

## National Student Satisfaction Report

	L B C			PRIVATE 4-YEAR INSTITUTIONS			ABHE INSTITUTIONS		
	2009	2014	Diff	2009	2014	Diff	2009	2014	Diff
<b>Exceeded Expectations</b>	65%	<b>67%</b>	+ 1%	46%	<b>50%</b>	+ 2%	56%	<b>61%</b>	+ 1%
<b>Overall Satisfaction</b>	84%	<b>88%</b>	+ 12%	72%	<b>74%</b>	+ 20%	82%	<b>83%</b>	+ 17%
<b>Likelihood to Re-Enroll</b>	81%	<b>86%</b>	+ 5%	67%	<b>69%</b>	+ 11%	81%	<b>80%</b>	+ 7%

<b>Student Satisfactory Inventory Comparisons (2014)</b>																
Scale	Lancaster Bible College				Four-Year Private Institutions						ABHE Institutions					
	Import	Satis	SD	Gap	Import	Satis	SD	Gap	Mean Diff.		Import	Satis	SD	Gap	Mean Diff.	
<b>Student Centeredness</b>	6.46	5.88	1.02	0.58	6.27	5.46	1.19	0.81	0.42	***	6.38	5.89	0.97	0.49	0.01	
<b>Campus Life</b>	5.93	5.44	1.01	0.49	5.84	5.06	1.17	0.78	0.38	***	5.90	5.36	1.02	0.54	0.08	
<b>Instructional Effectiveness</b>	6.50	5.97	0.70	0.53	6.40	5.55	1.05	0.85	0.42	***	6.42	5.78	0.90	0.64	0.19	*
<b>Recruitment &amp; Financial Aid</b>	6.33	5.86	0.92	0.47	6.23	5.18	1.25	1.05	0.68	***	6.31	5.58	1.04	0.73	0.28	**
<b>Campus Support Services</b>	5.98	6.04	0.77	0.06	6.06	5.52	1.04	0.54	0.52	***	5.99	5.71	0.90	0.28	0.33	***
<b>Academic Advising</b>	6.50	6.26	0.78	0.24	6.36	5.56	1.28	0.80	0.70	***	6.38	5.87	1.03	0.51	0.39	***
<b>Registration Effectiveness</b>	6.20	5.82	0.84	0.38	6.21	5.22	1.18	0.99	0.60	***	6.25	5.68	0.96	0.57	0.14	
<b>Safety and Security</b>	6.27	5.40	1.12	0.87	6.21	5.07	1.28	1.14	0.33	**	6.19	5.41	1.15	0.78	0.01	
<b>Concern for Individual</b>	6.48	6.03	0.91	0.45	6.24	5.40	1.18	0.84	0.63	***	6.34	5.86	0.93	0.48	0.17	
<b>Service Excellence</b>	6.17	5.73	0.92	0.44	6.09	5.28	1.11	0.81	0.45	***	6.13	5.64	0.93	0.49	0.09	
<b>Responsiveness to Diverse Populations</b>		5.59	1.21			5.32	1.39		0.27			5.51	1.23		0.08	
<b>Campus Climate</b>	6.36	5.74	0.92	0.62	6.24	5.39	1.11	0.85	0.35	***	6.31	5.73	0.93	0.58	0.01	

\* Significant at the .05 Level

\*\* Significant at the .01 Level

\*\*\* Significant at the .001 Level

