

Demographics

Gender	N	%	Class Level	N	%
Female	118	26.58%	First year	22	5.00%
Male	326	73.42%	Second year	20	4.55%
Total	444	100.00%	Third year	23	5.23%
No Response	24		Fourth year	25	5.68%
			Special student	0	0.00%
			Graduate/professional	318	72.27%
			Other class level	32	7.27%
			Total	440	100.00%
			No Response	28	
Age	N	%	Current GPA	N	%
24 and under	51	11.43%	No credits earned	8	1.83%
25 to 34	146	32.74%	1.99 or below	4	0.92%
35 to 44	105	23.54%	2.0 - 2.49	13	2.98%
45 and over	144	32.29%	2.5 - 2.99	35	8.03%
Total	446	100.00%	3.0 - 3.49	78	17.89%
No Response	22		3.5 or above	298	68.35%
			Total	436	100.00%
			No Response	32	
Ethnicity/Race	N	%	Educational Goal	N	%
African-American	54	12.22%	Associate degree	8	1.81%
American Indian or Alaskan Native	3	0.68%	Vocational/technical program	0	0.00%
Asian or Pacific Islander	35	7.92%	Transfer to another institution	0	0.00%
Caucasian/White	309	69.91%	Bachelor's degree	50	11.31%
Hispanic	25	5.66%	Master's degree	209	47.29%
Other race	8	1.81%	Doctorate or professional degree	166	37.56%
Race - Prefer not to respond	8	1.81%	Certification (initial/renewal)	2	0.45%
Total	442	100.00%	Self-improvement/pleasure	2	0.45%
No Response	26		Job-related training	4	0.90%
			Other educational goal	1	0.23%
			Total	442	100.00%
			No Response	26	
Current Enrollment Status	N	%			
Day	330	77.65%			
Evening	58	13.65%			
Weekend	37	8.71%			
Total	425	100.00%			
No Response	43				
Current Class Load	N	%			
Full-time	305	69.63%			
Part-time	133	30.37%			
Total	438	100.00%			
No Response	30				

Demographics

Employment	N	%
Full-time off campus	225	51.61%
Part-time off campus	82	18.81%
Full-time on campus	28	6.42%
Part-time on campus	51	11.70%
Not employed	50	11.47%
Total	436	100.00%
No Response	32	

Current Residence	N	%
Own house	205	46.91%
Rent room / apartment / house	164	37.53%
Relative's home	20	4.58%
Other residence	48	10.98%
Total	437	100.00%
No Response	31	

Residence Classification	N	%
In-state	208	47.49%
Out-of-state	210	47.95%
International (not U.S. citizen)	20	4.57%
Total	438	100.00%
No Response	30	

Marital Status	N	%
Single	116	26.36%
Single with children	8	1.82%
Married	102	23.18%
Married with children	213	48.41%
Marital - Prefer not to respond	1	0.23%
Total	440	100.00%
No Response	28	

Institution Was My	N	%
1st choice	364	84.45%
2nd choice	60	13.92%
3rd choice or lower	7	1.62%
Total	431	100.00%
No Response	37	

Where do you take most of your classes?	N	%
Main Campus--New Orleans	242	54.63%
Online	53	11.96%
Extension Center	148	33.41%
Campus item - Answer 4	0	0.00%
Campus item - Answer 5	0	0.00%
Campus item - Answer 6	0	0.00%
Total	443	100.00%
No Response	25	

In what format do you take most of your classes?	N	%
Weekly	239	54.57%
Hybrid	93	21.23%
Online	51	11.64%
Mentoring	1	0.23%
Workshop	54	12.33%
Campus item 2 - Answer 6	0	0.00%
Total	438	100.00%
No Response	30	

Group Code	N	%
1000: Associates	12	2.75%
2000: Bachelors	79	18.08%
5000: MDiv	155	35.47%
5100: MA	27	6.18%
5200: MACE	22	5.03%
5300: MAMFC/MDiv Counseling Lic.	26	5.95%
5400: MMCM	1	0.23%
5500: MTS	12	2.75%
8000: DEdMin	9	2.06%
8100: DMA	7	1.60%

Demographics

8200: DMin	46	10.53%
8300: EDD	2	0.46%
9000: PhD	39	8.92%
Total	437	100.00%
No Response	31	

Strategic Planning Overview

Strengths and Challenges

Strengths

- 42. Nearly all faculty are knowledgeable in their field.
- 35. The quality of instruction I receive in my program is excellent.
- 24. There is a commitment to academic excellence at this institution.
- 62. Campus item: NOBTS has helped me more effectively answer God's call.
- 41. Major requirements are clear and reasonable.
- 21. Tuition paid is a worthwhile investment.
- 7. The staff at this institution are caring and helpful.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 2. Faculty care about me as an individual.
- 27. This institution has a good reputation within the community.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.

Challenges

- 4. The content of the courses within my major is valuable.
- 60. Campus item: Course schedules are published in a timely manner.
- 61. Campus item: Course cycle information is available and accessible.
- 16. I am able to register for classes I need with few conflicts.
- 52. Campus item: The library resources are satisfactory for my research needs.
- 26. Faculty provide timely feedback about my progress.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 23. Adequate financial aid is available for most adult students.
- 3. Classes are scheduled at times that are convenient for me.
- 54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.
- 53. Campus item: The library hours provide me the time I need for research and study.
- 44. When students enroll at this institution, they develop a plan to complete their degree.
- 15. Library resources and services are adequate for adults.

Strategic Planning Overview

Benchmarks

Higher Satisfaction vs. National Adult Students

- 42. Nearly all faculty are knowledgeable in their field.
- 35. The quality of instruction I receive in my program is excellent.
- 4. The content of the courses within my major is valuable.
- 24. There is a commitment to academic excellence at this institution.
- 41. Major requirements are clear and reasonable.
- 21. Tuition paid is a worthwhile investment.
- 7. The staff at this institution are caring and helpful.
- 14. Faculty are fair and unbiased in their treatment of individual students.
- 16. I am able to register for classes I need with few conflicts.
- 2. Faculty care about me as an individual.
- 27. This institution has a good reputation within the community.
- 40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.
- 49. There are sufficient options within my program of study.
- 29. I seldom get the "run-around" when seeking information at this institution.
- 31. I am able to register for classes by personal computer, fax, or telephone.
- 37. Part-time faculty are competent as classroom instructors.
- 39. This institution responds quickly to my requests for information.
- 19. My academic advisor is knowledgeable about requirements in my major.
- 22. Security staff respond quickly in emergencies.
- 23. Adequate financial aid is available for most adult students.
- 3. Classes are scheduled at times that are convenient for me.
- 15. Library resources and services are adequate for adults.

Institutional Summary

Scales: In Order of Importance

Scale	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
Instructional Effectiveness	6.58	6.27 / 0.75	0.31	6.54	5.86 / 1.01	0.68	0.41 ***
Campus Climate	6.49	6.24 / 0.81	0.25	6.46	5.76 / 1.08	0.70	0.48 ***
Academic Advising	6.42	6.05 / 1.11	0.37	6.50	5.81 / 1.20	0.69	0.24 ***
Registration Effectiveness	6.41	6.15 / 0.79	0.26	6.46	5.83 / 1.02	0.63	0.32 ***
Service Excellence	6.41	5.98 / 1.07	0.43	6.42	5.59 / 1.28	0.83	0.39 ***
Admissions and Financial Aid	6.33	5.96 / 1.08	0.37	6.41	5.61 / 1.25	0.80	0.35 ***
Academic Services	6.17	5.94 / 1.03	0.23	6.25	5.64 / 1.17	0.61	0.30 ***
Safety and Security	6.16	6.33 / 0.77	-0.17	6.30	5.76 / 1.11	0.54	0.57 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
42. Nearly all faculty are knowledgeable in their field.	6.83	6.66 / 0.67	0.17	6.70	6.16 / 1.16	0.54	0.50 ***
35. The quality of instruction I receive in my program is excellent.	6.82	6.44 / 1.00	0.38	6.71	5.87 / 1.34	0.84	0.57 ***
4. The content of the courses within my major is valuable.	6.81	6.33 / 0.96	0.48	6.70	5.97 / 1.21	0.73	0.36 ***
24. There is a commitment to academic excellence at this institution.	6.78	6.38 / 1.04	0.40	6.66	5.93 / 1.34	0.73	0.45 ***
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.78	6.56 / 0.92	0.22				
41. Major requirements are clear and reasonable.	6.70	6.34 / 1.03	0.36	6.64	5.93 / 1.33	0.71	0.41 ***
21. Tuition paid is a worthwhile investment.	6.68	6.38 / 1.00	0.30	6.66	5.48 / 1.57	1.18	0.90 ***
60. Campus item: Course schedules are published in a timely manner.	6.65	6.16 / 1.22	0.49				
7. The staff at this institution are caring and helpful.	6.64	6.42 / 0.95	0.22	6.52	5.93 / 1.28	0.59	0.49 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.37 / 1.04	0.24	6.57	5.86 / 1.38	0.71	0.51 ***
61. Campus item: Course cycle information is available and accessible.	6.61	5.92 / 1.39	0.69				
16. I am able to register for classes I need with few conflicts.	6.60	6.12 / 1.25	0.48	6.60	5.79 / 1.49	0.81	0.33 ***
2. Faculty care about me as an individual.	6.59	6.40 / 0.97	0.19	6.44	5.82 / 1.35	0.62	0.58 ***
52. Campus item: The library resources are satisfactory for my research needs.	6.57	5.96 / 1.40	0.61				
26. Faculty provide timely feedback about my progress.	6.56	5.53 / 1.58	1.03	6.56	5.65 / 1.44	0.91	-0.12

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
27. This institution has a good reputation within the community.	6.55	6.38 / 1.06	0.17	6.44	5.85 / 1.35	0.59	0.53 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.54	6.40 / 1.03	0.14	6.51	6.06 / 1.23	0.45	0.34 ***
49. There are sufficient options within my program of study.	6.54	6.14 / 1.12	0.40	6.48	5.58 / 1.48	0.90	0.56 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.53	5.94 / 1.41	0.59	6.49	5.54 / 1.66	0.95	0.40 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.52	6.55 / 0.83	-0.03	6.45	6.08 / 1.35	0.37	0.47 ***
37. Part-time faculty are competent as classroom instructors.	6.52	6.33 / 0.98	0.19	6.50	5.80 / 1.37	0.70	0.53 ***
39. This institution responds quickly to my requests for information.	6.52	6.12 / 1.24	0.40	6.49	5.74 / 1.42	0.75	0.38 ***
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.52	6.37 / 1.10	0.15				
19. My academic advisor is knowledgeable about requirements in my major.	6.51	6.18 / 1.31	0.33	6.60	5.97 / 1.41	0.63	0.21 **
22. Security staff respond quickly in emergencies.	6.51	6.26 / 1.19	0.25	6.38	5.57 / 1.44	0.81	0.69 ***
23. Adequate financial aid is available for most adult students.	6.50	5.82 / 1.46	0.68	6.54	5.45 / 1.67	1.09	0.37 ***
3. Classes are scheduled at times that are convenient for me.	6.49	5.91 / 1.28	0.58	6.59	5.77 / 1.44	0.82	0.14 *
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.80 / 1.49	0.68				
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.48	6.30 / 1.19	0.18				

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
53. Campus item: The library hours provide me the time I need for research and study.	6.47	5.99 / 1.41	0.48				
44. When students enroll at this institution, they develop a plan to complete their degree.	6.45	5.83 / 1.38	0.62	6.53	5.85 / 1.43	0.68	-0.02
15. Library resources and services are adequate for adults.	6.44	5.96 / 1.34	0.48	6.34	5.79 / 1.39	0.55	0.17 *
20. Registration processes are reasonable and convenient for adults.	6.42	6.28 / 1.04	0.14	6.52	6.00 / 1.30	0.52	0.28 ***
63. Campus item: I can access the website easily through my mobile device.	6.42	6.29 / 1.18	0.13				
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.36 / 0.97	0.05	6.51	6.17 / 1.19	0.34	0.19 ***
30. Academic support services adequately meet the needs of adult students.	6.40	6.19 / 1.09	0.21	6.42	5.77 / 1.40	0.65	0.42 ***
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.22 / 1.27	0.17	6.50	6.02 / 1.38	0.48	0.20 **
1. Adult students are made to feel welcome at this institution.	6.37	6.35 / 0.97	0.02	6.33	6.06 / 1.22	0.27	0.29 ***
34. I receive complete information on the availability of financial aid.	6.37	5.70 / 1.54	0.67	6.44	5.40 / 1.70	1.04	0.30 ***
46. This institution provides timely responses to student complaints.	6.37	5.87 / 1.46	0.50	6.38	5.37 / 1.67	1.01	0.50 ***
11. My academic advisor is concerned about my success as an individual.	6.35	5.99 / 1.50	0.36	6.44	5.70 / 1.59	0.74	0.29 ***
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.76 / 1.53	0.59	6.41	5.43 / 1.71	0.98	0.33 ***
73. Academic reputation as factor in decision to enroll.	6.35			6.28			

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
64. Campus item: NOBTS values diversity in its student services.	6.34	6.29 / 1.11	0.05				
5. Classroom locations are safe and secure for all students.	6.33	6.59 / 0.77	-0.26	6.47	6.32 / 1.03	0.15	0.27 ***
43. This institution offers a variety of payment plans for adult students.	6.33	6.02 / 1.26	0.31	6.35	5.55 / 1.53	0.80	0.47 ***
48. I am aware of whom to contact for questions about programs and services.	6.33	5.88 / 1.32	0.45	6.43	5.64 / 1.54	0.79	0.24 **
9. Billing policies are reasonable for adult students.	6.31	5.94 / 1.29	0.37	6.35	5.51 / 1.51	0.84	0.43 ***
25. Admissions representatives respond to adult students' unique needs.	6.30	6.12 / 1.16	0.18	6.36	5.81 / 1.35	0.55	0.31 ***
10. Admissions representatives are knowledgeable.	6.29	6.17 / 1.16	0.12	6.38	5.85 / 1.37	0.53	0.32 ***
59. Campus item: A list of ministry opportunities is readily available to students.	6.29	6.02 / 1.26	0.27				
51. Campus item: I find the library staff to be courteous and helpful.	6.25	5.90 / 1.43	0.35				
38. Career services are adequate and accessible for adult students.	6.22	5.88 / 1.40	0.34	6.26	5.46 / 1.54	0.80	0.42 ***
8. My academic advisor is available at times that are convenient for me.	6.20	6.02 / 1.36	0.18	6.37	5.75 / 1.52	0.62	0.27 ***
17. Business office hours are convenient for adult students.	6.20	6.03 / 1.18	0.17	6.27	5.70 / 1.38	0.57	0.33 ***
6. Financial aid counselors are helpful to adult students.	6.18	5.97 / 1.37	0.21	6.35	5.51 / 1.62	0.84	0.46 ***
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.10	5.85 / 1.55	0.25				

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Institutional Summary

Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
33. Channels are readily available for adult students to express complaints.	6.07	5.56 / 1.63	0.51	6.19	5.20 / 1.74	0.99	0.36 ***
71. Cost as factor in decision to enroll.	6.07			6.07			
18. Parking lots are well-lighted and secure.	6.06	6.28 / 1.08	-0.22	6.27	5.71 / 1.45	0.56	0.57 ***
47. Bookstore hours are convenient for adult students.	6.03	5.89 / 1.40	0.14	6.07	5.38 / 1.64	0.69	0.51 ***
65. Campus item: NOBTS social media is useful and effective.	5.92	5.88 / 1.34	0.04				
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.87	5.36 / 1.89	0.51				
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.86			6.03			
13. The amount of student parking is adequate.	5.81	6.14 / 1.23	-0.33	6.07	5.33 / 1.80	0.74	0.81 ***
32. My classes provide opportunities to improve my technology skills.	5.64	5.91 / 1.19	-0.27	6.04	5.70 / 1.39	0.34	0.21 **
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.64			5.52			
12. Computer labs are adequate and accessible for adult students.	5.61	5.68 / 1.52	-0.07	6.12	5.70 / 1.52	0.42	-0.02
77. Campus location (close to home/work) as factor in decision to enroll.	5.57			6.04			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.36			5.92			
75. Future employment opportunities as factor in decision to enroll.	5.32			6.16			

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National Group Means are based on 80451 records.

Institutional Summary
Items: In Order of Importance

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
36. Vending or snack bar food options are readily available.	5.23	5.79 / 1.45	-0.56	5.43	5.28 / 1.68	0.15	0.51 ***
78. Availability of evening/weekend courses as factor in decision to enroll.	5.07			6.13			
74. Size of institution as factor in decision to enroll.	4.56			5.38			
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

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Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Advising

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC ADVISING	6.42	6.05 / 1.11	0.37	6.50	5.81 / 1.20	0.69	0.24 ***
8. My academic advisor is available at times that are convenient for me.	6.20	6.02 / 1.36	0.18	6.37	5.75 / 1.52	0.62	0.27 ***
11. My academic advisor is concerned about my success as an individual.	6.35	5.99 / 1.50	0.36	6.44	5.70 / 1.59	0.74	0.29 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.51	6.18 / 1.31	0.33	6.60	5.97 / 1.41	0.63	0.21 **
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.22 / 1.27	0.17	6.50	6.02 / 1.38	0.48	0.20 **
41. Major requirements are clear and reasonable.	6.70	6.34 / 1.03	0.36	6.64	5.93 / 1.33	0.71	0.41 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.45	5.83 / 1.38	0.62	6.53	5.85 / 1.43	0.68	-0.02
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.76 / 1.53	0.59	6.41	5.43 / 1.71	0.98	0.33 ***

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 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Academic Services

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ACADEMIC SERVICES	6.17	5.94 / 1.03	0.23	6.25	5.64 / 1.17	0.61	0.30 ***
12. Computer labs are adequate and accessible for adult students.	5.61	5.68 / 1.52	-0.07	6.12	5.70 / 1.52	0.42	-0.02
15. Library resources and services are adequate for adults.	6.44	5.96 / 1.34	0.48	6.34	5.79 / 1.39	0.55	0.17 *
30. Academic support services adequately meet the needs of adult students.	6.40	6.19 / 1.09	0.21	6.42	5.77 / 1.40	0.65	0.42 ***
38. Career services are adequate and accessible for adult students.	6.22	5.88 / 1.40	0.34	6.26	5.46 / 1.54	0.80	0.42 ***
47. Bookstore hours are convenient for adult students.	6.03	5.89 / 1.40	0.14	6.07	5.38 / 1.64	0.69	0.51 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Admissions and Financial Aid

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
ADMISSIONS AND FINANCIAL AID	6.33	5.96 / 1.08	0.37	6.41	5.61 / 1.25	0.80	0.35 ***
6. Financial aid counselors are helpful to adult students.	6.18	5.97 / 1.37	0.21	6.35	5.51 / 1.62	0.84	0.46 ***
10. Admissions representatives are knowledgeable.	6.29	6.17 / 1.16	0.12	6.38	5.85 / 1.37	0.53	0.32 ***
23. Adequate financial aid is available for most adult students.	6.50	5.82 / 1.46	0.68	6.54	5.45 / 1.67	1.09	0.37 ***
25. Admissions representatives respond to adult students' unique needs.	6.30	6.12 / 1.16	0.18	6.36	5.81 / 1.35	0.55	0.31 ***
34. I receive complete information on the availability of financial aid.	6.37	5.70 / 1.54	0.67	6.44	5.40 / 1.70	1.04	0.30 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Campus Climate

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
CAMPUS CLIMATE	6.49	6.24 / 0.81	0.25	6.46	5.76 / 1.08	0.70	0.48 ***
1. Adult students are made to feel welcome at this institution.	6.37	6.35 / 0.97	0.02	6.33	6.06 / 1.22	0.27	0.29 ***
2. Faculty care about me as an individual.	6.59	6.40 / 0.97	0.19	6.44	5.82 / 1.35	0.62	0.58 ***
5. Classroom locations are safe and secure for all students.	6.33	6.59 / 0.77	-0.26	6.47	6.32 / 1.03	0.15	0.27 ***
7. The staff at this institution are caring and helpful.	6.64	6.42 / 0.95	0.22	6.52	5.93 / 1.28	0.59	0.49 ***
21. Tuition paid is a worthwhile investment.	6.68	6.38 / 1.00	0.30	6.66	5.48 / 1.57	1.18	0.90 ***
24. There is a commitment to academic excellence at this institution.	6.78	6.38 / 1.04	0.40	6.66	5.93 / 1.34	0.73	0.45 ***
27. This institution has a good reputation within the community.	6.55	6.38 / 1.06	0.17	6.44	5.85 / 1.35	0.59	0.53 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.53	5.94 / 1.41	0.59	6.49	5.54 / 1.66	0.95	0.40 ***
33. Channels are readily available for adult students to express complaints.	6.07	5.56 / 1.63	0.51	6.19	5.20 / 1.74	0.99	0.36 ***
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.76 / 1.53	0.59	6.41	5.43 / 1.71	0.98	0.33 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Instructional Effectiveness

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
INSTRUCTIONAL EFFECTIVENESS	6.58	6.27 / 0.75	0.31	6.54	5.86 / 1.01	0.68	0.41 ***
2. Faculty care about me as an individual.	6.59	6.40 / 0.97	0.19	6.44	5.82 / 1.35	0.62	0.58 ***
4. The content of the courses within my major is valuable.	6.81	6.33 / 0.96	0.48	6.70	5.97 / 1.21	0.73	0.36 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.37 / 1.04	0.24	6.57	5.86 / 1.38	0.71	0.51 ***
24. There is a commitment to academic excellence at this institution.	6.78	6.38 / 1.04	0.40	6.66	5.93 / 1.34	0.73	0.45 ***
26. Faculty provide timely feedback about my progress.	6.56	5.53 / 1.58	1.03	6.56	5.65 / 1.44	0.91	-0.12
32. My classes provide opportunities to improve my technology skills.	5.64	5.91 / 1.19	-0.27	6.04	5.70 / 1.39	0.34	0.21 **
35. The quality of instruction I receive in my program is excellent.	6.82	6.44 / 1.00	0.38	6.71	5.87 / 1.34	0.84	0.57 ***
37. Part-time faculty are competent as classroom instructors.	6.52	6.33 / 0.98	0.19	6.50	5.80 / 1.37	0.70	0.53 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.54	6.40 / 1.03	0.14	6.51	6.06 / 1.23	0.45	0.34 ***
41. Major requirements are clear and reasonable.	6.70	6.34 / 1.03	0.36	6.64	5.93 / 1.33	0.71	0.41 ***
42. Nearly all faculty are knowledgeable in their field.	6.83	6.66 / 0.67	0.17	6.70	6.16 / 1.16	0.54	0.50 ***
49. There are sufficient options within my program of study.	6.54	6.14 / 1.12	0.40	6.48	5.58 / 1.48	0.90	0.56 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Registration Effectiveness

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
REGISTRATION EFFECTIVENESS	6.41	6.15 / 0.79	0.26	6.46	5.83 / 1.02	0.63	0.32 ***
3. Classes are scheduled at times that are convenient for me.	6.49	5.91 / 1.28	0.58	6.59	5.77 / 1.44	0.82	0.14 *
9. Billing policies are reasonable for adult students.	6.31	5.94 / 1.29	0.37	6.35	5.51 / 1.51	0.84	0.43 ***
16. I am able to register for classes I need with few conflicts.	6.60	6.12 / 1.25	0.48	6.60	5.79 / 1.49	0.81	0.33 ***
17. Business office hours are convenient for adult students.	6.20	6.03 / 1.18	0.17	6.27	5.70 / 1.38	0.57	0.33 ***
20. Registration processes are reasonable and convenient for adults.	6.42	6.28 / 1.04	0.14	6.52	6.00 / 1.30	0.52	0.28 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.52	6.55 / 0.83	-0.03	6.45	6.08 / 1.35	0.37	0.47 ***
43. This institution offers a variety of payment plans for adult students.	6.33	6.02 / 1.26	0.31	6.35	5.55 / 1.53	0.80	0.47 ***
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.36 / 0.97	0.05	6.51	6.17 / 1.19	0.34	0.19 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Safety and Security

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SAFETY AND SECURITY	6.16	6.33 / 0.77	-0.17	6.30	5.76 / 1.11	0.54	0.57 ***
5. Classroom locations are safe and secure for all students.	6.33	6.59 / 0.77	-0.26	6.47	6.32 / 1.03	0.15	0.27 ***
13. The amount of student parking is adequate.	5.81	6.14 / 1.23	-0.33	6.07	5.33 / 1.80	0.74	0.81 ***
18. Parking lots are well-lighted and secure.	6.06	6.28 / 1.08	-0.22	6.27	5.71 / 1.45	0.56	0.57 ***
22. Security staff respond quickly in emergencies.	6.51	6.26 / 1.19	0.25	6.38	5.57 / 1.44	0.81	0.69 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Scales: In Order With Items That Make Up the Scale - Service Excellence

Scale/Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
SERVICE EXCELLENCE	6.41	5.98 / 1.07	0.43	6.42	5.59 / 1.28	0.83	0.39 ***
7. The staff at this institution are caring and helpful.	6.64	6.42 / 0.95	0.22	6.52	5.93 / 1.28	0.59	0.49 ***
29. I seldom get the "run-around" when seeking information at this institution.	6.53	5.94 / 1.41	0.59	6.49	5.54 / 1.66	0.95	0.40 ***
33. Channels are readily available for adult students to express complaints.	6.07	5.56 / 1.63	0.51	6.19	5.20 / 1.74	0.99	0.36 ***
39. This institution responds quickly to my requests for information.	6.52	6.12 / 1.24	0.40	6.49	5.74 / 1.42	0.75	0.38 ***
46. This institution provides timely responses to student complaints.	6.37	5.87 / 1.46	0.50	6.38	5.37 / 1.67	1.01	0.50 ***
48. I am aware of whom to contact for questions about programs and services.	6.33	5.88 / 1.32	0.45	6.43	5.64 / 1.54	0.79	0.24 **

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
1. Adult students are made to feel welcome at this institution.	6.37	6.35 / 0.97	0.02	6.33	6.06 / 1.22	0.27	0.29 ***
2. Faculty care about me as an individual.	6.59	6.40 / 0.97	0.19	6.44	5.82 / 1.35	0.62	0.58 ***
3. Classes are scheduled at times that are convenient for me.	6.49	5.91 / 1.28	0.58	6.59	5.77 / 1.44	0.82	0.14 *
4. The content of the courses within my major is valuable.	6.81	6.33 / 0.96	0.48	6.70	5.97 / 1.21	0.73	0.36 ***
5. Classroom locations are safe and secure for all students.	6.33	6.59 / 0.77	-0.26	6.47	6.32 / 1.03	0.15	0.27 ***
6. Financial aid counselors are helpful to adult students.	6.18	5.97 / 1.37	0.21	6.35	5.51 / 1.62	0.84	0.46 ***
7. The staff at this institution are caring and helpful.	6.64	6.42 / 0.95	0.22	6.52	5.93 / 1.28	0.59	0.49 ***
8. My academic advisor is available at times that are convenient for me.	6.20	6.02 / 1.36	0.18	6.37	5.75 / 1.52	0.62	0.27 ***
9. Billing policies are reasonable for adult students.	6.31	5.94 / 1.29	0.37	6.35	5.51 / 1.51	0.84	0.43 ***
10. Admissions representatives are knowledgeable.	6.29	6.17 / 1.16	0.12	6.38	5.85 / 1.37	0.53	0.32 ***
11. My academic advisor is concerned about my success as an individual.	6.35	5.99 / 1.50	0.36	6.44	5.70 / 1.59	0.74	0.29 ***
12. Computer labs are adequate and accessible for adult students.	5.61	5.68 / 1.52	-0.07	6.12	5.70 / 1.52	0.42	-0.02
13. The amount of student parking is adequate.	5.81	6.14 / 1.23	-0.33	6.07	5.33 / 1.80	0.74	0.81 ***
14. Faculty are fair and unbiased in their treatment of individual students.	6.61	6.37 / 1.04	0.24	6.57	5.86 / 1.38	0.71	0.51 ***
15. Library resources and services are adequate for adults.	6.44	5.96 / 1.34	0.48	6.34	5.79 / 1.39	0.55	0.17 *
16. I am able to register for classes I need with few conflicts.	6.60	6.12 / 1.25	0.48	6.60	5.79 / 1.49	0.81	0.33 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
17. Business office hours are convenient for adult students.	6.20	6.03 / 1.18	0.17	6.27	5.70 / 1.38	0.57	0.33 ***
18. Parking lots are well-lighted and secure.	6.06	6.28 / 1.08	-0.22	6.27	5.71 / 1.45	0.56	0.57 ***
19. My academic advisor is knowledgeable about requirements in my major.	6.51	6.18 / 1.31	0.33	6.60	5.97 / 1.41	0.63	0.21 **
20. Registration processes are reasonable and convenient for adults.	6.42	6.28 / 1.04	0.14	6.52	6.00 / 1.30	0.52	0.28 ***
21. Tuition paid is a worthwhile investment.	6.68	6.38 / 1.00	0.30	6.66	5.48 / 1.57	1.18	0.90 ***
22. Security staff respond quickly in emergencies.	6.51	6.26 / 1.19	0.25	6.38	5.57 / 1.44	0.81	0.69 ***
23. Adequate financial aid is available for most adult students.	6.50	5.82 / 1.46	0.68	6.54	5.45 / 1.67	1.09	0.37 ***
24. There is a commitment to academic excellence at this institution.	6.78	6.38 / 1.04	0.40	6.66	5.93 / 1.34	0.73	0.45 ***
25. Admissions representatives respond to adult students' unique needs.	6.30	6.12 / 1.16	0.18	6.36	5.81 / 1.35	0.55	0.31 ***
26. Faculty provide timely feedback about my progress.	6.56	5.53 / 1.58	1.03	6.56	5.65 / 1.44	0.91	-0.12
27. This institution has a good reputation within the community.	6.55	6.38 / 1.06	0.17	6.44	5.85 / 1.35	0.59	0.53 ***
28. My academic advisor is accessible by telephone and e-mail.	6.39	6.22 / 1.27	0.17	6.50	6.02 / 1.38	0.48	0.20 **
29. I seldom get the "run-around" when seeking information at this institution.	6.53	5.94 / 1.41	0.59	6.49	5.54 / 1.66	0.95	0.40 ***
30. Academic support services adequately meet the needs of adult students.	6.40	6.19 / 1.09	0.21	6.42	5.77 / 1.40	0.65	0.42 ***
31. I am able to register for classes by personal computer, fax, or telephone.	6.52	6.55 / 0.83	-0.03	6.45	6.08 / 1.35	0.37	0.47 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
32. My classes provide opportunities to improve my technology skills.	5.64	5.91 / 1.19	-0.27	6.04	5.70 / 1.39	0.34	0.21 **
33. Channels are readily available for adult students to express complaints.	6.07	5.56 / 1.63	0.51	6.19	5.20 / 1.74	0.99	0.36 ***
34. I receive complete information on the availability of financial aid.	6.37	5.70 / 1.54	0.67	6.44	5.40 / 1.70	1.04	0.30 ***
35. The quality of instruction I receive in my program is excellent.	6.82	6.44 / 1.00	0.38	6.71	5.87 / 1.34	0.84	0.57 ***
36. Vending or snack bar food options are readily available.	5.23	5.79 / 1.45	-0.56	5.43	5.28 / 1.68	0.15	0.51 ***
37. Part-time faculty are competent as classroom instructors.	6.52	6.33 / 0.98	0.19	6.50	5.80 / 1.37	0.70	0.53 ***
38. Career services are adequate and accessible for adult students.	6.22	5.88 / 1.40	0.34	6.26	5.46 / 1.54	0.80	0.42 ***
39. This institution responds quickly to my requests for information.	6.52	6.12 / 1.24	0.40	6.49	5.74 / 1.42	0.75	0.38 ***
40. Faculty are usually available for adult students outside the classroom by phone, by e-mail or in-person.	6.54	6.40 / 1.03	0.14	6.51	6.06 / 1.23	0.45	0.34 ***
41. Major requirements are clear and reasonable.	6.70	6.34 / 1.03	0.36	6.64	5.93 / 1.33	0.71	0.41 ***
42. Nearly all faculty are knowledgeable in their field.	6.83	6.66 / 0.67	0.17	6.70	6.16 / 1.16	0.54	0.50 ***
43. This institution offers a variety of payment plans for adult students.	6.33	6.02 / 1.26	0.31	6.35	5.55 / 1.53	0.80	0.47 ***
44. When students enroll at this institution, they develop a plan to complete their degree.	6.45	5.83 / 1.38	0.62	6.53	5.85 / 1.43	0.68	-0.02
45. I am able to complete most of my enrollment tasks in one location.	6.41	6.36 / 0.97	0.05	6.51	6.17 / 1.19	0.34	0.19 ***

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
46. This institution provides timely responses to student complaints.	6.37	5.87 / 1.46	0.50	6.38	5.37 / 1.67	1.01	0.50 ***
47. Bookstore hours are convenient for adult students.	6.03	5.89 / 1.40	0.14	6.07	5.38 / 1.64	0.69	0.51 ***
48. I am aware of whom to contact for questions about programs and services.	6.33	5.88 / 1.32	0.45	6.43	5.64 / 1.54	0.79	0.24 **
49. There are sufficient options within my program of study.	6.54	6.14 / 1.12	0.40	6.48	5.58 / 1.48	0.90	0.56 ***
50. My advisor helps me apply my academic major to specific career goals.	6.35	5.76 / 1.53	0.59	6.41	5.43 / 1.71	0.98	0.33 ***
51. Campus item: I find the library staff to be courteous and helpful.	6.25	5.90 / 1.43	0.35				
52. Campus item: The library resources are satisfactory for my research needs.	6.57	5.96 / 1.40	0.61				
53. Campus item: The library hours provide me the time I need for research and study.	6.47	5.99 / 1.41	0.48				
54. Campus item: Library services for extension center students (including e-books, online databases, etc.) are sufficient and accessible.	6.48	5.80 / 1.49	0.68				
55. Campus item: I am aware of the writing center and that I can seek writing assistance from the center.	6.10	5.85 / 1.55	0.25				
56. Campus item: I am aware of the PREP Office and that I can seek help in financial tools from the office.	5.87	5.36 / 1.89	0.51				
57. Campus item: During emergencies (such as severe weather), the information is communicated from the institution in a timely manner.	6.48	6.30 / 1.19	0.18				

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
58. Campus item: During emergencies (such as severe weather), the information communicated by the institution is adequate.	6.52	6.37 / 1.10	0.15				
59. Campus item: A list of ministry opportunities is readily available to students.	6.29	6.02 / 1.26	0.27				
60. Campus item: Course schedules are published in a timely manner.	6.65	6.16 / 1.22	0.49				
61. Campus item: Course cycle information is available and accessible.	6.61	5.92 / 1.39	0.69				
62. Campus item: NOBTS has helped me more effectively answer God's call.	6.78	6.56 / 0.92	0.22				
63. Campus item: I can access the website easily through my mobile device.	6.42	6.29 / 1.18	0.13				
64. Campus item: NOBTS values diversity in its student services.	6.34	6.29 / 1.11	0.05				
65. Campus item: NOBTS social media is useful and effective.	5.92	5.88 / 1.34	0.04				
66. Campus item 16							
67. Campus item 17							
68. Campus item 18							
69. Campus item 19							
70. Campus item 20							
71. Cost as factor in decision to enroll.	6.07			6.07			
72. Financial aid/scholarship opportunities as factor in decision to enroll.	5.86			6.03			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary
Items: In Sequential Order

Item	New Orleans Baptist Theological Seminary - ASPS			National Adult Students			Mean Difference
	Importance	Satisfaction / SD	Performance Gap	Importance	Satisfaction / SD	Performance Gap	
73. Academic reputation as factor in decision to enroll.	6.35			6.28			
74. Size of institution as factor in decision to enroll.	4.56			5.38			
75. Future employment opportunities as factor in decision to enroll.	5.32			6.16			
76. Recommendations from family/friends/employer as factor in decision to enroll.	5.64			5.52			
77. Campus location (close to home/work) as factor in decision to enroll.	5.57			6.04			
78. Availability of evening/weekend courses as factor in decision to enroll.	5.07			6.13			
79. Personalized attention prior to enrollment as factor in decision to enroll.	5.36			5.92			

* Difference statistically significant at the .05 level
 ** Difference statistically significant at the .01 level
 *** Difference statistically significant at the .001 level

National Group Means are based on 80451 records.

Institutional Summary

Summary Items

Summary Item	New Orleans Baptist Theological Seminary - ASPS	National Adult Students	Mean Difference
So far, how has your college experience met your expectations?	Average: 5.33	Average: 4.89	0.44
1=Much worse than expected	0%	2%	
2=Quite a bit worse than I expected	0%	1%	
3=Worse than I expected	5%	8%	
4=About what I expected	23%	30%	
5=Better than I expected	24%	24%	
6=Quite a bit better than I expected	17%	13%	
7=Much better than expected	27%	18%	
Rate your overall satisfaction with your experience here thus far.	Average: 6.17	Average: 5.62	0.55
1=Not satisfied at all	0%	1%	
2=Not very satisfied	0%	3%	
3=Somewhat dissatisfied	3%	6%	
4=Neutral	3%	6%	
5=Somewhat satisfied	8%	14%	
6=Satisfied	36%	39%	
7=Very satisfied	47%	28%	
All in all, if you had to do it over, would you enroll here again?	Average: 6.42	Average: 5.67	0.75
1=Definitely not	0%	3%	
2=Probably not	1%	5%	
3=Maybe not	0%	4%	
4=I don't know	2%	7%	
5=Maybe yes	6%	9%	
6=Probably yes	22%	28%	
7=Definitely yes	65%	42%	