33%	4.40
143	EMPLOYEE BENEFITS	Credit union	-8.64%	4.40
126	QUALITY OF WORK LIFE	Non-teaching workload requirements	2.67%	4.39
90	OFFICIAL OFFICES OF THE COLLEGE	Business Office/cashiers	-4.46%	4.38
136	EMPLOYEE BENEFITS	Health insurance program	-2.13%	4.38
101	PARKING & SECURITY	Overall security services	-0.60%	4.37
97	PARKING & SECURITY	Security walking on campus	-1.11%	4.37
52	CAMPUS STORE	Other reading material	0.15%	4.36
159	ADMINISTRATION	The VP for Finance & Administration	-11.66%	4.36
157	ADMINISTRATION	The Provost	-11.25%	4.35
123	QUALITY OF WORK LIFE	Process for hiring & recruiting professors/staff	-2.90%	4.35
158	ADMINISTRATION	The VP for College Advancement	-7.45%	4.34
85	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus (See Line 151)	-1.77%	4.31
70	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	-5.93%	4.31
138	EMPLOYEE BENEFITS	Participating provider organization	-4.95%	4.28
82	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	-1.92%	4.28
151	COLLEGE PURPOSES AND OPPORTUNITIES	Presence of Christian values across campus community	-3.88%	4.27
87	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction (See line 153)	-0.54%	4.26
191	TECHNOLOGY	Rate the responsiveness of the Technology Help Desk to problems you have reported	5.11%	4.24
195	TECHNOLOGY	If VoIP (voice over IP) telephone were introduced, how likely are you to use it	-1.53%	4.24
98	PARKING & SECURITY	Security in my dormitory	-4.09%	4.23
73	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	1.00%	4.23
164	ADMINISTRATION	The administration informing you of relevant problems and decisions	1.65%	4.22
166	ADMINISTRATION	Faculty governance structure	-5.82%	4.22
68	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	-7.19%	4.22
83	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	-4.94%	4.20
190	TECHNOLOGY	Rate the Ease of contacting the Technology Help Desk	2.46%	4.20
17	PLANT OPERATIONS	Rate the timeliness of response to maintenance requests	-5.52%	4.15

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32	PLANT OPERATIONS	Outdoor recreational facilities	-3.83%	4.15
72	VARIOUS STUDENT SERVICES & STAFF	Health services	-2.18%	4.15
86	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	-1.66%	4.15
137	EMPLOYEE BENEFITS	Health insurance claim processing	-7.88%	4.12
60	CAMPUS STORE	Buyback purchases	0.28%	4.11
165	ADMINISTRATION	Your involvement in decision making	-0.06%	4.09
33	PLANT OPERATIONS	Study facilities for commuter students	-6.67%	4.08
100	PARKING & SECURITY	Information on contacting security	-3.21%	4.07
91	OFFICIAL OFFICES OF THE COLLEGE	Processing and paying refunds by Business Office	-7.44%	4.06
39	FOOD SERVICES	Variety of food in upstairs Food Court	-8.90%	4.04
42	FOOD SERVICES	The cafeteria/food court hours	-5.07%	4.03
110	ACADEMIC EXPERIENCE	Variety of courses offered each term	3.02%	4.02
84	VARIOUS STUDENT SERVICES & STAFF	Publications for students	-2.47%	4.00
88	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	-1.39%	3.99
29	PLANT OPERATIONS	Art facilities	-0.72%	3.96
93	OFFICIAL OFFICES OF THE COLLEGE	Financial Aid Office	-11.67%	3.96
20	PLANT OPERATIONS	Maintenance of your dorm room	-3.26%	3.91
140	EMPLOYEE BENEFITS	Dental insurance	-5.07%	3.90
36	FOOD SERVICES	Quality of food in downstairs cafeteria	-4.92%	3.90
131	QUALITY OF WORK LIFE	Support for professional development	-3.35%	3.89
34	PLANT OPERATIONS	Lounge & recreational facilities for commuters	-10.01%	3.88
37	FOOD SERVICES	Variety of food in downstairs cafeteria	-2.97%	3.88
21	PLANT OPERATIONS	Overall rating of your dorm room	-4.17%	3.87
124	QUALITY OF WORK LIFE	Tenure & promotion process	-6.66%	3.80
31	PLANT OPERATIONS	Recreational facilities in old Student Center	-4.54%	3.79
43	FOOD SERVICES	Vending outlets	-6.73%	3.73
19	PLANT OPERATIONS	Overall rating of your resident hall	-4.01%	3.72
61	CAMPUS STORE	Pricing	-3.87%	3.64
28	PLANT OPERATIONS	Drama facilities	2.89%	3.55
18	PLANT OPERATIONS	Maintenance of your resident hall	-6.93%	3.55
23	PLANT OPERATIONS	Provisions for academic study in dorm	-2.64%	3.50
127	QUALITY OF WORK LIFE	Salary	-7.92%	3.41
22	PLANT OPERATIONS	Your dormitory rest room & lobby	-7.91%	3.37
130	QUALITY OF WORK LIFE	Overall college financial resources	-13.77%	3.22