

We administered the SSI in April and had 139 respondents [in 2017 = 134] but not all completed the surveys [6 to 13 no response on some questions]. The main document was received and sent to committee members in June for review and analysis.

A. Key areas of Strength & Challenge for Summit Pacific College:

The following results were rated highly by students and in several benchmarks SPC came in higher than other Canadian Institutions.

Strengths

- 75. Campus #2 My understanding of God is strengthened through classroom and campus experiences.
- 68. Nearly all of the faculty are knowledgeable in their field.
- 76. Campus #3 . Faculty, administrators & staff are helpful to me in processing issues related to my faith.
- 39. I am able to experience intellectual growth here.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 59. This institution shows concern for students as individuals.
- 66. Tuition paid is a worthwhile investment.
- 74. Campus #1 Chapels, classes, and campus life at Summit contribute to my spiritual growth.
- 2. The campus staff are caring and helpful.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 6. My departmental academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 72. On the whole, the campus is well-maintained.
- 3. Faculty care about me as an individual.
- 65. Faculty are usually available after class and during office hours.
- 78. Campus #5 Whenever possible I recommend Summit to potential students for consideration.

Challenges

- 8. The content of the courses within my major is valuable.
- 29. It is an enjoyable experience to be a student on this campus.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 34. I am able to register for classes I need with few conflicts.
- 45. Students are made to feel welcome on this campus.
- 1. Most students feel a sense of belonging here.
- 69. There is a good variety of courses provided on this campus.
- 17. Adequate financial aid is available for most students at this institution.
- 81. Campus #8 Summit's tuition fee rates are reasonable & fair when compared to other Christian colleges.
- 41. There is a commitment to academic excellence on this campus.
- 83. Campus #10 I benefit from the social interaction that is available in the Summit community.

- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 47. Faculty provide timely feedback about student progress in a course.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)

Strategic Planning Overview

- 63. Student disciplinary procedures are fair.
- 53. Faculty take into consideration student differences as they teach a course.
- 77. Campus #4 Examinations at Summit are fair and are a vital part of my education.
- 11. Fee payment policies are reasonable.

Benchmarks: Higher Satisfaction vs. National Canadian Four-Year Privates

- 68. Nearly all of the faculty are knowledgeable in their field.
- 8. The content of the courses within my major is valuable.
- 58. The quality of instruction I receive in most of my classes is excellent.
- 59. This institution shows concern for students as individuals.
- 66. Tuition paid is a worthwhile investment.
- 2. The campus staff are caring and helpful.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 34. I am able to register for classes I need with few conflicts.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 16. The instruction in my major field is excellent.
- 7. The campus is safe and secure for all students.
- 69. There is a good variety of courses provided on this campus.
- 17. Adequate financial aid is available for most students at this institution.
- 55. Major requirements are clear and reasonable.
- 6. My departmental academic advisor is approachable.
- 51. This institution has a good reputation within the community.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 72. On the whole, the campus is well-maintained.
- 3. Faculty care about me as an individual.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 5. Student awards/financial aid staff are helpful.
- 47. Faculty provide timely feedback about student progress in a course.
- 65. Faculty are usually available after class and during office hours.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 63. Student disciplinary procedures are fair.
- 22. Counselling services staff care about students as individuals.
- 53. Faculty take into consideration student differences as they teach a course.

Higher Importance vs. National Canadian Four-Year Privates

- 59. This institution shows concern for students as individuals.
- 2. The campus staff are caring and helpful.
- 34. I am able to register for classes I need with few conflicts.
- 33. My departmental academic advisor is knowledgeable about requirements in my major.
- 1. Most students feel a sense of belonging here.
- 17. Adequate financial aid is available for most students at this institution.
- 14. My departmental academic advisor is concerned about my success as an individual.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.

5. Student awards/financial aid staff are helpful.
 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
 63. Student disciplinary procedures are fair.

B. 2018 – S.S.I. [Summit Pacific College Specific Items 74 to 83].

	IMPORTANCE	SATISFACTION	GAP
74. Being on this campus is contributing to my spiritual growth.	93%	78%	15%
2017	95	82	13
75. My understanding of God is strengthened through classroom and campus experiences.	97%	91%	6%
2017	95	92	3
76. Faculty, administrators and staff are helpful to me in processing issues related to my faith.	95%	87%	8%
2017	95	85	10
77. Examinations at Summit are fair and are a vital part of my education.	86%	61%	*25%
2017	85	65	20
78. Whenever possible I recommend Summit to potential students for consideration.	81%	77%	4%
2017	82	78	4
79. Internship opportunities are an important part of my practical ministry skill development.	83%	73%	10%
2017	84	78	6
80. How much of a role does Student Ministry factor into your college experience?	79%	70%	9%
2017	86	80	6
81. Summit's tuition fee rates are reasonable and fair when compared to other Christian colleges.	86%	70%	*16%
2017	91	77	14
82. SPC's affiliation with TWU is valuable and helps to shape a solid Biblical worldview.	73%	67%	6%
2017	74	68	6
83. I benefit from the social interaction that is available in the Summit community.	89%	65%	*24%
2017	88	80	8