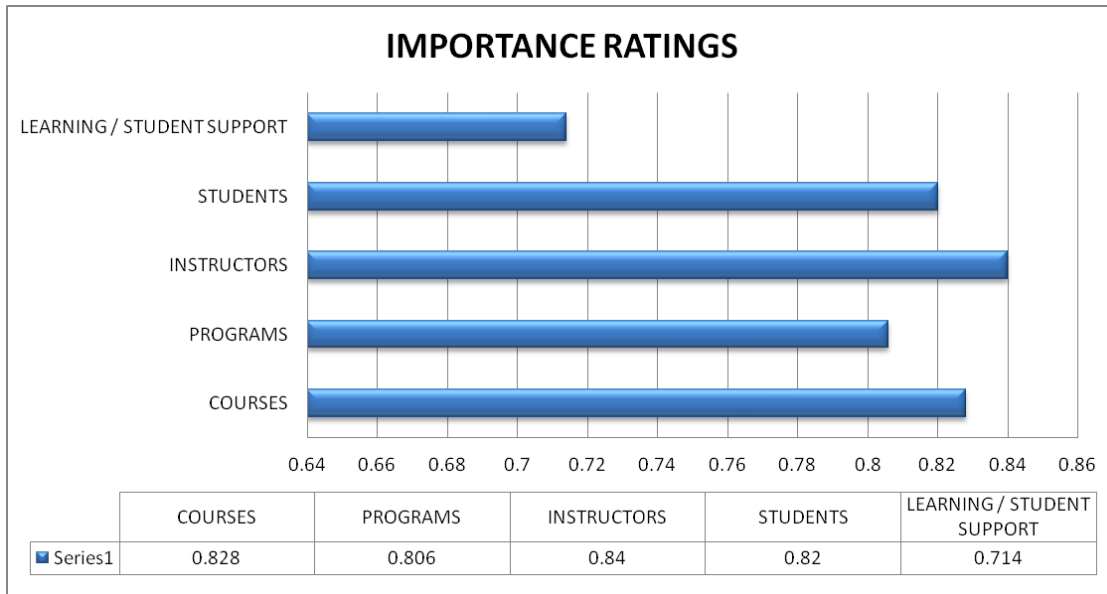


2015 STUDENT SATISFACTION SURVEY OUTCOME REPORT

(1) Satisfaction Gravity Ratings

- Students find the "Learning / Student Support less important than any other areas of academia including instructions or programs provided. The average rating for the Learning / Student Support was 3.57 / 5.00 compared with all 4.00 and above for other areas of survey.



As all other assessment categories scored above 80% of the scale; however, the outcomes from the learning/student support categories, students are found to have less expectations with less substantiality. This finding is important because assessment outcomes from other institutions find the very opposite where students believe student support and learning outcome support are the most critical and crucial factors of satisfaction of attendance at their post-secondary educational institutions.

2015 Student Satisfaction Survey Outcome Report

- Students find that the following service items are less important to them substantially compared with other factors in satisfaction from studying at Reformed University:

Satisfaction Factors	Average Importance / Gravity	Average Performance / Satisfaction
Child Care	1.97	1.71
Sports and fitness facilities	2.68	2.91
Recreation Activities and Programs	2.68	2.91
Food and beverage services/outlets	2.79	3.88
Social Activities and Community Support Activities	3.00	3.53
Public Transport	3.06	3.74
Services for disability	3.09	3.62
Photocopiers and Printing services	3.12	3.85
Bookshop / Bookstore	3.18	3.44
Have collectives, clubs and societies that are easy to become involved in if I choose to do so	3.21	3.56
Security & Safety Services	3.29	3.24
Religious Facilities	3.32	4.15
Study areas	3.35	4.35
Parking	3.44	4.65
Electronic access to Library Resources	3.47	4.38

As the student body composed with more Master of Divinity program enrollees, students seem to pay less considerations in student service areas.

Average age of students is far above 30 who may not require child support or care facility while they participate in class activities during school sessions.

Student may consider academic and scholastic resources and input of knowledge more important than other school services.

Reformed University has already established profound arrays of student services regardless of students need, and student may have found that they do not require Food and Beverage, Recreation, Transportation, Services for disabilities, Printing services, Bookstore services, Safety and Security, Religious Facility, Parking, or Electronic Access services as they have already be provided with them in prior to their first class of attendance.

However, the institution is in need of further pursuing assessments on the same agenda as the yearly comparison ne conducted to verify the above hypothesis.

2015 Student Satisfaction Survey Outcome Report

(2) Performance Ratings

In Accordance with the current 2015 Student Satisfaction Survey, the following items were ranked the highest for satisfaction, and the items scored above average of 4.40 out of 5.00 scale.:

Agenda	Performance Ratings
Parking	4.65
The instructor demonstrated an interest in student progress.	4.53
Provides assignments contributing to an understanding of course content	4.50
Provides relevant evaluation and assessment tools which reflect student's achievement	4.50
Enables me to construct a timetable for attendance at classes which suit my needs	4.50
Has class sizes which allow me to participate fully in all my units	4.50
The instructor was accessible to students during office hours or after class.	4.50
As a result of taking this course I find that I am more fair-minded.	4.50
Closely links theory to practice	4.47
Has class time and locations which make it easy for me to participate	4.44
A respect for alternative view points	4.44
The instructor modeled the good thinking, sound judgment, and ethical decision-making.	4.44
The academic counseling and help was available.	4.44
As a result of taking this course my thinking is more focused and systematic, at least in this subject area.	4.44
Library	4.44
The skills necessary to undertake on-going self-directed learning	4.41
The instructor demonstrated a thorough knowledge of the subject matter.	4.41

Most notable items highly evaluated among students are facility provisions and instructor related questions. Instructors were found that they provide appropriate assignment to meet the course objectives, their evaluation is fair and appropriate, course material is well coordinated and planned to meet the student satisfaction, and faculties were accessible for counseling and academic attribution for student learning outcome.

The items scored less than 4.0 / 5.0 were as follows:

Agenda	Performance Ratings
Child Care	1.71
Sports and fitness facilities	2.91
Recreation Activities and Programs	2.91
Security & Safety Services	3.24
Bookshop / Bookstore	3.44
Social Activities and Community Support Activities	3.53
Have collectives, clubs and societies that are easy to become involved in if I choose to do so	3.56
Services for disability	3.62

2015 Student Satisfaction Survey Outcome Report

Public Transport	3.74
Application procedures for entry are straightforward	3.79
In my interactions with them, the office and technical support staff were professional.	3.79
Problems with administrative matters are effectively resolved	3.82
The school's web site and electronic information services are easy to use.	3.85
The "Current Students" information on University's official website is easy to find	3.85
Photocopiers and Printing services	3.85
On line systems and forms have made student administration easier	3.88
Food and beverage services/outlets	3.88
Is meeting expectations I had prior to my initial enrollment	3.94
Information about enrollment procedures is clear and accurate	3.94
Announcement and notifications are delivered to me on time	3.97

Among the lowest scored satisfaction items, the bold-faced items are addressed for special attention as the other ones are related to student services which have to be revisited for data validity based on yearly comparison. Among the items, the following are related to administrative works:

- Application procedures for entry are straightforward
- In my interactions with them, the office and technical support staff were professional.
- Problems with administrative matters are effectively resolved
- The school's web site and electronic information services are easy to use.
- The "Current Students" information on University's official website is easy to find
- On line systems and forms have made student administration easier
- Is meeting expectations I had prior to my initial enrollment
- Information about enrollment procedures is clear and accurate
- Announcement and notifications are delivered to me on time

First of all, Reformed University administration is asked to provide more and clear information on its official website. The current website information is limited based on the student satisfaction survey and student access to detailed and clear information is vital to guarantee student learning outcome while in school.

Second, students are pointing out that the admission office is lacking appropriate and proper information provision to students both prior to and during their enrollment at the university.

Third, administrative officers are encouraged to pay more personal attention students' needs and demand.

2015 Student Satisfaction Survey Outcome Report

(3) Overall production

From the 2015 Student Satisfaction Survey, the following comprehensive outcomes are addressed as the performance ratings are scaled out of 25 points total. The comprehensive ratings are the production of the student satisfaction gravity and the Reformed University's actual performance during the school year:

Agenda	Comprehensive Performance Ratings
Provides relevant evaluation and assessment tools which reflect student's achievement	19.53
The instructor demonstrated an interest in student progress.	19.53
Has class sizes which allow me to participate fully in all my units	19.35
Provides assignments contributing to an understanding of course content	18.94
The instructor's teaching methods assisted me in achieving the course's learning goals.	18.85
The instructor was accessible to students during office hours or after class.	18.79
The academic counseling and help was available.	18.71
Employees interesting and appropriate teaching and learning methods	18.68
Is accurately described in course promotional material & Catalog	18.38
Enables me to construct a timetable for attendance at classes which suit my needs	18.38
As a result of taking this course I find that I am more fair-minded.	18.35
The instructor modeled the good thinking, sound judgment, and ethical decision-making.	18.32
Has class time and locations which make it easy for me to participate	18.26
The instructor appeared knowledgeable in the subject area.	18.26
My interest in the subject has been stimulated by this course.	18.26
Closely links theory to practice	18.24
The instructor demonstrated a thorough knowledge of the subject matter.	18.24
The instructor encouraged useful participation through discussion and other activities.	18.21
Provides timely and constructive feedback on learning	18.06
Has accomplished or is accomplishing the course objectives	18.00

The bold-faced items are academic related and only two items of personal development and personal interest being met from the programs are the only non-academic related agenda assessed. Consequently, Reformed University's academic factors are considered very satisfactory among students.

Correct Information Access

However, the above-mentioned three faces of student dissatisfaction must be careful addressed for immediate improvement. For 2016 fiscal year, the Office of Student Affairs, Registrar's Office in consultation with the Office of Business Affairs, along with the Office of Public Relation must act together to revise the information contents on its official website with easy access channel for students. It is strongly recommended that all students are provided with their own access to their personal progress and information on its website. The information may

2015 Student Satisfaction Survey Outcome Report

contain the following items to meet their demands as advised by the Office of Planning to the faculty committee in October 2015:

Student Services

Director of Student Affairs / Contact	Introduction and Welcome Message Office of Student Affairs Contact List	
Student Portal	Portal Log In Page - Forgot ID or Password? - Reset Password?	My Information - Information Change Form (Electronic - Submit) My Calendar My Account My Financial Aid (link to Student Financial Aid Account) Academic Progress
Student Handbook	Student Handbook Download (pdf)	
Spiritual Life	Chapel Information	
New Student Orientation	Orientation Information Previous Orientation Booklet Download Previous Orientation Video Viewing Orientation Survey form (Electronic - Submit)	
Academic Advising	Academic Advising Policy and Procedures Who's my Advisor? (Faculty Profile) Academic Advising Request form (Electronic - Submit)	
Student Support Services	Tutoring Services Counseling Services Technical Support Ministry Formation Pastoral Ordination Information and Policies	
Financial Aid	Financial Aid Manual Related Policies and Forms	
Scholarship	Scholarship Info and Forms	
On-Campus Employment	On-Campus Employment Info Job Descriptions	
International Students	International Student Services Manual OPT and CPT Guidelines and Policies	
Library	Library Info and Direct Link - Library Collection Request	
Technology Support	Computer Lab Facilities and Equipment Use Policies and Forms	
Bookstore Services	Bookstore Services Info	
Student Association and Activities	Student Association Bylaws Student Association Activities	

2015 Student Satisfaction Survey Outcome Report

	Student Association Leadership Club Activities
Campus Safety / Text Alert / Health Care	Campus Safety Policies and Procedures (downloadable in pdf) Text Alert Agreement Form (Electronic - Submit) Emergency Procedures and Medical Institution Info School Infirmary Info
Housing	Housing Info
Career Placement Services	Career Placement Service Info Job Fair Seeking Jobs?
Area Information	Area Info
FERPA	FERPA Info
Appeals and Complaints	Complaint Policy Contact Info for GNPEC and TRACS

First Impression and Lasting Impression

Students found that admission procedures need to be revised to present satisfactory information and services to prospective students, and the 2015 assessment also pointed out that administrative services must be improved while those attending classes. In order to provide remedy to the current issues, it is recommended that the information provided to prospective students must be formulated to fully cover all interested areas of students as it may retain following response journal information in order not to disregard or omit crucial information to any prospectors:

Date:	_____	Visit / Phone / Email
Last Name:	_____	
First Name:	_____	
Gender:	Male / Female	
Phone:	_____	
Email:	_____	
Desired Field of Study:	BATS / M.Div.	New Student? / Transfer?
Legal Status in the US:	Citizen / Permanent Resident / Foreign Student / Other Non-immigrant	
How did the student find us?	_____	
Dependents?	_____	

2015 Student Satisfaction Survey Outcome Report

Admission Information

Application Package Information Explained? _____

Application Package given? Via E-mail / By Mail / Handed / Web-site download

Transfer Clearance form given? _____

International Student Admission Information? _____

Curricular Information

General Education / Core / Institutional Requirements / Electives

How many Credit Hours per semester and graduation requirements _____

Basic streamline of course sequencing _____

Transfer Credit Analysis _____

Minister Ordination Information _____

Finance Information

Tuition and Refund Information _____

Scholarship Information _____

Affidavit of Support _____

Registration Information

Course Registration Process _____

Academic Counseling Information _____

Payment Information _____

Add/Drop Process Information _____

Student Services

Web-site Information _____

Facilities Information (Classroom, Library, Computer Lab, Cafeteria, Chapel) _____

Orientation Schedule _____

And for on-demand response to students needs, administrative officers are encouraged to have office hours on Saturdays on which the classes are held mostly to provide proper responses and feedbacks to any requests.