REPORT OF THE STUDENT SATISFACTION SURVEY

2013-2014

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I. INTRODUCTION

Annually, Faith Theological Seminary conducts a survey of its student body in order to continually modify and improve facilities and services. Since 2009, the Seminary has conducted follow-up surveys and has obtained vital information for program and facilities planning and evaluation. In the past years, the Student Satisfaction Survey has provided information on student satisfaction levels with the facilities available at the Seminary (physical, administrative, and spiritual). This information will enable us to improve the services we provide our students and innovate on new programs and facilities to meet their growing needs.

II. MISSION STATEMENT

The mission of Faith Theological Seminary is to prepare men and women for the dissemination of the Gospel of Jesus Christ locally and globally. By teaching the inspired, inerrant, infallible Word of God efficiently and training in practical ministry, the Seminary seeks to produce graduates, who do the work of missionaries, pastors, and theological teachers through preaching, teaching, and applying the Word of God by the power of the Holy Spirit.

The satisfaction of students is of paramount importance to the administration of the Seminary. Therefore, any attempt to evaluate and improve student satisfaction levels assumes importance.

III. METHODOLOGY

This report presents satisfaction levels of the student body of Faith Theological Seminary and outcome indicators as demonstrated in the respondents’ answers to the Student Services Survey conducted for the academic year 2013-2014.

The total unduplicated head count of matriculated students that attended Faith Theological Seminary for the academic year 2013-2014 was 189 students. The Student Services Survey was administered to all students in the fall of 2014. Fifty One (51) students responded to the survey.

The Director of Institutional Effectiveness scanned the data for analysis, compiled the survey data, and has analyzed the findings in this document.

Limitations

The students were asked to evaluate each area of service by selecting (1) strongly agree, (2) agree, (3) disagree, (4) strongly disagree, or (5) no response. The sum of all of the questions in each group divided by the number of questions, or the mean was used to create the pie charts.
IV. SURVEY FINDINGS

The survey addressed the following areas of interest: levels to which students were satisfied with their interaction with the administrative offices, i.e. the Business Office and Registrar’s Office. It will also serve as a barometer to gauge utilization and satisfaction of resources available in the Seminary like the Computer Lab and Library. The students’ satisfaction with the grounds/building and maintenance of the physical facilities are measured. In keeping with the mission of the Seminary, the survey will attempt to formulate a spiritual picture of the average student at the Seminary.

A discussion of the findings is presented first and is followed by charts depicting the data from each of the areas of interest. Each section includes:

- Descriptive statistics for each response
- Charts of data showing numbers and percentages for responses

V. SATISFACTION WITH STUDENT ACCOUNTS – BUSINESS OFFICE

Students from the 2013-2014 student body were satisfied with the service they received from the business office. The areas surveyed were the hours of operation, the helpfulness of the business office personnel, the timeliness of the resolution of questions and problems, the accuracy and clarity of the statements.
Students surveyed were satisfied with the service they received from the Registrar’s Office. The students were asked if the hours of operation were adequate to meet their needs, if the personnel provided quality service in a friendly manner, if the Registrar’s Office provided accurate academic information; and if their questions and problems were resolved in a reasonable amount of time. 12% of the students surveyed did not respond to two questions regarding the accuracy of the academic information provided by the Registrar’s Office and the resolution of questions in a reasonable time. It is believed by the administration that the no responses are due to the fact that the students had no knowledge or experience in those areas of the Registrar’s work.
The students were satisfied that the campus grounds are well-maintained, the service areas (kitchen and bathrooms are clean), and the maintenance of the building is sufficient.

Due to increased enrollment in the 2012-2013 academic year more week-day and evening classes are being offered to accommodate students who prefer those times to Saturdays. Facilities are adequate for current enrollment, although the Strategic Planning Committee has begun the search for another facility in anticipation of increased enrollment.
VIII. SATISFACTION WITH STUDENT LIFE

77% of the students surveyed were pleased with the programming of student activities and felt that the student activity fee was used for their benefit. The administration is well-aware of the need for more social activities at the Seminary. As a commuter school with most of our students involved in ministry and employed, it is difficult for the students to attend social events. The administration has taken steps to correct the situation by working with the Student Government Association. The annual Christmas celebration and commencement and celebration are paid for by the student fees. The student activity fee is $20 each semester.
The students surveyed were asked if there is an awareness of the minority/international student affairs concerns among the student body, and if the Seminary handles all concerns presented to them in a reasonable amount of time. 29% of the students did not respond to this area of the survey. This question will be rewritten in future surveys.

IX. SATISFACTION WITH CHAPEL SERVICES

Chapel services are conducted at the Seminary once every week after the first class period on Saturdays. Attendance at chapel services is not mandatory, but encouraged.

The pie chart relative to the students’ satisfaction with the chapel services does not include the 31% of the students who do not attend.
The students were asked two questions relative to the chapel services; (i) if the music at chapel prepared them for worship; and (ii) if chapel services provided spiritual growth opportunities to them. 67% of the students who attend chapel service expressed satisfaction with the chapel services with just 5% expressing dissatisfaction.

31% of the students responded that they did not attend chapel services. The administration and faculty have been discussing ways in which to include all of the students in the chapel services. Each class begins with prayer and sometimes devotions and music.

As a result of the 2012-2013 survey results, the chapel services were improved through regular scheduling of faculty speakers who follow a consistent Bible book and themes, as well as prayer days and emphasis on the curriculum in spiritual formation. During the 2013-2014 year, there has been a decline in faculty speakers. The administration is working with the Student Government Association to improve the chapel services.

X. SATISFACTION LEVELS WITH LIBRARY AND FACILITIES

A part of the survey was dedicated to questions that would help determine how well the students used the library and their levels of satisfaction with the facilities available in it.

A. Use of Library Resources

34% of the student body use the library resources frequently. 25% use the library at least once a month. 39% of the students did not use the library at all. When comparing
the library usage with that of 2012-2013, it appears there has been an increase of 12% in students who never use the library.

25% of the students who frequented the library used electronic media and the computer work stations for academic research.

B. Satisfaction with Library Resources

Responses related to the satisfaction levels with library resources reveal that 35% of the students believe more computerized work stations should be available. The administration has addressed this issue by purchasing four additional computers and work stations with $1,000 budgeted in 2015 for four additional computer work stations and a printer and copier.

Question: Please indicate how often you use the library.

![Image of a pie chart showing library use frequency]

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>3 or more times per week</td>
<td>39%</td>
</tr>
<tr>
<td>1-2 times per week</td>
<td>22%</td>
</tr>
<tr>
<td>once a month</td>
<td>25%</td>
</tr>
<tr>
<td>never</td>
<td>12%</td>
</tr>
<tr>
<td>no response</td>
<td>2%</td>
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</tbody>
</table>
Question: Please indicate the Library resources that you most often use.

Question: Please indicate which of the following resources would be of most benefit to you.
Question: How would you describe your use of the Library’s computerized resources?

Question: Please indicate the Curriculum Library resources that you use most often.
Question: Library materials are adequate to support my education.

Question: The library materials are well organized for speedy access.
XI. Satisfaction with Computer Equipment and Training

Questions: I am satisfied that adequate equipment was available for the courses I’ve taken.

The number of computer workstations give me a high level of accessibility to computer equipment on campus.

The institution provides adequate training opportunities for me to acquire competency in operation of equipment and software.

20% of the students disagreed that there were a sufficient number of workstations and adequate training opportunities. The workstations are being addressed as stated above. A computer skills course is scheduled for the fall of 2015. The course will be offered for credit as part of the Bachelors’ program.
Use of Computers

Questions/Statements: My professors require me to use computers in completing assignments or projects.

Statement: I communicate via e-mail at least two times per semester with my advisor.
Each semester I submit assignments via e-mail to my professors.
Results of the survey were combined relative to the above two statements.

XII. Spiritual Life

This section helps draw up a picture of the spiritual maturity of the average student at FTS. The Seminary realizes that there can be no accurate measure of spirituality. A personal walk with God is just that – personal. The questions however help indicate the spiritual trends that can inform policy and action by the Seminary.

70% of the students responded that the Lord has called them to full-time Christian service. Another 22% believe it is a possibility. As stated in the mission statement, the Seminary seeks to produce graduates, who do the work of missionaries, pastors and theological teachers through preaching, teaching, and applying the Word of God by the power of the Holy Spirit and it is meeting its mission.

73% of the students surveyed attend church services 2 to 3 times per week and 63% have personal devotions 5 to 7 times per week. 24% attend church service once a week and 29% have personal devotions 2 to 4 times per week.
87% of the students responded that the teachers are accessible and helpful and that the spiritual counseling is adequate. However, 4% disagreed with this statement and another 4% strongly disagreed.

92% of the students believe there is a good balance between the spiritual and academic programs.
92% strongly agree or agree that they are satisfied with the spiritual program at the Seminary.

XIII. SUMMARY

The Student Satisfaction Survey and this report on the findings, has established a systematic process to annually evaluate and review the Seminary’s resources and services to the student body.

High levels of satisfaction were recorded among the students with the services of the administrative offices, grounds and building maintenance and spiritual life. However, the following recommendations emerge from an analysis of the dissatisfaction levels:

The administration is working with the Student Government Association to provide additional programming of student activities. Recently, all-day seminars on topics of interest to the Christian community have been offered at locations in the Baltimore area. FTS sponsors these seminars which involves joint efforts between the administration, students, and other Christian organizations.

The administration seeks to increase attendance at chapel services by encouraging students and teachers to participate.

Additional computers and workstations are in the library with four additional computers and work stations planned in 2015. A copier and printer will be available in the library in the near future. An undergraduate computer course which will include lab work for credit will be offered in the fall of 2015.