Servant Heart

Description

Institutional Goal #7 measures how effectively CCBS fosters a culture of service among all college constituencies—students, faculty, staff, and board members. This goal reflects the college's commitment to developing servant leaders who actively engage in ministry, missions, and community service.

Methodology

Servant's Heart is assessed through multiple institutional instruments that evaluate attitudes, behaviors, and perceptions associated with servant leadership among students, faculty, staff, and board members. Measures include the Spirit Pulse Survey, student course evaluations, faculty self-evaluations, the Best Christian Workplaces Institute Employee Engagement Survey, and the annual Board Evaluation. The assessment approach was revised in 2026 to focus more intentionally on the character and disposition underlying service—including humility, compassion, integrity, care for others, and commitment to servant leadership—rather than relying primarily on participation in service activities.

Students

Serving Others

Reporting Year	Cohort Size	National Norm	CCBS
Fall 2022	72	47.4	65.2
Fall 2024	94	33.9	55.1

Based on Spirit Pulse Survey, average of selected questions.

Relationship with Self and Others

Reporting Year	Cohort Size	National Norm	CCBS
Fall 2022	72	52.8	61.5
Fall 2024	94	53.2	71.3

Based on Spirit Pulse Survey, average of selected questions.

Student-Observed Servant Leadership

Reporting Year	Cohort Size	Benchmark	Result	Average
AY 2022-23	900	80% score ≥ 4	88.1%	4.4
AY 2023-24	920	80% score ≥ 4	86.8%	4.5
AY 2024-25	713	80% score ≥ 4	87.7%	4.6
AY 2025-26	494	80% score ≥ 4	89.9%	4.6

Based on course evaluations of how courses helped them develop a servant's heart (out of 5).

Updated: 8/6/2026

Faculty

Faculty Servant Leadership Practices

Reporting Year	Cohort Size	Benchmark	CCBS
Spring 2026	34	80%	38%

Based on Faculty Performance Self-Evaluation and Service Form. This iteration was the first attempt, and some questions were not presented clearly, resulting in poor results.

Faculty Servant Leadership Index

Reporting Year	Cohort Size	Benchmark	CCBS
Spring 2026	44	80%	92.8%

Based on selected questions from Course Evaluations by students about their professors.

Staff

Employee Servant Leadership Index

Reporting Year	Cohort Size	Benchmark	CCBS
Spring 2026	14	4.25	4.61

Based on the Best Christian Workplace Index, selected questions related to humility, compassion, integrity, etc.

Board

Board Servant Leadership & Governance Culture

Reporting Year	Cohort Size	Benchmark	CCBS
Spring 2026	5	80%	100%

Based on the annual Board Evaluation, selected questions related to servant leadership, servant heart, etc.

Summary

Results indicate that servant leadership is evident across CCBS constituencies. Student measures substantially exceed national norms, course evaluations reflect strong development and modeling of a servant's heart, and faculty, staff, and board perception measures exceed institutional or external benchmarks. The faculty self-evaluation result of 38% should be interpreted cautiously because the instrument was newly introduced and several questions lacked sufficient clarity; the measure should be revised and reassessed before drawing conclusions about faculty servant leadership practices.