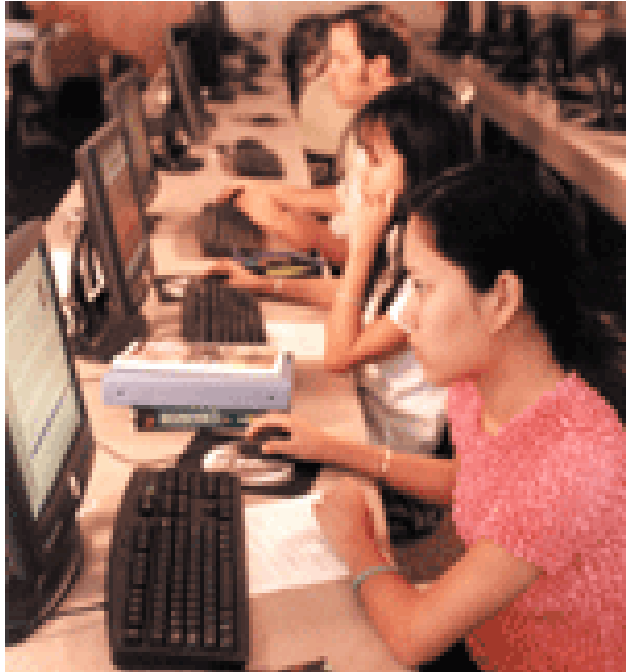


**THE ENROLLED STUDENT SURVEY  
YEAR 2005-2006**

**ELEVENTH ANNUAL REPORT**

**St. Petersburg College**



**State of the art  
computer labs**

## THE ENROLLED STUDENT SURVEY YEAR 2005-2006

**The Enrolled Student Survey (ENSS)** was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey is to ascertain how our enrolled students perceive the College and determine both the importance and level of satisfaction of enrolled students with the College's academic and student support services. Subsequently, this information is to be used by the faculty and administration to establish quality improvement initiatives that benefit our students. This will be the 11th annual administration of the survey. In addition there was one special spring 2004 administration of survey to follow up with several unusual PeopleSoft issues that occurred in that year.

For the second time, the survey was available to all enrolled students for a four-week period from Sept. 19<sup>th</sup> to Oct. 14<sup>th</sup> of 2005. Also, to facilitate the planning process and to minimize disruption in the classroom, the 2005-2006 iteration of the survey was offered only online via the St. Petersburg College home page, <http://www.spcollege.edu>, Students were able to access the survey from any campus computer or from their home computer. These changes to the survey were very productive and over thirty seven hundred students responded to our request to participate in the survey process and help us improve the College.

The campus profiles of the respondents may be compared to SPC FACTBOOK 2004-2005 information in Table 1. The distribution of students between the various campuses is representative but is not in complete alignment with the FACTBOOK data because in the FACTBOOK students are divided only by the four primary campuses, St. Petersburg/Gibbs, Clearwater, Tarpon Springs and Seminole. Also the Tarpon Springs campus is somewhat over represented in the survey which is not an unusual occurrence at St. Petersburg College.

The ENSS survey asked students to provide demographic and academic information. Then students were asked to rate the importance and their level of satisfaction with the College's academic and student support services. The ratings used to gauge "Importance" are on a 7-point scale with (7) "Critical" being the highest possible rating and (1) "Unimportant," the lowest. Likewise, a 7-point scale was used to measure, "Level of Satisfaction" with (7) "Excellent" being the highest rating and (1) "Poor," the lowest possible rating. Next, respondents were asked to rate their SPC experiences in four areas on a 7-point scale with (7) "Excellent" being the highest possible rating and (1) "Poor," the lowest possible rating. Next, students rated the preparation they received in five skill areas using the same 7-point scale. Finally, students responded to an open-ended question related to how the quality of the College's academic and student support services, curriculum and academic programs can be improved. Student responses to this open-ended question are included as Appendix C and sorted by campus. This survey report will be distributed broadly and the information herein is to be used by program managers as a catalyst to improve, reevaluate, and/or restructure their programs and services.

The College has established the following criteria to evaluate whether the College's academic and student services are meeting students' needs. Each academic and student service should achieve an average rating (mean) of 5.0 or greater on the "Level of Satisfaction" scale and/or a positive performance gap (performance gap equals the difference between "Satisfaction" and "Importance"). Twenty seven of the 32 academic services had mean satisfaction ratings of 5.0 or greater while one additional service/office did not reach the 5.0 threshold but did have a positive performance gap, thus 28 of the 32 academic and student services met the criteria; four did not.

The remainder of this document presents the findings from the ENSS in both text and chart format. Five Appendices are included with this document. Appendix A shows the separate "Performance Gap" charts for each campus (not including STAR and ICOT they had fewer than 15 respondents each). Appendix B shows a side-by-side "Satisfaction" comparison of these same groups. Appendix C gives all student comments to the open-ended question sorted by campus. Appendix D is a list of the students who want SPC to contact them concerning their comments. The list is sorted by campus. Appendix E is a list of students who want to participate in a focus group separated by campus.

**TABLE 1**  
**COMPARISON OF RESPONDENTS COLLEGE-WIDE**  
**TO STUDENT MAKEUP BY CAMPUS**  
**SESSION I 2005-2006 (N = 3757)**

<b>CAMPUS</b>	<b>SAMPLE SURVEYED 2005-2006</b>		<b>FALL 2004 by HOME CAMPUS *</b>
	<b>Number</b>	<b>Percent</b>	<b>Percent of Students</b>
<b>SPG-St.Pete Gibbs</b>	<b>756</b>	<b>20.1</b>	<b>41.9</b>
<b>CL-Clearwater</b>	<b>603</b>	<b>16.1</b>	<b>30.6</b>
<b>TS-Tarpon Springs</b>	<b>870</b>	<b>23.2</b>	<b>17.0</b>
<b>SE-Seminole</b>	<b>335</b>	<b>8.9</b>	<b>10.5</b>
<b>eCampus</b>	<b>711</b>	<b>18.9</b>	
<b>HEC-Health Education Center</b>	<b>216</b>	<b>5.7</b>	
<b>AC-Allstate Center</b>	<b>51</b>	<b>1.4</b>	
<b>SPC-Downtown</b>	<b>77</b>	<b>2.0</b>	
<b>Other</b>	<b>16</b>	<b>0.5</b>	
<b>No Response</b>	<b>122</b>	<b>3.2</b>	
<b>Total:</b>	<b>3757</b>	<b>100.0</b>	

\* SPJC FACTBOOK 2004-05(Sorted by four main campuses only)—

## **BACKGROUND CHARACTERISTICS**

### **Demographic and Background Profile**

The information shown in TABLE 2 gives a demographic profile of the respondents. Analysis of the demographic characteristics of the respondents revealed the following information:

Forty-four percent (44%) are under the age of 25.

Sixty-eight (68%) of the students are females.

Ethnicity:

- 71.3 % White
- 7.7 % Black
- 6.2 % Hispanic
- 2.7 % Asian
- 3.1% Other
- 0.6% American Indian
- 8.3% No Response

Twenty-nine percent (29%) of the students have been enrolled at the College only one semester.

Only fourteen percent (14%) of the students graduated from high school or earned a General Education Degree (GED) during the past year.

Forty-seven percent (47%) of the students have earned 15 or fewer credit hours at SPC.

Among the students surveyed fifty-three percent (53%) indicated that they attended classes during the day.

Twenty-nine percent (29%) of the respondents indicated that they planned to obtain a Bachelor degree. Thirty-four percent (34%) of the respondents indicated that they planned to obtain an Associate in Arts degree, twenty-two percent (22%) an Associate in Science degree and five percent (5%) plan to earn a Certificate from SPC.

Ninety-five percent (95%) of the students noted that they had access to a computer with Internet capabilities.

**TABLE 2**  
**BACKGROUND/DEMOGRAPHIC INFORMATION**

SESSION I 2005-2006 (N = 3757)

Age:(optional)	Number	Percent
<i>19 and under</i>	779	20.7
<i>20 - 24</i>	858	22.8
<i>25 - 29</i>	530	14.1
<i>30 - 39</i>	694	18.5
<i>40 - 49</i>	462	12.3
<i>50 - 59</i>	185	4.9
<i>60 &amp; over</i>	16	0.4
<i>No Response</i>	233	6.2
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Gender:(optional)	Number	Percent
<i>Female</i>	2544	67.7
<i>Male</i>	976	26.0
<i>No Response</i>	237	6.3
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Ethnicity:(optional)	Number	Percent
<i>American Indian/AK Native</i>	23	0.6
<i>Asian Pacific Islander</i>	103	2.7
<i>Black/Non-Hispanic</i>	291	7.7
<i>Hispanic</i>	233	6.2
<i>White</i>	2678	71.3
<i>Other</i>	117	3.1
<i>No Response</i>	312	8.3
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
How many semesters have you been enrolled in at SPC?	Number	Percent
<i>1</i>	1072	28.5
<i>2</i>	374	10.0
<i>3</i>	492	13.1
<i>4</i>	455	12.1
<i>5</i>	293	7.8
<i>6 or more</i>	938	25.0
<i>No Response</i>	133	3.5
<b>Total:</b>	<b>3757</b>	<b>100.0</b>

How long has it been since you graduated high school or received your GED?	Number	Percent
<i>During the past year</i>	542	14.4
<i>1 - 3 years ago</i>	731	19.5
<i>4 - 5 years ago</i>	366	9.7
<i>More than 5 years ago</i>	1960	52.2
<i>No Response</i>	158	4.2
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Campus where you are receiving most of your services?	Number	Percent
<i>SPG-St.Pete Gibbs</i>	756	20.1
<i>CL-Clearwater</i>	603	16.1
<i>TS-Tarpon Springs</i>	870	23.2
<i>HEC-Health Education Center</i>	216	5.7
<i>AC-Allstate Center</i>	51	1.4
<i>SE-Seminole</i>	335	8.9
<i>eCampus</i>	711	18.9
<i>SPC-Downtown</i>	77	2.0
<i>Other</i>	16	0.5
<i>No Response</i>	122	3.2
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Number of credits you have earned at SPC:	Number	Percent
<i>0 - 15</i>	1782	47.4
<i>16 - 30</i>	661	17.6
<i>31 - 45</i>	434	11.6
<i>Over 45</i>	751	20.0
<i>No Response</i>	129	3.4
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Do you take most of your classes:	Number	Percent
<i>During the day</i>	1972	52.5
<i>In the evening</i>	1469	39.1
<i>On the weekend</i>	131	3.5
<i>No Response</i>	185	4.9
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Identify the award you plan to get:	Number	Percent
<i>AA</i>	1293	34.4
<i>AS</i>	812	21.6
<i>AAS</i>	64	1.7
<i>Certificate</i>	200	5.3
<i>Bachelor</i>	1075	28.6
<i>Applied Tech Diploma</i>	31	0.8
<i>None</i>	139	3.7
<i>No Response</i>	143	3.8
<b>Total:</b>	<b>3757</b>	<b>100.0</b>
Do you have access to a computer with Internet capabilities?	Number	Percent
<i>Yes</i>	3554	94.6
<i>No</i>	85	2.3
<i>No Response</i>	118	3.1
<b>Total:</b>	<b>3757</b>	<b>100.0</b>

### Importance of Academic and Student Support Services

Students were asked to rate the Importance of the College's academic and student support services on a 7-point scale ranging from "Critical" (7) to "Unimportant" (1). Table 3 provides a listing of the 32 students and academic support services rank-ordered by means. There was a 2.06 spread among all scores. The range of the means was from (6.51) "Overall quality of educational program content" to (4.45) "Student activities (clubs, organizations, programs.)" The top five ranked services in terms of importance to students are: "Overall quality of educational program content" (6.51), "Convenience of Times Classes are Offered" (6.50), "Ability to Get Their First Choice of Classes" (6.42), "Variety of Courses Offered" (6.39), and "Overall Rating of Academic/Educational Support Services" (6.36). The five lowest rated services in terms of importance are: "Business office" (5.31), "Specialized academic support service (e.g. SSS, Pathways, WOW, OSSD, NIPS0 (5.11), "New Student Orientation" (5.01), "Food Services" (4.63) and "Student Activities" (4.45).

**Table 3**  
**Importance of Academic and Student Services**  
**Enrolled Students**

	<b>Question</b>	<b>Mean</b>
1	Overall quality of educational program content	6.51
2	Convenience of times courses offered	6.50
3	Ability to get in "first choice" of classes	6.42
4	Variety of courses offered	6.39
5	Overall rating of academic program/educational support services	6.36
6	Personal safety and security	6.33
7	Academic advising	6.27
8	Use of technology for instruction (e.g. computers, Internet)	6.23
9	"Online" registration	6.21
10	The Bookstore	6.07
11	Parking	6.06
12	Overall rating of student support services/offices	6.03
13	The Library	5.99
14	Scholarships and Student Financial Assistance Office	5.99
15	Facilities	5.98
16	Out-of-class access to computers	5.98
17	The application/admission process	5.93
18	General information about the programs and services	5.89
19	Supplemental instructional centers/tutoring	5.81
20	"In-person" registration	5.72
21	Student publications (e.g. student handbook, catalog)	5.66
22	Initial testing for placement in courses	5.52
23	Career counseling	5.47
24	Attractiveness of the campus	5.45
25	Official mailings received from the College	5.39
26	Career assessment	5.34
27	Career Development Center resources (e.g. materials)	5.33
28	The Business Office	5.31
29	Specialized acad. support serv.(SSS, Pathways, WOW, OSSD, NIPS)	5.11
30	New student orientation	5.01
31	Food services (cafe/vending machines)	4.63
32	Student activities (clubs, organizations, programs)	4.45

## Level of Satisfaction with Academic and Student Support Services

On the ENSS, students indicated their Level of Satisfaction with the College's student and academic services on a 7-point scale ranging from "Excellent" (7) to "Poor" (1). Table 4 shows the students' ratings college-wide on student/academic services rank-ordered by means. There was a 1.75 spread among all scores, ranging from (6.01) for the "Library" to (4.26) "Food service". The top five rated student/academic services are "The Library" (6.01), "Out-of-class Access to Computers" (5.91), "Personal Safety and Security" (5.90), "Use of technology for instruction (e.g. computers, Internet)" (5.82) and "Attractiveness of the campus" (5.81). On the other hand, the five-student/academic services with the lowest satisfaction ratings are "The Bookstore" (4.95), "Student activities (clubs, organizations, programs)"(4.91), "Scholarships and Student Financial Assistance Office"(4.76), "Parking" (4.54), and "Food services (cafe/vending machines)"(4.26).

**Table 4**  
Level of Satisfaction Academic and Student Support Services  
Enrolled Students

	Mean
1 The Library	6.01
2 Out-of-class access to computers	5.91
3 Personal safety and security	5.90
4 Use of technology for instruction (e.g. computers, Internet)	5.82
5 Attractiveness of the campus	5.81
6 Overall quality of educational program content	5.80
7 Facilities	5.74
8 "Online" registration	5.66
9 Overall rating of academic program/educational support services	5.58
10 The application/admission process	5.54
11 Supplemental instructional centers/tutoring	5.53
12 Student publications (e.g. student handbook, catalog)	5.52
13 Ability to get in "first choice" of classes	5.44
14 Overall rating of student support services/offices	5.44
15 Initial testing for placement in courses	5.41
16 "In-person" registration	5.39
17 The Business Office	5.35
18 Variety of courses offered	5.35
19 Specialized acad.support serv. (SSS, Pathways, WOW, OSSD, NIPS)	5.33
20 Career Development Center resources (e.g. materials)	5.30
21 Convenience of times courses offered	5.26
22 General information about the programs and services	5.21
23 Official mailings received from the College	5.18
24 Career assessment	5.15
25 Career counseling	5.04
26 Academic advising	5.03
27 New student orientation	5.00
28 The Bookstore	4.95
29 Student activities (clubs, organizations, programs)	4.91
30 Scholarships and Student Financial Assistance Office	4.76
31 Parking	4.54
32 Food services (cafe/vending machines)	4.26

## Comparison of Importance and Level of Satisfaction



As shown in Table 5, "Performance Gaps" are formulated for each of the 32-academic/student support services by calculating the difference between the mean ratings for "Level of Satisfaction" and "Importance". Five of the academic/support services had positive performance gaps with a range of (0.46) to (0.02), which indicates that the students found their level of satisfaction with these services higher than the importance of these services to them. The performance gaps for these academic/support services are "Student activities (clubs, organizations, programs)" (+0.46), "Attractiveness of the campus" (+0.36) "Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)" (+0.22), "The Business Office" (+0.04) and "The Library" (+0.02).

The five academic and student support services with the most negative performance gaps are "Parking" (-1.51), "Convenience of Class Times Offered" (-1.24), "Academic Advising" (-1.24), "Scholarships and Student Assistance Office" (-1.23), and "The Bookstore" (-1.12). This indicates that students' expectations were not met.

**Table 5**

**Enrolled Student Survey Performance Gap**

<b>Services/Office</b>	<b>Satisfaction</b>	<b>Importance</b>	<b>Gap</b>
Student activities (clubs, organizations, programs)	4.91	4.45	0.46
Attractiveness of the campus	5.81	5.45	0.36
Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)	5.33	5.11	0.22
The Business Office	5.35	5.31	0.04
The Library	6.01	5.99	0.02
New student orientation	5.00	5.01	-0.01
Career Development Center resources	5.30	5.33	-0.03
Out-of-class access to computers	5.91	5.98	-0.07
Initial testing for placement in courses	5.41	5.52	-0.11
Student publications (e.g. student handbook, catalog)	5.52	5.66	-0.14
Career assessment	5.15	5.34	-0.19
Official mailings received from the College	5.18	5.39	-0.21
Facilities	5.74	5.98	-0.24
Supplemental instructional centers/tutoring	5.53	5.81	-0.28
"In-person" registration	5.39	5.72	-0.33
<b>Food services (cafe/vending machines)</b>	<b>4.26</b>	<b>4.63</b>	<b>-0.37</b>
The application/admission process	5.54	5.93	-0.39
Use of technology for instruction	5.82	6.23	-0.41
Personal safety and security	5.90	6.33	-0.43
Career counseling	5.04	5.47	-0.43
"Online" registration	5.66	6.21	-0.55
Overall rating of student support services/offices	5.44	6.03	-0.59
General information about the programs and services	5.21	5.89	-0.68
Overall quality of educational program content	5.80	6.51	-0.71
Overall rating of academic program/educational support services	5.58	6.36	-0.78
Ability to get in "first choice" of classes	5.44	6.42	-0.98
Variety of courses offered	5.35	6.39	-1.04
<b>The Bookstore</b>	<b>4.95</b>	<b>6.07</b>	<b>-1.12</b>
<b>Scholarships and Student Financial Assistance Office</b>	<b>4.76</b>	<b>5.99</b>	<b>-1.23</b>
Academic advising	5.03	6.27	-1.24
Convenience of times courses offered	5.26	6.50	-1.24
<b>Parking</b>	<b>4.54</b>	<b>6.06</b>	<b>-1.52</b>

**Red items did not meet established criteria.**

## Usage of Student and Academic Services

Table 6 is the level of usage; defined as the percent of students that rated the "Level of Satisfaction" of the student/academic services. Students were asked to select N/A if they had not used a service/office. College-wide, three thousand seven hundred and fifty seven (3757) student surveys were included and used in the denominator to calculate the ratio, "Usage Percentages". The number used in the numerator was the number of students that answered the "Level of Satisfaction" question in each student/academic service area.

**Table 6**  
**Academic and Student Support Services**  
**by Student Usage**

Academic and Student Service	Usage Percent
Overall quality of educational program content	100%
Convenience of times courses offered	99%
Variety of courses offered	99%
The Bookstore	98%
Use of technology for instruction	98%
Ability to get in "first choice" of classes	98%
Academic advising	97%
The application/admission process	97%
General information about the programs and services	96%
Overall rating of academic program/educational support services	96%
Parking	95%
Attractiveness of the campus	95%
Facilities	95%
Personal safety and security	94%
Student publications (e.g. student handbook, catalog)	93%
Overall rating of student support services/offices	93%
"Online" registration	92%
Official mailings received from the College	90%
Out-of-class access to computers	86%
"In-person" registration	86%
The Library	86%
Initial testing for placement in courses	86%
Scholarships and Student Financial Assistance Office	82%
The Business Office	79%
New student orientation	75%
Supplemental instructional centers/tutoring	74%
Food services (cafe/vending machines)	74%
Career counseling	64%
Career Development Center resources (e.g. materials)	63%
Career assessment	61%
Student activities (clubs, organizations, programs)	56%
Specialized acad.support serv.(e.g. SSS, Pathways, WOW, OSSD, NIPS)	55%

## STUDENTS' RATINGS OF SPC EXPERIENCES

The survey asked the students to rate their SPC experiences in four areas on a 7-point scale with (7) "Excellent" being the highest rating and (1) "Poor" the lowest. The responses are summarized in Table 7. Overall, the data below implies that the majority of SPC students are satisfied with their educational experiences at the College.

**TABLE 7**

Overview of Survey of Enrolled Students Rating of SPC Experiences								
Categories	Excellent						Poor	Total
	7	6	5	4	3	2	1	
Quality of instruction	998 34%	913 31%	642 22%	225 8%	77 3%	21 1%	33 1%	2909 100%
<b>Mean 5.80</b>								
Course materials	917 32%	902 31%	671 23%	271 9%	94 3%	28 1%	21 1%	2904 100%
<b>Mean 5.73</b>								
Course scheduling	904 31%	752 26%	582 20%	352 12%	152 5%	73 3%	58 2%	2873 100%
<b>Mean 5.51</b>								
Equipment	937 36%	758 29%	558 21%	226 9%	81 3%	42 2%	26 1%	2628 100%
<b>Mean 5.77</b>								

## PREPARATION BY SPC

On the ENSS, students were asked to rate how well they perceived that they were prepared by SPC in 5 critical preparedness areas on a 7-point scale ranging from "Excellent" (7) to "Poor" (1). Table 8 shows the students' ratings on these areas, rank-ordered by mean. Overall, the means for the five skill areas indicates that the majority of enrolled students are satisfied with the preparation they are receiving at SPC.

**Table 8**

<b>Enrolled Students</b>			
<b>Skill Areas</b>	<b>Mean 05-06</b>	<b>Mean 04-05</b>	<b>Total 05-06</b>
<b>Reading</b>	<b>5.96</b>	<b>5.95</b>	<b>2306</b>
<b>Writing</b>	<b>5.94</b>	<b>5.9</b>	<b>2397</b>
<b>Oral communication</b>	<b>5.83</b>	<b>5.76</b>	<b>2305</b>
<b>Use of computers</b>	<b>5.95</b>	<b>5.91</b>	<b>2395</b>
<b>Mathematics</b>	<b>5.65</b>	<b>5.58</b>	<b>2396</b>

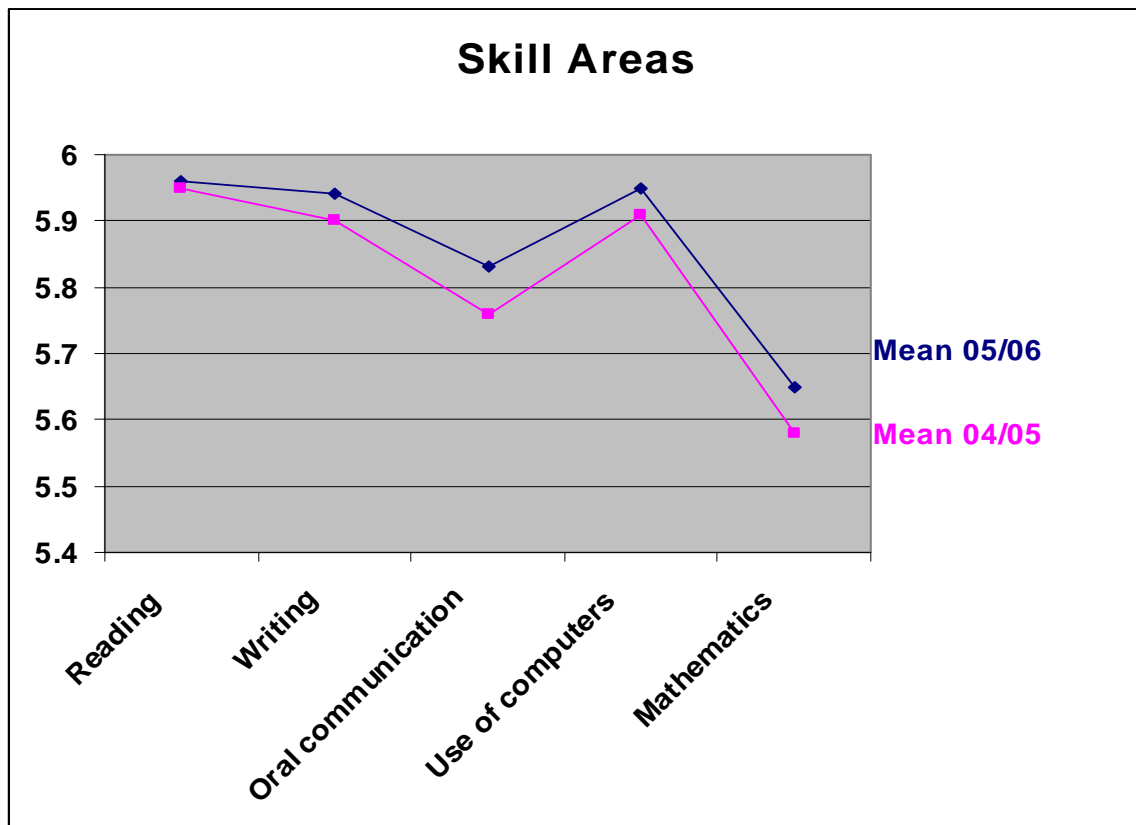


Table 9 shows the mean satisfaction ratings for the 2005/06 2004/05, 2003/04 and 2002/03 surveys and Table 10 shows the mean differences between the 2005/06 and 2004/05. Of the thirty two service areas addressed in the survey twenty five showed improvement from the previous year.

**TABLE 9**

<b>Academic And Student Service Satisfaction Ratings</b>	<b>Mean 3757</b>	<b>Mean 5062</b>	<b>Mean 2558</b>	<b>Mean 3517</b>
	<b>2005/06</b>	<b>2004/05</b>	<b>2003/04</b>	<b>2002/03</b>
Ability to get their "first choice" of classes	5.44	5.44	5.18	5.21
Academic advising	5.03	4.97	4.80	4.80
Application/admission process	5.54	5.49	4.95	5.31
Attractiveness of the campus	5.81	5.62	5.41	5.37
Bookstore	4.95	4.92	5.12	5.05
Business office	5.35	5.37	4.99	5.14
Career assessment	5.15	5.19	5.02	4.90
Career counseling	5.04	5.07	4.94	4.83
Career Development Center resources	5.30	5.30	5.11	5.02
Convenience of times classes are offered	5.26	5.30	5.14	5.11
Facilities	5.74	5.65	5.34	5.39
Food services	4.26	3.90	4.28	4.49
General information about programs and services	5.21	5.14	4.83	4.80
Initial testing for placement in courses	5.41	5.40	5.03	5.08
Library	6.01	5.97	5.81	5.61
New student orientation	5.00	4.96	4.61	4.69
Official mailings received from the College	5.18	5.07	4.76	4.86
Out-of-class access to computers	5.91	5.85	5.62	5.60
Overall quality of educational program content	5.80	5.76	5.49	5.52
Overall rating of academic/ educational support services	5.58	5.59	5.44	5.46
Overall rating of student support services/offices	5.44	5.39	5.14	5.20
Parking	4.54	4.25	4.21	3.99
Personal safety and security	5.90	5.83	5.58	5.50
Registration process – "In person"	5.39	5.36	4.87	5.33
Registration process – "On-line"	5.66	5.62	4.62	5.63
Scholarships and Student Assistance Office	4.76	4.49	4.56	4.52
Specialized academic support services	5.33	5.38	5.12	5.08
Student activities	4.91	4.88	4.73	4.72
Student publications	5.52	5.44	4.37	4.58
Supplemental Instructional Centers/Tutoring	5.53	5.56	5.35	5.22
Use of technology during instruction	5.82	5.80	5.91	5.93
Variety of courses offered	5.35	5.35	5.13	5.14

TABLE 10

<b>Academic And Student Service Satisfaction Ratings</b>	<b>Mean 3757</b>	<b>Mean 5062</b>	<b>Difference</b>
	<b>2005/06</b>	<b>2004/05</b>	
Food services	4.26	3.90	0.36
Parking	4.54	4.25	0.29
Scholarships and Student Assistance Office	4.76	4.49	0.27
Attractiveness of the campus	5.81	5.62	0.19
Official mailings received from the College	5.18	5.07	0.11
Facilities	5.74	5.65	0.09
Student publications	5.52	5.44	0.08
General information about programs and services	5.21	5.14	0.07
Personal safety and security	5.90	5.83	0.07
Out-of-class access to computers	5.91	5.85	0.06
Academic advising	5.03	4.97	0.06
Application/admission process	5.54	5.49	0.05
Overall rating of student support services/offices	5.44	5.39	0.05
New student orientation	5.00	4.96	0.04
Library	6.01	5.97	0.04
Overall quality of educational program content	5.80	5.76	0.04
Registration process – “On-line”	5.66	5.62	0.04
Student activities	4.91	4.88	0.03
Registration process – “In person”	5.39	5.36	0.03
Bookstore	4.95	4.92	0.03
Use of technology during instruction	5.82	5.80	0.02
Initial testing for placement in courses	5.41	5.40	0.01
Ability to get their “first choice” of classes	5.44	5.44	0.00
Career Development Center resources	5.30	5.30	0.00
Variety of courses offered	5.35	5.35	0.00
Overall rating of academic/educational support	5.58	5.59	-0.01
Business office	5.35	5.37	-0.02
Supplemental Instructional Centers/Tutoring	5.53	5.56	-0.03
Career counseling	5.04	5.07	-0.03
Convenience of times classes are offered	5.26	5.30	-0.04
Career assessment	5.15	5.19	-0.04
Specialized academic support services	5.33	5.38	-0.05

Table 11 shows how the campuses compare in providing the thirty two services addressed in The Enrolled Student Survey. A Standard Deviation is shown in the far right column to provide insight concerning the variation between the campuses providing the services. The seven services highlighted at the top are the ones most likely to benefit from improvement initiatives at the lower rated campuses.

**Table 11**  
**Side-By- Side Comparison**

<b>Services/Office</b>	<b>St. Pete</b>	<b>Clw</b>	<b>Tarpon</b>	<b>Sem</b>	<b>Allstate</b>	<b>HEC</b>	<b>DownT</b>	<b>e-Camp</b>	<b>SD</b>
<i>Food services (cafe/vending machines)</i>	4.55	4.48	3.70	5.08	4.25	3.58	3.54	4.79	0.54
<i>Parking</i>	3.98	4.29	4.88	5.19	5.05	4.08	4.00	4.83	0.47
<i>Career assessment</i>	5.02	5.24	5.14	5.50	5.94	4.68	5.45	5.04	0.36
<i>"In-person" registration</i>	5.30	5.26	5.41	5.92	5.86	4.89	5.90	5.34	0.35
<i>Career counseling</i>	4.93	5.12	5.04	5.38	5.84	4.70	5.39	4.90	0.34
<i>Scholarships and Student Financial Assistance Office</i>	4.57	4.68	4.83	5.19	4.85	4.14	5.19	4.92	0.32
<i>New student orientation</i>	5.04	4.72	5.03	4.99	5.41	4.84	5.77	5.10	0.31
<i>Attractiveness of the campus</i>	6.02	5.58	5.67	6.39	5.89	5.41	5.88	5.81	0.28
<i>Convenience of times courses offered</i>	5.18	4.89	5.18	5.29	5.57	5.16	5.72	5.70	0.28
<i>Facilities</i>	5.85	5.58	5.67	6.22	6.26	5.46	5.79	5.70	0.27
<i>The Bookstore</i>	4.85	5.01	5.03	5.06	4.37	4.71	5.15	4.94	0.24
<i>Initial testing for placement in courses</i>	5.41	5.39	5.30	5.61	4.78	5.33	5.36	5.53	0.23
<i>Variety of courses offered</i>	5.38	5.16	5.26	5.27	5.92	5.56	5.59	5.51	0.23
<i>The Business Office</i>	5.41	5.13	5.37	5.60	5.83	5.08	5.44	5.35	0.22
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.44	5.53	5.63	5.71	5.71	5.32	6.07	5.38	0.22
<i>Academic advising</i>	4.92	4.85	5.10	5.39	5.54	4.96	5.05	5.04	0.22
<i>"Online" registration</i>	5.73	5.64	5.65	5.64	5.83	5.21	5.25	5.78	0.22
<i>Overall rating of student support services/offices</i>	5.47	5.36	5.46	5.69	5.83	5.27	5.72	5.34	0.19
<i>Career Development Center resources (e.g. materials)</i>	5.19	5.36	5.33	5.57	5.61	5.12	5.55	5.13	0.19
<i>Personal safety and security</i>	5.75	5.79	6.01	6.28	6.08	5.88	5.66	5.88	0.19
<i>Ability to get in "first choice" of classes</i>	5.39	5.17	5.50	5.57	5.60	5.37	5.82	5.57	0.18
<i>General information about the programs and services</i>	5.21	5.04	5.19	5.25	5.65	5.20	5.48	5.30	0.18
<i>Overall quality of educational program content</i>	5.78	5.63	5.75	5.95	6.10	5.61	6.02	5.98	0.17
<i>The application/admission process</i>	5.56	5.41	5.52	5.79	5.70	5.25	5.59	5.63	0.16
<i>Overall rating of academic program/educational support services</i>	5.58	5.44	5.58	5.82	5.78	5.38	5.76	5.65	0.15
<i>Official mailings received from the College</i>	5.31	5.00	5.09	5.18	5.40	5.19	5.47	5.27	0.15
<i>Student activities (clubs, organizations, programs)</i>	5.11	4.78	4.88	4.82	5.06	4.73	5.05	4.94	0.13
<i>Out-of-class access to computers</i>	5.86	5.84	5.96	6.18	5.69	5.91	5.79	5.87	0.13
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.42	5.53	5.14	5.19	5.50	5.46	5.42	5.34	0.13
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.83	5.66	5.76	5.96	5.83	5.59	5.88	6.00	0.13
<i>The Library</i>	6.06	5.98	6.10	6.12	5.84	6.03	5.82	5.76	0.13
<i>Student publications (e.g. student handbook, catalog)</i>	5.54	5.63	5.43	5.60	5.77	5.40	5.68	5.49	0.12
<b>Average</b>	<b>5.33</b>	<b>5.26</b>	<b>5.33</b>	<b>5.58</b>	<b>5.57</b>	<b>5.14</b>	<b>5.48</b>	<b>5.40</b>	<b>0.14</b>

## CONCLUDING REMARKS

The respondents to this survey were most satisfied with the "Library" giving it the highest satisfaction rating while "Overall quality of educational program content" and "Convenience of Times Classes are Offered" were the most important item to them. The largest positive performance gap went to "Student activities" which was relatively unimportant to our students. Only, four of the thirty-two listed academic and student services did not meet the stated criteria of producing a 5.0 mean satisfaction rating or higher and/or a positive performance gap. They are listed below.

	Satisfaction Rating	Importance Rating	Performance Gap
<b>Food services (cafe/vending machines)</b>	<b>4.26</b>	<b>4.63</b>	<b>-0.37</b>
<b>The Bookstore</b>	<b>4.95</b>	<b>6.07</b>	<b>-1.12</b>
<b>Scholarships and Student Financial Assistance Office</b>	<b>4.76</b>	<b>5.99</b>	<b>-1.23</b>
<b>Parking</b>	<b>4.54</b>	<b>6.06</b>	<b>-1.52</b>

On a positive note all four academic and student services that did not meet the stated criteria did show improvement over last year's numbers.

On average, students gave the Seminole Campus the highest satisfaction marks followed closely by the Allstate Center and then Downtown. All campuses received scores above 5.00 on the satisfaction scale. Services with the greatest variation from one campus to another have the greater possibility of improvement by following the leader campuses' best practices. The table below shows the seven services with the largest standard deviation and thus the greatest potential for success if the high scoring campuses practices are emulated.

Services/Office	St. Pete	Clw	Tarpon	Sem	Allstate	HEC	DownT	e-Camp	SD
<i>Food services (cafe/vending machines)</i>	4.55	4.48	3.70	5.08	4.25	3.58	3.54	4.79	0.54
<i>Parking</i>	3.98	4.29	4.88	5.19	5.05	4.08	4.00	4.83	0.47
<i>Career assessment</i>	5.02	5.24	5.14	5.50	5.94	4.68	5.45	5.04	0.36
<i>"In-person" registration</i>	5.30	5.26	5.41	5.92	5.86	4.89	5.90	5.34	0.35
<i>Career counseling</i>	4.93	5.12	5.04	5.38	5.84	4.70	5.39	4.90	0.34
<i>Scholarships and Student Financial Assistance Office</i>	4.57	4.68	4.83	5.19	4.85	4.14	5.19	4.92	0.32
<i>New student orientation</i>	5.04	4.72	5.03	4.99	5.41	4.84	5.77	5.10	0.31

Next, overall the students were satisfied with their SPC experience and rate all four items on this topic above 5.5 on the 7-point satisfaction rating scale. Moreover, students believe they are well prepared in five basic skill areas and rate all five above 5.6 on the same rating scale. All five skill areas have shown improvements over the past three surveys.

	Mean 2003/04	Mean 2004/05	Mean 2005/06
<b>Reading</b>	<b>5.80</b>	<b>5.95</b>	<b>5.96</b>
<b>Writing</b>	<b>5.81</b>	<b>5.90</b>	<b>5.94</b>
<b>Oral Communication</b>	<b>5.67</b>	<b>5.76</b>	<b>5.83</b>
<b>Use of Computer</b>	<b>5.73</b>	<b>5.91</b>	<b>5.95</b>
<b>Mathematics</b>	<b>5.48</b>	<b>5.58</b>	<b>5.65</b>

On balance, our students seemed satisfied with the performance of the College. Nevertheless, they did identify some areas where they were less satisfied and where they perceived performance gaps (difference between "Satisfaction" and "Importance"). It is recommended that each campus and unit review this report and use the insights gained to establish quality improvement initiatives for their units.



## Appendix A Performance Gaps by Campuses 2005/2006

SPG-St.Pete Gibbs Enrolled Student Survey Performance Gap			
Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.06	6.08	0.0
<i>Attractiveness of the campus</i>	6.02	5.62	0.4
<i>Out-of-class access to computers</i>	5.86	6.07	-0.2
<i>Facilities</i>	5.85	6.09	-0.2
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.83	6.17	-0.3
<i>Overall quality of educational program content</i>	5.78	6.48	-0.7
<i>Personal safety and security</i>	5.75	6.43	-0.7
<i>"Online" registration</i>	5.73	6.22	-0.5
<i>Overall rating of academic program/educational support services</i>	5.58	6.32	-0.7
<i>The application/admission process</i>	5.56	5.97	-0.4
<i>Student publications (e.g. student handbook, catalog)</i>	5.54	5.78	-0.2
<i>Overall rating of student support services/offices</i>	5.47	6.09	-0.6
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.44	5.97	-0.5
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.42	5.27	0.1
<i>The Business Office</i>	5.41	5.38	0.0
<i>Initial testing for placement in courses</i>	5.41	5.63	-0.2
<i>Ability to get in "first choice" of classes</i>	5.39	6.41	-1.0
<i>Variety of courses offered</i>	5.38	6.35	-1.0
<i>Official mailings received from the College</i>	5.31	5.47	-0.2
<i>"In-person" registration</i>	5.30	5.82	-0.5
<i>General information about the programs and services</i>	5.21	5.88	-0.7
<i>Career Development Center resources (e.g. materials)</i>	5.19	5.41	-0.2
<i>Convenience of times courses offered</i>	5.18	6.49	-1.3
<i>Student activities (clubs, organizations, programs)</i>	5.11	4.71	0.4
<i>New student orientation</i>	5.04	5.06	0.0
<i>Career assessment</i>	5.02	5.42	-0.4
<i>Career counseling</i>	4.93	5.63	-0.7

<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.92	6.30	-1.4
<i>The Bookstore</i>	4.85	6.11	-1.3
<i>Scholarships and Student Financial Assistance Office</i>	4.57	6.16	-1.6
<i>Food services (cafe/vending machines)</i>	4.55	4.83	-0.3
<i>Parking</i>	3.98	6.22	-2.2

### CL-Clearwater Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	5.98	6.04	-0.1
<i>Out-of-class access to computers</i>	5.84	6.09	-0.2
<i>Personal safety and security</i>	5.79	6.39	-0.6
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.66	6.21	-0.6
<i>"Online" registration</i>	5.64	6.32	-0.7
<i>Overall quality of educational program content</i>	5.63	6.45	-0.8
<i>Student publications (e.g. student handbook, catalog)</i>	5.63	5.70	-0.1
<i>Facilities</i>	5.58	6.09	-0.5
<i>Attractiveness of the campus</i>	5.58	5.51	0.1
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.53	5.97	-0.4
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.53	5.30	0.2
<i>Overall rating of academic program/educational support services</i>	5.44	6.29	-0.9
<i>The application/admission process</i>	5.41	5.91	-0.5
<i>Initial testing for placement in courses</i>	5.39	5.55	-0.2
<i>Career Development Center resources (e.g. materials)</i>	5.36	5.31	0.1
<i>Overall rating of student support services/offices</i>	5.36	6.07	-0.7
<i>"In-person" registration</i>	5.26	5.78	-0.5
<i>Career assessment</i>	5.24	5.33	-0.1
<i>Ability to get in "first choice" of classes</i>	5.17	6.44	-1.3
<i>Variety of courses offered</i>	5.16	6.42	-1.3
<i>The Business Office</i>	5.13	5.27	-0.1
<i>Career counseling</i>	5.12	5.49	-0.4

<i>General information about the programs and services</i>	5.04	5.92	-0.9
<i>The Bookstore</i>	5.01	6.07	-1.1
<i>Official mailings received from the College</i>	5.00	5.31	-0.3
<i>Convenience of times courses offered</i>	4.89	6.49	-1.6
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.85	6.29	-1.4
<i>Student activities (clubs, organizations, programs)</i>	4.78	4.65	0.1
<i>New student orientation</i>	4.72	4.96	-0.2
<i>Scholarships and Student Financial Assistance Office</i>	4.68	6.06	-1.4
<i>Food services (cafe/vending machines)</i>	4.48	4.81	-0.3
<i>Parking</i>	4.29	6.13	-1.8

### TS-Tarpon Springs Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.10	6.23	-0.1
<i>Personal safety and security</i>	6.01	6.36	-0.4
<i>Out-of-class access to computers</i>	5.96	6.07	-0.1
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.76	6.14	-0.4
<i>Overall quality of educational program content</i>	5.75	6.45	-0.7
<i>Attractiveness of the campus</i>	5.67	5.54	0.1
<i>Facilities</i>	5.67	6.06	-0.4
<i>"Online" registration</i>	5.65	5.96	-0.3
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.63	5.98	-0.4
<i>Overall rating of academic program/educational support services</i>	5.58	6.37	-0.8
<i>The application/admission process</i>	5.52	5.83	-0.3
<i>Ability to get in "first choice" of classes</i>	5.50	6.34	-0.8
<i>Overall rating of student support services/offices</i>	5.46	6.05	-0.6
<i>Student publications (e.g. student handbook, catalog)</i>	5.43	5.66	-0.2
<i>"In-person" registration</i>	5.41	5.82	-0.4
<i>The Business Office</i>	5.37	5.49	-0.1
<i>Career Development Center resources (e.g. materials)</i>	5.33	5.48	-0.1

<i>Initial testing for placement in courses</i>	5.30	5.56	-0.3
<i>Variety of courses offered</i>	5.26	6.30	-1.0
<i>General information about the programs and services</i>	5.19	5.81	-0.6
<i>Convenience of times courses offered</i>	5.18	6.47	-1.3
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.14	5.22	-0.1
<i>Career assessment</i>	5.14	5.52	-0.4
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.10	6.16	-1.1
<i>Official mailings received from the College</i>	5.09	5.45	-0.4
<i>Career counseling</i>	5.04	5.60	-0.6
<i>The Bookstore</i>	5.03	6.10	-1.1
<i>New student orientation</i>	5.03	5.32	-0.3
<i>Parking</i>	4.88	6.15	-1.3
<i>Student activities (clubs, organizations, programs)</i>	4.88	4.64	0.2
<i>Scholarships and Student Financial Assistance Office</i>	4.83	6.06	-1.2
<i>Food services (cafe/vending machines)</i>	3.70	5.04	-1.3

#### AC-Allstate Center Enrolled Student Survey Performance Gap

<b>Services/Office</b>	<b>Level of Satisfaction</b>	<b>Importance</b>	<b>Performance Gap</b>
<i>Facilities</i>	6.26	5.88	0.4
<i>Overall quality of educational program content</i>	6.10	6.52	-0.4
<i>Personal safety and security</i>	6.08	6.17	-0.1
<i>Career assessment</i>	5.94	4.91	1.0
<i>Variety of courses offered</i>	5.92	6.10	-0.2
<i>Attractiveness of the campus</i>	5.89	5.20	0.7
<i>"In-person" registration</i>	5.86	5.25	0.6
<i>The Library</i>	5.84	5.63	0.2
<i>Career counseling</i>	5.84	5.32	0.5
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.83	6.05	-0.2
<i>Overall rating of student support services/offices</i>	5.83	5.60	0.2
<i>"Online" registration</i>	5.83	5.93	-0.1
<i>The Business Office</i>	5.83	4.44	1.4
<i>Overall rating of academic program/educational support services</i>	5.78	6.55	-0.8
<i>Student publications (e.g. student handbook, catalog)</i>	5.77	5.21	0.6

<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.71	4.79	0.9
<i>The application/admission process</i>	5.70	5.60	0.1
<i>Out-of-class access to computers</i>	5.69	5.19	0.5
<i>General information about the programs and services</i>	5.65	6.17	-0.5
<i>Career Development Center resources (e.g. materials)</i>	5.61	4.94	0.7
<i>Ability to get in "first choice" of classes</i>	5.60	6.12	-0.5
<i>Convenience of times courses offered</i>	5.57	6.33	-0.8
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.54	6.09	-0.6
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.50	4.29	1.2
<i>New student orientation</i>	5.41	4.82	0.6
<i>Official mailings received from the College</i>	5.40	4.92	0.5
<i>Student activities (clubs, organizations, programs)</i>	5.06	3.64	1.4
<i>Parking</i>	5.05	5.85	-0.8
<i>Scholarships and Student Financial Assistance Office</i>	4.85	5.60	-0.8
<i>Initial testing for placement in courses</i>	4.78	4.26	0.5
<i>The Bookstore</i>	4.37	5.84	-1.5
<i>Food services (cafe/vending machines)</i>	4.25	3.89	0.4

### HEC-Health Education Center Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.03	6.10	-0.1
<i>Out-of-class access to computers</i>	5.91	6.04	-0.1
<i>Personal safety and security</i>	5.88	6.35	-0.5
<i>Overall quality of educational program content</i>	5.61	6.60	-1.0
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.59	6.27	-0.7
<i>Variety of courses offered</i>	5.56	6.34	-0.8
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.46	5.49	0.0
<i>Facilities</i>	5.46	6.07	-0.6
<i>Attractiveness of the campus</i>	5.41	5.14	0.3

<i>Student publications (e.g. student handbook, catalog)</i>	5.40	5.46	-0.1
<i>Overall rating of academic program/educational support services</i>	5.38	6.45	-1.1
<i>Ability to get in "first choice" of classes</i>	5.37	6.44	-1.1
<i>Initial testing for placement in courses</i>	5.33	5.03	0.3
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.32	5.71	-0.4
<i>Overall rating of student support services/offices</i>	5.27	6.01	-0.7
<i>The application/admission process</i>	5.25	5.93	-0.7
<i>"Online" registration</i>	5.21	6.23	-1.0
<i>General information about the programs and services</i>	5.20	5.86	-0.7
<i>Official mailings received from the College</i>	5.19	5.27	-0.1
<i>Convenience of times courses offered</i>	5.16	6.40	-1.2
<i>Career Development Center resources (e.g. materials)</i>	5.12	5.14	0.0
<i>The Business Office</i>	5.08	5.19	-0.1
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.96	6.31	-1.4
<i>"In-person" registration</i>	4.89	5.39	-0.5
<i>New student orientation</i>	4.84	5.11	-0.3
<i>Student activities (clubs, organizations, programs)</i>	4.73	3.88	0.9
<i>The Bookstore</i>	4.71	6.09	-1.4
<i>Career counseling</i>	4.70	5.18	-0.5
<i>Career assessment</i>	4.68	4.98	-0.3
<i>Scholarships and Student Financial Assistance Office</i>	4.14	5.62	-1.5
<i>Parking</i>	4.08	6.03	-2.0
<i>Food services (cafe/vending machines)</i>	3.58	4.47	-0.9

### SE-Seminole Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Attractiveness of the campus</i>	6.39	5.93	0.5
<i>Personal safety and security</i>	6.28	6.60	-0.3
<i>Facilities</i>	6.22	6.36	-0.1
<i>Out-of-class access to computers</i>	6.18	6.21	0.0
<i>The Library</i>	6.12	6.05	0.1

<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.96	6.31	-0.4
<i>Overall quality of educational program content</i>	5.95	6.62	-0.7
<i>"In-person" registration</i>	5.92	6.10	-0.2
<i>Overall rating of academic program/educational support services</i>	5.82	6.50	-0.7
<i>The application/admission process</i>	5.79	6.11	-0.3
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.71	5.96	-0.2
<i>Overall rating of student support services/offices</i>	5.69	6.30	-0.6
<i>"Online" registration</i>	5.64	6.22	-0.6
<i>Initial testing for placement in courses</i>	5.61	6.04	-0.4
<i>The Business Office</i>	5.60	5.50	0.1
<i>Student publications (e.g. student handbook, catalog)</i>	5.60	5.93	-0.3
<i>Ability to get in "first choice" of classes</i>	5.57	6.60	-1.0
<i>Career Development Center resources (e.g. materials)</i>	5.57	5.63	-0.1
<i>Career assessment</i>	5.50	5.69	-0.2
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.39	6.49	-1.1
<i>Career counseling</i>	5.38	5.80	-0.4
<i>Convenience of times courses offered</i>	5.29	6.64	-1.4
<i>Variety of courses offered</i>	5.27	6.56	-1.3
<i>General information about the programs and services</i>	5.25	6.02	-0.8
<i>Parking</i>	5.19	6.33	-1.1
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.19	5.12	0.1
<i>Scholarships and Student Financial Assistance Office</i>	5.19	6.32	-1.1
<i>Official mailings received from the College</i>	5.18	5.68	-0.5
<i>Food services (cafe/vending machines)</i>	5.08	5.09	0.0
<i>The Bookstore</i>	5.06	6.30	-1.2
<i>New student orientation</i>	4.99	5.19	-0.2
<i>Student activities (clubs, organizations, programs)</i>	4.82	4.76	0.1

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### eCampus Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Use of technology for instruction (e.g. computers, Internet)</i>	6.00	6.40	-0.4
<i>Overall quality of educational program content</i>	5.98	6.58	-0.6
<i>Personal safety and security</i>	5.88	6.00	-0.1
<i>Out-of-class access to computers</i>	5.87	5.55	0.3
<i>Attractiveness of the campus</i>	5.81	4.89	0.9
<i>"Online" registration</i>	5.78	6.46	-0.7
<i>The Library</i>	5.76	5.50	0.3
<i>Convenience of times courses offered</i>	5.70	6.50	-0.8
<i>Facilities</i>	5.70	5.35	0.3
<i>Overall rating of academic program/educational support services</i>	5.65	6.33	-0.7
<i>The application/admission process</i>	5.63	6.01	-0.4
<i>Ability to get in "first choice" of classes</i>	5.57	6.45	-0.9
<i>Initial testing for placement in courses</i>	5.53	5.28	0.2
<i>Variety of courses offered</i>	5.51	6.46	-1.0
<i>Student publications (e.g. student handbook, catalog)</i>	5.49	5.50	0.0
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.38	5.23	0.2
<i>The Business Office</i>	5.35	5.11	0.2
<i>Overall rating of student support services/offices</i>	5.34	5.85	-0.5
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.34	4.39	1.0
<i>"In-person" registration</i>	5.34	5.24	0.1
<i>General information about the programs and services</i>	5.30	5.89	-0.6
<i>Official mailings received from the College</i>	5.27	5.24	0.0
<i>Career Development Center resources (e.g. materials)</i>	5.13	4.96	0.2
<i>New student orientation</i>	5.10	4.46	0.6
<i>Career assessment</i>	5.04	4.95	0.1
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.04	6.27	-1.2
<i>The Bookstore</i>	4.94	5.97	-1.0
<i>Student activities (clubs, organizations, programs)</i>	4.94	3.75	1.2



<i>Scholarships and Student Financial Assistance Office</i>	4.92	5.71	-0.8
<i>Career counseling</i>	4.90	5.01	-0.1
<i>Parking</i>	4.83	5.54	-0.7
<i>Food services (cafe/vending machines)</i>	4.79	3.35	1.4

### SPC-Downtown Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	6.07	5.73	0.3
<i>Overall quality of educational program content</i>	6.02	6.62	-0.6
<i>"In-person" registration</i>	5.90	6.11	-0.2
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.88	6.25	-0.4
<i>Attractiveness of the campus</i>	5.88	5.83	0.0
<i>The Library</i>	5.82	5.85	0.0
<i>Ability to get in "first choice" of classes</i>	5.82	6.57	-0.8
<i>Out-of-class access to computers</i>	5.79	6.00	-0.2
<i>Facilities</i>	5.79	6.07	-0.3
<i>New student orientation</i>	5.77	5.35	0.4
<i>Overall rating of academic program/educational support services</i>	5.76	6.28	-0.5
<i>Convenience of times courses offered</i>	5.72	6.55	-0.8
<i>Overall rating of student support services/offices</i>	5.72	5.89	-0.2
<i>Student publications (e.g. student handbook, catalog)</i>	5.68	5.51	0.2
<i>Personal safety and security</i>	5.66	6.22	-0.6
<i>The application/admission process</i>	5.59	5.88	-0.3
<i>Variety of courses offered</i>	5.59	6.68	-1.1
<i>Career Development Center resources (e.g. materials)</i>	5.55	5.37	0.2
<i>General information about the programs and services</i>	5.48	5.79	-0.3
<i>Official mailings received from the College</i>	5.47	5.41	0.1
<i>Career assessment</i>	5.45	5.40	0.0
<i>The Business Office</i>	5.44	5.08	0.4
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.42	5.17	0.2
<i>Career counseling</i>	5.39	5.53	-0.1
<i>Initial testing for placement in courses</i>	5.36	5.97	-0.6

<i>"Online" registration</i>	5.25	5.63	-0.4
<i>Scholarships and Student Financial Assistance Office</i>	5.19	5.78	-0.6
<i>The Bookstore</i>	5.15	5.89	-0.7
<i>Student activities (clubs, organizations, programs)</i>	5.05	4.98	0.1
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.05	6.16	-1.1
<i>Parking</i>	4.00	6.13	-2.1
<i>Food services (cafe/vending machines)</i>	3.54	4.59	-1.0

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## Appendix B (Red High and Black Low in Category)

### Satisfaction by Campus Side-by-Side Comparison

Services/Office	St. Pete	Clw	Tarpon	Sem	Allstate	HEC	DownT	e-Camp	SD
<i>Food services (cafe/vending machines)</i>	4.55	4.48	3.70	5.08	4.25	3.58	3.54	4.79	0.54
<i>Parking</i>	3.98	4.29	4.88	5.19	5.05	4.08	4.00	4.83	0.47
<i>Career assessment</i>	5.02	5.24	5.14	5.50	5.94	4.68	5.45	5.04	0.36
<i>"In-person" registration</i>	5.30	5.26	5.41	5.92	5.86	4.89	5.90	5.34	0.35
<i>Career counseling</i>	4.93	5.12	5.04	5.38	5.84	4.70	5.39	4.90	0.34
<i>Scholarships and Student Financial Assistance Office</i>	4.57	4.68	4.83	5.19	4.85	4.14	5.19	4.92	0.32
<i>New student orientation</i>	5.04	4.72	5.03	4.99	5.41	4.84	5.77	5.10	0.31
<i>Attractiveness of the campus</i>	6.02	5.58	5.67	6.39	5.89	5.41	5.88	5.81	0.28
<i>Convenience of times courses offered</i>	5.18	4.89	5.18	5.29	5.57	5.16	5.72	5.70	0.28
<i>Facilities</i>	5.85	5.58	5.67	6.22	6.26	5.46	5.79	5.70	0.27
<i>The Bookstore</i>	4.85	5.01	5.03	5.06	4.37	4.71	5.15	4.94	0.24
<i>Initial testing for placement in courses</i>	5.41	5.39	5.30	5.61	4.78	5.33	5.36	5.53	0.23
<i>Variety of courses offered</i>	5.38	5.16	5.26	5.27	5.92	5.56	5.59	5.51	0.23
<i>The Business Office</i>	5.41	5.13	5.37	5.60	5.83	5.08	5.44	5.35	0.22
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.44	5.53	5.63	5.71	5.71	5.32	6.07	5.38	0.22
<i>Academic advising</i>	4.92	4.85	5.10	5.39	5.54	4.96	5.05	5.04	0.22
<i>"Online" registration</i>	5.73	5.64	5.65	5.64	5.83	5.21	5.25	5.78	0.22
<i>Overall rating of student support services/offices</i>	5.47	5.36	5.46	5.69	5.83	5.27	5.72	5.34	0.19
<i>Career Development Center resources (e.g. materials)</i>	5.19	5.36	5.33	5.57	5.61	5.12	5.55	5.13	0.19
<i>Personal safety and security</i>	5.75	5.79	6.01	6.28	6.08	5.88	5.66	5.88	0.19
<i>Ability to get in "first choice" of classes</i>	5.39	5.17	5.50	5.57	5.60	5.37	5.82	5.57	0.18
<i>General information about the programs and services</i>	5.21	5.04	5.19	5.25	5.65	5.20	5.48	5.30	0.18
<i>Overall quality of educational program content</i>	5.78	5.63	5.75	5.95	6.10	5.61	6.02	5.98	0.17
<i>The application/admission process</i>	5.56	5.41	5.52	5.79	5.70	5.25	5.59	5.63	0.16
<i>Overall rating of academic program/educational support services</i>	5.58	5.44	5.58	5.82	5.78	5.38	5.76	5.65	0.15
<i>Official mailings received from the College</i>	5.31	5.00	5.09	5.18	5.40	5.19	5.47	5.27	0.15
<i>Student activities (clubs, organizations, programs)</i>	5.11	4.78	4.88	4.82	5.06	4.73	5.05	4.94	0.13
<i>Out-of-class access to computers</i>	5.86	5.84	5.96	6.18	5.69	5.91	5.79	5.87	0.13
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.42	5.53	5.14	5.19	5.50	5.46	5.42	5.34	0.13
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.83	5.66	5.76	5.96	5.83	5.59	5.88	6.00	0.13
<i>The Library</i>	6.06	5.98	6.10	6.12	5.84	6.03	5.82	5.76	0.13
<i>Student publications (e.g. student handbook, catalog)</i>	5.54	5.63	5.43	5.60	5.77	5.40	5.68	5.49	0.12
<i>Average</i>	5.33	5.26	5.33	5.58	5.57	5.14	5.48	5.40	0.14