

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1		Ozark Spring 2015			Ozark Spring 2017			Ozark Spring 2019			Ozark Spring 2021			Ozark Spring 2023		
2		Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap	Importance	Satisfaction	Gap
3	1. The campus staff are caring and helpful.	93%	92%	1%	90%	91%	-1%	93%	88%	5%	93%	88%	5%	94%	89%	5%
4	2. Registration processes and procedures are convenient.				66%	63%	3%	74%	69%	5%	65%	74%	-9%	71%	67%	4%
5	3. The campus is safe and secure for all students.	91%	83%	8%	84%	80%	4%	91%	75%	16%	89%	78%	11%	91%	64%	27%
6	4. The content of the courses within my major is valuable.	97%	82%	15%	97%	84%	13%	96%	81%	15%	96%	81%	15%	95%	78%	17%
7	5. Administrators are available to hear students' concerns.	84%	79%	5%	79%	72%	7%	85%	79%	6%	84%	70%	14%	85%	73%	12%
8	6. Billing policies are reasonable.	85%	62%	23%	80%	56%	24%	80%	69%	11%	73%	73%	0%	77%	71%	6%
9	7. Admissions staff provide personalized attention prior to enrollment.	81%	72%	9%	63%	64%	-1%	72%	77%	-5%	70%	80%	-10%	71%	72%	-1%
10	8. Financial aid awards are announced in time to be helpful in college planning.	88%	68%	20%	83%	60%	23%	85%	73%	12%	81%	76%	5%	81%	70%	11%
11	9. Library resources and services are adequate.	88%	81%	7%	84%	77%	7%	86%	83%	3%	88%	85%	3%	78%	74%	4%
12	10. My academic advisor helps me set goals to work toward.	76%	55%	21%	70%	51%	19%	72%	53%	19%	69%	52%	17%	72%	60%	12%
13	11. Financial aid counseling is available if I need it.	86%	71%	15%	65%	57%	8%	77%	73%	4%	67%	71%	-4%	74%	66%	8%
14	12. The amount of student parking space on campus is adequate.	79%	26%	53%	69%	40%	29%	71%	39%	32%	65%	48%	17%	63%	34%	29%
15	13. Living conditions in the residence halls are comfortable.	87%	50%	37%	87%	42%	45%	84%	40%	44%	86%	61%	25%	83%	61%	22%
16	14. Faculty are fair and unbiased in their treatment of individual students.	91%	73%	18%	89%	73%	16%	92%	77%	15%	92%	77%	15%	90%	73%	17%
17	15. Computers and/or Wi-Fi are adequate and accessible.	58%	44%	14%	46%	40%	6%	53%	51%	2%	52%	55%	-3%	84%	66%	18%
18	16. My academic advisor is available when I need help.	88%	76%	12%	76%	64%	12%	76%	78%	-2%	80%	74%	6%	76%	76%	0%
19	17. There are sufficient courses within my program of study available each term.				89%	65%	24%	90%	75%	15%	87%	71%	16%	88%	71%	17%
20	18. Parking lots are well-lighted and secure.	77%	67%	10%	66%	67%	-1%	74%	63%	11%	73%	68%	5%	71%	54%	17%
21	19. Residence hall staff are concerned about me as an individual.	89%	76%	13%	82%	78%	4%	85%	79%	6%	83%	79%	4%	79%	71%	8%
22	20. Tutoring services are readily available.	72%	79%	-7%	59%	81%	-22%	70%	87%	-17%	70%	87%	-17%	67%	83%	-16%
23	21. My academic advisor is knowledgeable about requirements in my major.	93%	70%	23%	91%	76%	15%	92%	81%	11%	92%	79%	13%	91%	84%	7%
24	22. This campus provides online access to services I need.				78%	64%	14%	82%	73%	9%	81%	80%	1%	76%	75%	1%
25	23. I am able to register for classes I need with few conflicts.	93%	74%	19%	88%	72%	16%	91%	80%	11%	86%	76%	10%	87%	84%	3%
26	24. I receive the help I need to apply my academic major to my career goals.				84%	67%	17%	90%	75%	15%	89%	72%	17%	86%	79%	7%
27	25. I am able to take care of college-related business at times that are convenient for me.	79%	75%	4%	79%	65%	14%	82%	72%	10%	79%	78%	1%	75%	70%	5%
28	26. Counseling services are available if I need them.				75%	53%	22%	82%	75%	7%	79%	76%	3%	78%	70%	8%
29	27. This institution helps me identify resources to finance my education.				74%	41%	33%	81%	51%	30%	78%	64%	14%	76%	49%	27%
30	28. Security staff respond quickly to calls for assistance.	85%	65%	20%	77%	65%	12%	85%	62%	23%	85%	66%	19%	82%	43%	39%
31	29. Faculty use a variety of technology and media in the classroom.				48%	63%	-15%	53%	64%	-11%	49%	69%	-20%	45%	65%	-20%

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32	30. There is an adequate selection of food available on campus.	83%	55%	28%	78%	32%	46%	74%	43%	31%	74%	58%	16%	69%	40%	29%
33	31. Students are made to feel welcome here.	94%	82%	12%	92%	79%	13%	95%	81%	14%	96%	85%	11%	95%	73%	22%
34	32. Faculty provide timely feedback about my academic progress.	89%	59%	30%	82%	64%	18%	86%	68%	18%	87%	60%	27%	85%	62%	23%
35	33. Admissions counselors accurately portray the campus in their recruiting practices.	83%	78%	5%	72%	72%	0%	82%	73%	9%	85%	76%	9%	84%	69%	15%
36	34. There are adequate services to help me decide upon a career.	88%	67%	21%	79%	63%	16%	85%	70%	15%	84%	70%	14%	80%	70%	10%
37	35. I seldom get the "run-around" when seeking information on this campus.	79%	68%	11%	74%	66%	8%	79%	78%	1%	75%	75%	0%	70%	69%	1%
38	36. The quality of instruction I receive in most of my classes is excellent.	96%	85%	11%	94%	86%	8%	98%	87%	11%	95%	86%	9%	94%	84%	10%
39	37. There is a strong commitment to diversity on this campus.	87%	69%	18%	74%	64%	10%	78%	64%	14%	81%	61%	20%	70%	49%	21%
40	38. I receive ongoing feedback about progress toward my academic goals.				72%	53%	19%	71%	53%	18%	72%	56%	16%	73%	56%	17%
41	39. Student disciplinary procedures are fair.	87%	67%	20%	78%	59%	19%	81%	70%	11%	83%	69%	14%	75%	58%	17%
42	40. Faculty are usually available to students outside of class (during office hours, by phone or by e-mail).	90%	78%	12%	86%	81%	5%	88%	86%	2%	87%	85%	2%	81%	83%	-2%
43	41. Tuition paid is a worthwhile investment.	94%	79%	15%	92%	78%	14%	92%	81%	11%	96%	80%	16%	93%	74%	19%
44	42. Students are free to express their ideas on this campus.	81%	62%	19%	84%	65%	19%	90%	71%	19%	84%	70%	14%	82%	70%	12%
45	43. Mentors are available to guide my life and career goals.	93%	60%	33%	87%	67%	20%	92%	74%	18%	87%	77%	10%	84%	76%	8%
46	44. On the whole, the campus is well-maintained.	89%	81%	8%	83%	80%	3%	83%	72%	11%	82%	84%	-2%	78%	77%	1%
47	45. Student activity fees are put to good use.	82%	57%	25%	76%	46%	30%	79%	58%	21%	75%	73%	2%	75%	58%	17%
48	46. <i>Campus Item: I am growing in Christlikeness</i>				99%	84%	15%	98%	92%	6%	98%	91%	7%	99%	92%	7%
49	47. <i>Campus item: I am learning to be grounded in Scripture</i>													99%	92%	7%
50	48. <i>Campus item: I am learning to practice cultural discernment</i>				86%	61%	25%	93%	65%	28%	91%	73%	18%	91%	76%	15%
51	49. <i>Campus item: I am being vocationally prepared for Christian service</i>													97%	85%	12%
52	50. <i>Campus item: Chapel services contribute positively to my spiritual growth</i>	91%	81%	10%	88%	82%	6%	92%	87%	5%	93%	88%	5%	92%	82%	10%
53	51. <i>Campus item: Special on-campus events (Faith Forum, International Focus Week, P&T) enhance student learning.</i>	83%	77%	6%	70%	63%	7%	71%	70%	1%	66%	67%	-1%	70%	67%	3%
54	52. <i>Campus item: Ministry Center provides opportunities for Christian service, career counseling, and placement.</i>	86%	78%	8%	78%	73%	5%	82%	78%	4%	82%	76%	6%	82%	78%	4%
55	53. <i>Campus item: My life/mentor group experiences encourage community and spiritual growth</i>	88%	79%	9%	89%	74%	15%	84%	64%	20%	88%	73%	15%	84%	63%	21%
56	54. <i>Campus item: A variety of intramural athletic opportunities are offered.</i>	43%	50%	-7%	54%	59%	-5%	57%	69%	-12%	54%	66%	-12%	54%	72%	-18%

[illegible]

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92	Self Support							16%			13%			20%		
93	Financial Aid							30%			26%			24%		
94	Scholarships							29%			27%			29%		
95	Family contributions							21%			31%			22%		