



As part of SPC's assessment process, the college invites students to reflect on their educational experience and provide feedback on institutional services. The "Student Satisfaction Inventory" was administered in April 2019 with 146 responses. This included representation from all 4 year class levels, campus residents, commuters; both part-time & full-time students. Results were compared with other Canadian institutions similar to Summit.

The authors of the Student Satisfaction Inventory define satisfaction as, **“when expectations are met or exceeded by the student’s PERCEPTION of the campus reality.”**

**CATEGORIES OF ASSESSMENT WITH RESPONSE STATISTICS**

**Scale** Importance Satisfaction / SD Performance Gap Importance Satisfaction / SD Performance Gap

	Summit Pacific College	National Canadian Four-Year Privates
Student Centeredness	6.55 6.22 / 0.79 0.33	6.40 5.85 / 0.96 0.55 0.37
Instructional Effectiveness	6.48 6.14 / 0.63 0.34	6.43 5.70 / 0.88 0.73 0.44
Concern for the Individual	6.44 6.14 / 0.78 0.30	6.30 5.73 / 1.00 0.57 0.41
Campus Climate	6.42 6.13 / 0.71 0.29	6.28 5.68 / 0.92 0.60 0.45
Academic Advising	6.41 6.17 / 0.75 0.24	6.25 5.71 / 1.07 0.54 0.46
Registration Effectiveness	6.30 6.10 / 0.78 0.20	6.17 5.67 / 0.92 0.50 0.43
Safety and Security	6.28 5.64 / 0.79 0.64	6.10 5.48 / 1.04 0.62 0.16
Recruitment and Financial Aid	6.26 6.01 / 0.86 0.25	6.12 5.34 / 1.05 0.78 0.67
Service Excellence	6.23 6.05 / 0.74 0.18	6.11 5.63 / 0.90 0.48 0.42
Campus Life	6.01 5.59 / 0.86 0.42	5.82 5.28 / 0.98 0.54 0.31
Campus Support Services	5.97 5.93 / 0.67 0.04	5.93 5.54 / 0.89 0.39 0.39
Responsiveness to Diverse Populations	5.81 / 1.05	5.43 / 1.20 0.38

**AT SPC we use the SSI feedback to:**

- Supplement and corroborate other survey instruments;
- improve our retention #s [148 this year!];
- support our self-study documentation [accreditation]
- gives students a voice for strategic planning;
- helps with marketing and recruitment plans.

**Strengths** are items of high importance and high satisfaction. These are the items that students care about that should be celebrated because the institution is performing relatively well.

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.
2. The campus staff are caring and helpful.
39. I am able to experience intellectual growth here.
66. Tuition paid is a worthwhile investment.
7. The campus is safe and secure for all students.
58. The quality of instruction I receive in most of my classes is excellent.
76. Campus #3 Faculty, administrators & staff are helpful to me in processing issues related to my faith.
16. The instruction in my major field is excellent.
33. My departmental academic advisor is knowledgeable about requirements in my major.
81. Campus #8 SPC's tuition fee rates are reasonable and fair when compared to other Christian colleges.
59. This institution shows concern for students as individuals.
6. My departmental academic advisor is approachable.
3. Faculty care about me as an individual.
51. This institution has a good reputation within the community.
80. Campus #7 Student Ministry involvements are excellent opportunities to express my faith.
72. On the whole, the campus is well-maintained.
14. My departmental academic advisor is concerned about my success as an individual.

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

8. The content of the courses within my major is valuable.
68. Nearly all of the faculty are knowledgeable in their field.
2. The campus staff are caring and helpful.
29. It is an enjoyable experience to be a student on this campus.
39. I am able to experience intellectual growth here.
66. Tuition paid is a worthwhile investment.
58. The quality of instruction I receive in most of my classes is excellent.
16. The instruction in my major field is excellent.
33. My departmental academic advisor is knowledgeable about requirements in my major.
34. I am able to register for classes I need with few conflicts.
45. Students are made to feel welcome on this campus.
59. This institution shows concern for students as individuals.
25. Faculty are fair and unbiased in their treatment of individual students.
69. There is a good variety of courses provided on this campus.
55. Major requirements are clear and reasonable.
6. My departmental academic advisor is approachable.
3. Faculty care about me as an individual.
23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
51. This institution has a good reputation within the community.
67. Freedom of expression is protected on campus.
72. On the whole, the campus is well-maintained.
14. My departmental academic advisor is concerned about my success as an individual.
41. There is a commitment to academic excellence on this campus.
17. Adequate financial aid is available for most students at this institution.

- 65. Faculty are usually available after class and during office hours.
- 5. Student awards/financial aid staff are helpful.
- 11. Fee payment policies are reasonable.
- 47. Faculty provide timely feedback about student progress in a course.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.
- 53. Faculty take into consideration student differences as they teach a course.

**Challenges** are those items that are also very important to students, but have lower satisfaction scores or large performance gaps due to some student’s perception or experiences. These are the priority areas for attention at the institution because students reflect high expectations but believe there is room for improvement.

- 8. The content of the courses within my major is valuable.
- 29. It is an enjoyable experience to be a student on this campus.
- 34. I am able to register for classes I need with few conflicts.
- 74. Campus #1 Chapels, classes, and campus life at Summit contribute to my spiritual growth.
- 25. Faculty are fair and unbiased in their treatment of individual students.
- 69. There is a good variety of courses provided on this campus.
- 83. Campus #10 I benefit from the social interaction that is available in the Summit community.
- 1. Most students feel a sense of belonging here.
- 23. Living conditions in the residence halls are comfortable (adequate space, lighting, heat, air, etc.)
- 67. Freedom of expression is protected on campus.
- 17. Adequate financial aid is available for most students at this institution.
- 11. Fee payment policies are reasonable.
- 22. Counselling services staff care about students as individuals.
- 47. Faculty provide timely feedback about student progress in a course.
- 12. Scholarships and bursaries are announced to students in time to be helpful in university planning.

**2019 – S.S.I. [Summit Pacific College Specific Items 74 to 83].**

		IMPORTANCE	SATISFACTION	GAP
74. Chapels, Classes, and campus life at Summit contribute to my spiritual growth.	2019	92%	79%	13%
	2018	93%	78%	15%
	2017	95	82	13
Being on this campus is contributing to my spiritual growth.	2019	98%	96%	2%
	2018	97%	91%	6%
	2017	95	92	3
75. My understanding of God is strengthened through classroom and campus experiences.	2019	98%	96%	2%
	2018	97%	91%	6%
	2017	95	92	3
76. Faculty, administrators and staff are helpful to me in processing issues related to my faith.	2019	93%	92%	1%
	2018	95%	87%	8%
	2017	95	85	10
77. Examinations at Summit are fair and are a vital part of my education.	2019	70%	66%	4%
	2018	86%	61%	*25%
	2017	85	65	20

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78. Whenever possible I recommend Summit to potential students for consideration.	2019	78%	86%	-8%
	2018	81%	77%	4%
	2017	82	78	4
79. Internship opportunities are an important part of my practical ministry skill development.	2019	88%	83%	5%
	2018	83%	73%	10%
	2017	84	78	6
80. Student ministry involvements are excellent opportunities to express my faith. How much of a role does Student Ministry factor into your college experience?	2019	86%	89%	-3%
	2018	79%	70%	9%
	2017	86	80	6
81. Summit's tuition fee rates are reasonable and fair when compared to other Christian colleges.	2019	93%	84%	9%
	2018	86%	70%	*16%
	2017	91	77	14
82. SPC's affiliation with TWU is valuable and helps to shape a solid Biblical worldview.	2019	74%	67%	7%
	2018	73%	67%	6%
	2017	74	68	6
83. I benefit from the social interaction that is available in the Summit community.	2019	92%	75%	17%
	2018	89%	65%	*24%
	2017	88	80	8

