



# HORIZON UNIVERSITY

## STUDENT EXPERIENCE INVENTORY

2017

Number of Responses: 10

### Selected Highlights

The following statements reflect a sample of some of the important information contained in the Student Experience Inventory results. There is more to be gleaned from a careful review of the survey results. Additional custom filtered reports can be provided upon request.

### Demographic Highlights

- 100% of the respondents indicated that they are enrolled in an Undergraduate program.
- 60% indicated that they have a clear professional goal in mind for their seminary education.
- 100% indicated that they have strong off-campus support for their education.
- 11% indicated that they were first year students. 44% indicated that they were second year students, and 11% indicated third year.
- 33% indicated that they were full time students, with 67% indicating part time.
- 70% of the respondents were male, 30% female.
- 20% indicated that they were under 25 years of age. 10% indicated that they were over 50 years of age. 20% of the respondents indicated that they were between 40 -50 and 30% between 30-35 years of age.
- 80% identified their ethnicity as Caucasian and 20% Hispanic.
- 70% indicated that they were married.
- 10% indicated that they work less than 20 hours a week.
- 10% indicated that they engage in 10-20 hours of ministry per week, and 40% indicated less than 10 hours a week in ministry.

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## Importance and Satisfaction Scores

### HIGHEST RATED IMPORTANCE SCORES

Importance Items	Satisfaction Score *	Importance Score *
37. Veterans services provide helpful assistance	5.0	6.0
27. The financial cost of my education is a good investment	5.5	5.8
11. Online courses provide a quality learning experience	5.3	5.7
10. Classes are offered at convenient times for my schedule	5.7	5.7
13. Instructors exemplify a deep faith commitment	5.6	5.7
22. The education that I am receiving is a valuable investment of my time	5.6	5.7
23. I am developing a deeper spiritual life and faith commitment	5.4	5.7
41. Career counseling and placement services provide helpful assistance	3.5	5.7

### HIGHEST RATED SATISFACTION SCORES

Satisfaction Items	Satisfaction Score*	Importance Score*
35. Adequate campus security is provided	6.0	5.5
40. Food/Snack services are adequate for my needs	6.0	5.0
42. Health and wellness services are readily available	6.0	5.0
43. Student events and activities are effectively communicated	6.0	4.0
46. Student billing and account services provide helpful assistance	5.8	5.3
7. The administrative staff provide helpful assistance	5.7	5.6
10. Classes are offered at convenient times for my schedule	5.7	5.7
25. My degree program provides an integration of theory, theology, and application	5.7	5.6
36. Campus facilities are well maintained	5.7	5.0

### LOWEST RATED SATISFACTION SCORES AND PERFORMANCE GAP ITEMS

Satisfaction Items	Satisfaction Score*	Importance Score*
41. Career counseling and placement services provide helpful assistance	3.5	5.7
37. Veterans services provide helpful assistance	5.0	6.0
38. Study areas are adequate for my needs	4.5	5.3
11. Online courses provide a quality learning experience	5.3	5.7
6. I am able to track my degree program effectively	5.2	5.6
12. Instructors demonstrate expert knowledge and depth of insight	5.2	5.6

\* Reported on a 6-point scale

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## Factor Analysis – Measures of Institutional Effectiveness

### Value Added Score: 5.5\*

(Assessing education as progress and development)

<u>Line Item</u>	<u>Satisfaction</u>
19. Coursework and lectures provide multiple perspectives	5.3
20. I am learning valuable principles that apply to my chosen field	5.5
21. My educational experiences are relevant to my current ministry	5.3
22. The education that I am receiving is a valuable investment of my time	5.6
23. I am developing a deeper spiritual life and faith commitment	5.4
24. My educational experience has deepened my appreciation for diverse perspectives	5.6
25. My degree program provides an integration of theory, theology, and application	5.7
15. Instructors are respectful of the views of others	5.5
27. The financial cost of my education is a good investment	5.5

### Quality of Instruction Score: 5.4\*

<u>Line Item</u>	<u>Satisfaction</u>
12. Instructors demonstrate expert knowledge and depth of insight	5.2
13. Instructors exemplify a deep faith commitment	5.6
14. Instructors exemplify professionalism in the classroom	5.6
18. Assignments are personally challenging and encourage critical thinking	5.3

### Online Courses

11. Online courses provide a quality learning experience	5.3
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### Administration Score: 5.4\*

<u>Line Item</u>	<u>Satisfaction</u>
6. I am able to track my degree program effectively	5.2
7. The administrative staff provide helpful assistance	5.7
8. Registration procedures are clear and easy to follow	5.4
9. Financial aid options are explained clearly and thoroughly	4.9
10. Classes are offered at convenient times for my schedule	5.7

### Advisement Score: 5.4\*

<u>Line Item</u>	<u>Satisfaction</u>
1. My academic advisor provides helpful assistance	5.4
2. My academic advisor cares for me personally	5.3

### Student/Faculty Interaction Score: 5.1\*

<u>Line Item</u>	<u>Satisfaction</u>
16. Instructors provide timely and valuable feedback on assignments	5.1
17. Instructors utilize multiple teaching methods and technologies effectively	5.0
26. The faculty are sensitive to the competing demands on my time	5.4
28. I have developed valuable relationships with instructors	4.8

\* 6-point scale

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## Academic Support Score: 4.4\*

<u>Line Item</u>	<u>Satisfaction</u>
3. Library resources enable me to effectively complete assignments	4.5
4. The library staff provide helpful assistance	4.1
5. Adequate support is available for improving my writing skills	4.6

## Internships Score: 4.8\*

<u>Line Item</u>	<u>Satisfaction</u>
32. The internship/field study programs are well organized and administrated	4.7
33. The internship/field study programs provide valuable learning and growth experiences	5.0

## Sense of Community Score: 4.8\*

<u>Line Item</u>	<u>Satisfaction</u>
29. I have developed valuable relationships with other students	4.3
30. There is an appreciation of diversity within the campus culture	4.9
31. There is a welcoming sense of community on campus	5.3

## Factor Score Summary Satisfaction Score\*

Value Added	5.5
Quality of Instruction	5.4
Administration	5.4
Advisement	5.4
Student/Faculty Interaction	5.1
Academic Support	4.4
Internships	4.8
Sense of Community	4.8
<b>Average Score all Factors</b>	<b>5.1*</b>

Average Satisfaction score of students was 85% (5.1 on a 6-point scale, 4.25 on a 5-point scale) indicating average overall student satisfaction.

\* 6-point scale

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## Indirect Assessment of Institutional Learning Outcomes

This section presents summary data of indirect measures of institutional learning outcomes as indicated in the Student Experience Inventory reported as level of Satisfaction with student learning.

<b>Line Item</b>	<b>Satisfaction*</b>
11. Online courses provide a quality learning experience	5.3
18. Assignments are personally challenging and encourage critical thinking	5.3
20. I am learning valuable principles that apply to my chosen field	5.5
21. My educational experiences are relevant to my current ministry	5.3
23. I am developing a deeper spiritual life and faith commitment	5.4
24. My educational experience has deepened my appreciation for diverse perspectives	5.6
25. My degree program provides an integration of theory, theology, and application	5.7
33. The internship/field study programs provide valuable learning and growth experiences	5.0
<b>Average Score (4.8 Minimum/5.4 Excellent)</b>	<b>5.4</b>

\* Rated on a 6-Point Scale

The performance standard for this learning outcome assessment is a total aggregate score of 4.8/80% (minimum score for “successful”) and 5.4/90% (minimum score for “excellent”). The current score of 5.4 (90%) indicates "excellent" overall achievement in accomplishing institutional learning outcomes.

## Assessment of Student Services

This section presents summary data of identified areas of student services items indicated in the Student Experience Inventory reported as level of Satisfaction.

<b>Line Item</b>	<b>Satisfaction*</b>
35. Adequate campus security is provided	6.0
36. Campus facilities are well maintained	5.7
37. Veterans services provide helpful assistance	5.0
38. Study areas are adequate for my needs	4.5
39. Computer labs and computing services are readily available	4.0
40. Food/Snack services are adequate for my needs	6.0
41. Career counseling and placement services provide helpful assistance	3.5
42. Health and wellness services are readily available	6.0
43. Student events and activities are effectively communicated	6.0
44. Opportunities are provided for spiritual development and ministry development	5.0
45. Personal counseling is readily available	5.3
46. Student billing and account services provide helpful assistance	5.8
47. Clear channels are in place to communicate student complaints and concerns	5.6
48. Adequate student support is available to help me succeed in my degree program	5.6
<b>Average Score (4.8 Minimum/5.4 Excellent)</b>	<b>5.3</b>

\* Rated on a 6-Point Scale

The performance standard for this learning outcome assessment is a total aggregate score of 4.8/80% (minimum score for “successful”) and 5.4/90% (minimum score for “excellent”). The current score of 5.3 (88%) indicates "successful" overall achievement in accomplishing institutional learning outcomes.