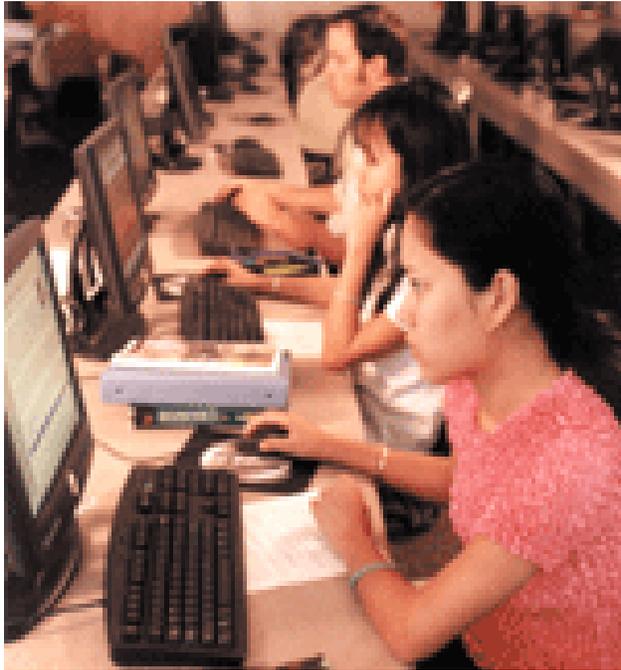


**THE ENROLLED STUDENT SURVEY  
YEAR 2006-2007**

**TWELFTH ANNUAL REPORT**

**St. Petersburg College**



**State of the art  
computer labs**

## THE ENROLLED STUDENT SURVEY YEAR 2006-2007

**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 12th 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.

The survey was available to all enrolled students for a two-week period from September 15<sup>th</sup> through October 6<sup>th</sup>, 2006. To facilitate the planning process and to minimize disruption in the classroom, the 2006-2007 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. Over four thousand 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 2005-2006 information in Table 3. 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 "brick and mortar" campuses, St. Petersburg/Gibbs, Clearwater, Tarpon Springs and Seminole.

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 important" being the highest possible rating and (1) "Totally unimportant" the lowest. Likewise, a 7-point scale was used to measure, "Level of Satisfaction" with (7) "Very satisfied" being the highest rating and (1) "Very dissatisfied" the lowest possible rating. Next, respondents were asked to rate their preparation at SPC in four areas on a 7-point scale with (7) "Excellent preparation" being the highest possible rating and (1) "Poor preparation" the lowest possible rating. 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 will be forwarded to the various provost 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"). Thirty of the thirty two services met the criteria. This is the best performance

produced over the past five years. Only “Parking” and “Food services” did not meet the stated criteria.

The remainder of this document presents the findings from the ENSS in both text and chart format. Four appendices are included with this document. Appendix A shows the separate “Performance Gap” charts for each campus. Appendix B shows a separate “Performance Gap” chart for “Upper Division Programs at SPC”. Appendix C has two charts that give comparisons of all minorities to our majority white students with regard to how they view the importance and their level of satisfaction of each of the thirty two Services/Offices rate on the survey. Finally Appendix D shows the survey question. Student comments from the survey will be emailed to the individual campus provosts.

**Table 1**  
**Comparison of Survey Respondents**  
**To Actual Campus Populations**

<b>Campus</b>	<b>Survey Distribution by Reporting Campus 2006-2007</b>		<b>Fall 2005 by Home Campus *</b>
	<b>Number</b>	<b>Percent</b>	<b>Percent of Students</b>
<b>SPG-St.Pete Gibbs</b>	<b>831</b>	<b>20.5</b>	<b>42.2</b>
<b>CL-Clearwater</b>	<b>746</b>	<b>18.4</b>	<b>28.9</b>
<b>TS-Tarpon Springs</b>	<b>512</b>	<b>12.7</b>	<b>17.1</b>
<b>SE-Seminole</b>	<b>421</b>	<b>10.4</b>	<b>11.8</b>
<b>eCampus</b>	<b>1008</b>	<b>24.9</b>	
<b>HEC-Health Education Center</b>	<b>221</b>	<b>5.5</b>	
<b>AC-Allstate Center</b>	<b>60</b>	<b>1.5</b>	
<b>SPC Downtown</b>	<b>136</b>	<b>3.4</b>	
<b>SPC Mid-town</b>	<b>47</b>	<b>1.2</b>	
<b>Other or all</b>	<b>63</b>	<b>1.6</b>	
<b>Total:</b>	<b>4045</b>	<b>100.0</b>	

\* SPJC FACTBOOK 2005-06. (Sorted by four main campuses only)—

## Demographic and Background Profile

A demographic profile of the respondents is provided below and a more complete listing of demographic characteristics is provided in Table 2.

Forty-six percent (46%) are under the age of 25.

Seventy- three (73%) of the students are females.

Ethnicity:

- 73.4 % White
- 10.2 % Black/Non-Hispanic
- 6.3 % Hispanic
- 2.7 % Asian Pacific Islander
- 3.3 % Other
- 0.8 % American Indian and Alaskan Native

Twenty-nine percent (25%) of the students have been enrolled at the College only one semester.

Thirty-six percent (36%) of the students graduated from high school or earned a General Education Degree (GED) during the past three years.

Forty-six percent (46%) of the students have earned 15 or fewer credit hours at SPC.

Among the students surveyed twenty-nine percent (29%) indicated that they attended classes during the weekday mornings.

Over eighty percent (80%) of the respondents indicated that they working while attending the College.

Ninety-eight percent (98%) of the students noted that they had access to a computer with Internet capabilities.

**Table 2**  
**Background/Demographic Information**

2006-2007 (N = 4045)

Age:(optional)	Number	Percent
<i>19 and under</i>	818	20.2
<i>20 - 24</i>	991	24.5
<i>25 - 29</i>	622	15.4
<i>30 - 39</i>	808	20.0
<i>40 - 49</i>	531	13.1
<i>50 - 59</i>	198	4.9
<i>60 &amp; over</i>	24	0.6
<i>No Response</i>	53	1.3
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
Gender:(optional)	Number	Percent
<i>Female</i>	2941	72.7
<i>Male</i>	1035	25.6
<i>No Response</i>	69	1.7
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
Ethnicity:(optional)	Number	Percent
<i>American Indian/AK Native</i>	35	0.8
<i>Asian Pacific Islander</i>	110	2.7
<i>Black/Non-Hispanic</i>	411	10.2
<i>Hispanic</i>	255	6.3
<i>White</i>	2969	73.4
<i>Other</i>	134	3.3
<i>No Response</i>	131	3.2
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
How many semesters have you been enrolled in at SPC?	Number	Percent
<i>1</i>	1004	24.8
<i>2</i>	421	10.4
<i>3</i>	609	15.1
<i>4</i>	460	11.4
<i>5</i>	374	9.2
<i>6 or more</i>	1177	29.1
<b>Total:</b>	<b>4045</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>	596	14.7
<i>1 - 3 years ago</i>	884	21.9
<i>4 - 5 years ago</i>	341	8.4
<i>More than 5 years ago</i>	2224	55.0
<b>Total:</b>	<b>4045</b>	<b>100.0</b>

<b>Campus where you are receiving most of your services?</b>	<b>Number</b>	<b>Percent</b>
<i>SPG-St.Pete Gibbs</i>	831	20.5
<i>CL-Clearwater</i>	746	18.4
<i>TS-Tarpon Springs</i>	512	12.7
<i>HEC-Health Education Center</i>	221	5.5
<i>AC-Allstate Center</i>	60	1.5
<i>SE-Seminole</i>	421	10.4
<i>eCampus</i>	1008	24.9
<i>SPC-Downtown</i>	136	3.4
<i>SPC Mid-town</i>	47	1.2
<i>Other or all</i>	63	3.2
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
<b>Number of credits you have earned at SPC:</b>	<b>Number</b>	<b>Percent</b>
<i>0 - 15</i>	1861	46.0
<i>16 - 30</i>	824	20.4
<i>31 - 45</i>	506	12.5
<i>Over 45</i>	854	21.1
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
<b>When are you taking most of your classes?</b>	<b>Number</b>	<b>Percent</b>
<i>Anytime during the week</i>	782	19.3
<i>Anytime during the weekend</i>	127	3.1
<i>Weekday morning</i>	1174	29.0
<i>Weekday afternoons</i>	274	6.8
<i>Weekday evening</i>	1094	27.0
<i>No preference</i>	594	14.7
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
<b>What is the primary reason you are enrolled at SPC?</b>	<b>Number</b>	<b>Percent</b>
<i>Baccalaureate Degrees offered at SPC</i>	563	14
<i>Baccalaureate Degrees (other)</i>	232	6
<i>Associate in Arts Degree</i>	1386	34
<i>Associate in Science or Applied Science Degree</i>	1076	27
<i>Certificate Technical Diploma</i>	128	3
<i>To take courses to upgrade job skills</i>	94	2
<i>To take courses for a new career</i>	322	8
<i>To take courses for personal enrichment</i>	93	2
<i>Dual Enrollment Collegiate High School</i>	38	1
<i>Other</i>	113	3
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
<b>Do you have access to a computer with Internet capabilities?</b>	<b>Number</b>	<b>Percent</b>
<i>Yes</i>	3975	98.3
<i>No</i>	70	1.7
<b>Total:</b>	<b>4045</b>	<b>100.0</b>
<b>What is your enrollment status?</b>	<b>Number</b>	<b>Percent</b>
<i>Primarily for credit and full-time</i>	2207	54.6
<i>Primarily for credit and part-time</i>	1762	43.6
<i>Primarily not for credit</i>	76	1.9
<b>Total:</b>	<b>4045</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 important " (7) to "Totally unimportant" (1). Table 3 provides a listing of the 32 students and academic support services rank-ordered by means. There was a 1.66 spread among all scores. The range of the means was from (6.59) "Overall quality of educational programs" to (4.93) "Student activities (clubs, organizations, programs)". The top five ranked services in terms of importance to students are: "Overall quality of educational program content" (6.59), "Convenience of Times Classes are Offered" (6.58), "Ability to Get Their First Choice of Classes" (6.53), "Variety of Courses Offered" (6.51), and "Personal safety and security" (6.48). The five lowest rated services in terms of importance are: "In person registration office"(5.28), "New student orientation (5.25), "Food Services" (5.23), "Student publications (e.g. student handbook, catalog)" (5.09) and "Student Activities" (4.93).

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

	<b>Question</b>	<b>Mean</b>
1	<b>Overall quality of educational programs</b>	<b>6.59</b>
2	<b>Convenience of times courses offered</b>	<b>6.58</b>
3	<b>Ability to get in "first choice" of classes</b>	<b>6.53</b>
4	<b>Variety of courses offered</b>	<b>6.51</b>
5	<b>Personal safety and security</b>	<b>6.48</b>
6	<b>Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)</b>	<b>6.47</b>
7	<b>Use of technology for instruction (e.g. computers, Internet)</b>	<b>6.3</b>
8	<b>Scholarships and Student Financial Assistance Office</b>	<b>6.29</b>
9	<b>Academic advising</b>	<b>6.28</b>
10	<b>Online registration</b>	<b>6.25</b>
11	<b>Parking</b>	<b>6.21</b>
12	<b>Bookstore</b>	<b>6.2</b>
13	<b>Overall rating of educational support services</b>	<b>6.19</b>
14	<b>Out-of-class access to computers</b>	<b>6.16</b>
15	<b>Facilities</b>	<b>6.13</b>
16	<b>Library</b>	<b>6.1</b>
17	<b>Overall rating of student support services</b>	<b>6.08</b>
18	<b>Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)</b>	<b>6.05</b>
19	<b>Application/admission process</b>	<b>5.95</b>
20	<b>Career counseling</b>	<b>5.91</b>
21	<b>General information about the programs and services</b>	<b>5.91</b>
22	<b>Initial testing for placement in courses</b>	<b>5.72</b>
23	<b>Career assessment</b>	<b>5.7</b>
24	<b>Career Development Center resources (e.g. materials)</b>	<b>5.63</b>
25	<b>Official mailings received from the College</b>	<b>5.56</b>
26	<b>Specialized acad. support services(SSS, Pathways, OSSD, NIPS)</b>	<b>5.53</b>
27	<b>Business Office</b>	<b>5.51</b>
28	<b>In-person registration</b>	<b>5.28</b>
29	<b>New student orientation</b>	<b>5.25</b>
30	<b>Food services (cafe/vending machines)</b>	<b>5.23</b>
31	<b>Student publications (e.g. student handbook, catalog)</b>	<b>5.09</b>
32	<b>Student activities (clubs, organizations, programs)</b>	<b>4.93</b>

### **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 "Very satisfied" (7) to "Very dissatisfied" (1). Table 4 shows the students' ratings college-wide on student/academic services rank-ordered by means. There was a 1.41 spread among all scores, ranging from (6.25) for the "Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)" to (4.84) "Parking". The top five rated student/academic services are "Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)" (6.25), "The Library" (6.18), "Overall quality of educational programs" (6.14), "Use of technology for instruction (e.g. computers, Internet)" (6.13) and "Application/admission process" (6.09). On the other hand, the five-student/academic services with the lowest satisfaction ratings are "New student orientation" (5.26), "Student publications (e.g. student handbook, catalog)" (5.08), "Student activities (clubs, organizations, programs)" (5.00), "Food services (cafe/vending machines)" (4.88) and "Parking" (4.84).

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

	<b>Satisfaction</b>	<b>Mean</b>
<b>1</b>	<b>Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)</b>	<b>6.25</b>
<b>2</b>	<b>Library</b>	<b>6.18</b>
<b>3</b>	<b>Overall quality of educational programs</b>	<b>6.14</b>
<b>4</b>	<b>Use of technology for instruction (e.g. computers, Internet)</b>	<b>6.13</b>
<b>5</b>	<b>Application/admission process</b>	<b>6.12</b>
<b>6</b>	<b>Online registration</b>	<b>6.09</b>
<b>7</b>	<b>Personal safety and security</b>	<b>6.09</b>
<b>8</b>	<b>Out-of-class access to computers</b>	<b>6.01</b>
<b>9</b>	<b>Facilities</b>	<b>5.98</b>
<b>10</b>	<b>Ability to get in "first choice" of classes</b>	<b>5.94</b>
<b>11</b>	<b>Overall rating of educational support services</b>	<b>5.91</b>
<b>12</b>	<b>Business Office</b>	<b>5.75</b>
<b>13</b>	<b>Overall rating of student support services</b>	<b>5.75</b>
<b>14</b>	<b>Variety of courses offered</b>	<b>5.72</b>
<b>15</b>	<b>Initial testing for placement in courses</b>	<b>5.71</b>
<b>16</b>	<b>In-person registration</b>	<b>5.71</b>
<b>17</b>	<b>Convenience of times courses offered</b>	<b>5.7</b>
<b>18</b>	<b>Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)</b>	<b>5.69</b>
<b>19</b>	<b>Academic advising</b>	<b>5.63</b>
<b>20</b>	<b>General information about the programs and services</b>	<b>5.6</b>
<b>21</b>	<b>Bookstore</b>	<b>5.56</b>
<b>22</b>	<b>Official mailings received from the College</b>	<b>5.53</b>
<b>23</b>	<b>Career Development Center resources (e.g. materials)</b>	<b>5.47</b>
<b>24</b>	<b>Career assessment</b>	<b>5.39</b>
<b>25</b>	<b>Scholarships and Student Financial Assistance Office</b>	<b>5.39</b>
<b>26</b>	<b>Specialized acad. support serves (SSS, Pathways, OSSD, NIPS)</b>	<b>5.37</b>
<b>27</b>	<b>Career counseling</b>	<b>5.34</b>
<b>28</b>	<b>New student orientation</b>	<b>5.26</b>
<b>29</b>	<b>Student publications (e.g. student handbook, catalog)</b>	<b>5.08</b>
<b>30</b>	<b>Student activities (clubs, organizations, programs)</b>	<b>5</b>
<b>31</b>	<b>Food services (cafe/vending machines)</b>	<b>4.88</b>
<b>32</b>	<b>Parking</b>	<b>4.84</b>

## **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". Six of the academic/support services had positive performance gaps with a range of (0.43) to (0.01), 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 "In-person registration" (+0.43), "Business Office" (+0.24), "Application/admission process" (+0.24), "The Library" (+0.08) "Student activities (clubs, organizations, programs)" (+0.07) and "New student orientation" (+0.01). The five academic and student support services with the most negative performance gaps are "Parking" (-1.37), "Scholarships and Student Assistance Office" (-.9), "Convenience of Class Times Offered" (-.88), "Variety of courses offered" (-.79) and "Academic Advising" (-.65). This indicates that students' expectations were not met.

**Table 5**  
**Performance Gap**

<b>Services/Office</b>	<b>Importance</b>	<b>Satisfaction</b>	<b>Gap</b>
<b>In-person registration</b>	<b>5.28</b>	<b>5.71</b>	<b>0.43</b>
<b>Business Office</b>	<b>5.51</b>	<b>5.75</b>	<b>0.24</b>
<b>Application/admission process</b>	<b>5.95</b>	<b>6.12</b>	<b>0.17</b>
<b>Library</b>	<b>6.1</b>	<b>6.18</b>	<b>0.08</b>
<b>Student activities (clubs, organizations, programs)</b>	<b>4.93</b>	<b>5</b>	<b>0.07</b>
<b>New student orientation</b>	<b>5.25</b>	<b>5.26</b>	<b>0.01</b>
<b>Initial testing for placement in courses</b>	<b>5.72</b>	<b>5.71</b>	<b>-0.01</b>
<b>Student publications (e.g. student handbook, catalog)</b>	<b>5.09</b>	<b>5.08</b>	<b>-0.01</b>
<b>Official mailings received from the College</b>	<b>5.56</b>	<b>5.53</b>	<b>-0.03</b>
<b>Facilities</b>	<b>6.13</b>	<b>5.98</b>	<b>-0.15</b>
<b>Out-of-class access to computers</b>	<b>6.16</b>	<b>6.01</b>	<b>-0.15</b>
<b>Career Development Center resources (e.g. materials)</b>	<b>5.63</b>	<b>5.47</b>	<b>-0.16</b>
<b>Online registration</b>	<b>6.25</b>	<b>6.09</b>	<b>-0.16</b>
<b>Specialized acad. support services(SSS, Pathways, OSSD, NIPS)</b>	<b>5.53</b>	<b>5.37</b>	<b>-0.16</b>
<b>Use of technology for instruction (e.g. computers, Internet)</b>	<b>6.3</b>	<b>6.13</b>	<b>-0.17</b>
<b>Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)</b>	<b>6.47</b>	<b>6.25</b>	<b>-0.22</b>
<b>Overall rating of educational support services</b>	<b>6.19</b>	<b>5.91</b>	<b>-0.28</b>
<b>Career assessment</b>	<b>5.7</b>	<b>5.39</b>	<b>-0.31</b>
<b>General information about the programs and services</b>	<b>5.91</b>	<b>5.6</b>	<b>-0.31</b>
<b>Overall rating of student support services</b>	<b>6.08</b>	<b>5.75</b>	<b>-0.33</b>
<b>Food services (cafe/vending machines)</b>	<b>5.23</b>	<b>4.88</b>	<b>-0.35</b>
<b>Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)</b>	<b>6.05</b>	<b>5.69</b>	<b>-0.36</b>
<b>Personal safety and security</b>	<b>6.48</b>	<b>6.09</b>	<b>-0.39</b>
<b>Overall quality of educational programs</b>	<b>6.59</b>	<b>6.14</b>	<b>-0.45</b>
<b>Career counseling</b>	<b>5.91</b>	<b>5.34</b>	<b>-0.57</b>
<b>Ability to get in "first choice" of classes</b>	<b>6.53</b>	<b>5.94</b>	<b>-0.59</b>
<b>Bookstore</b>	<b>6.2</b>	<b>5.56</b>	<b>-0.64</b>
<b>Academic advising</b>	<b>6.28</b>	<b>5.63</b>	<b>-0.65</b>
<b>Variety of courses offered</b>	<b>6.51</b>	<b>5.72</b>	<b>-0.79</b>
<b>Convenience of times courses offered</b>	<b>6.58</b>	<b>5.7</b>	<b>-0.88</b>
<b>Scholarships and Student Financial Assistance Office</b>	<b>6.29</b>	<b>5.39</b>	<b>-0.9</b>
<b>Parking</b>	<b>6.21</b>	<b>4.84</b>	<b>-1.37</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 student/academic services. Students were asked to select N/A if they had not used a service/office. College-wide, four thousand and forty five (4045) students completed the surveys and this is the number used in the denominator to calculate the ratio, "Usage Percentages". The number used in the numerator was the number of students that rated each item.

**Table 6**

Usage College-wide	Percentage
Variety of courses offered	97%
Ability to get in "first choice" of classes	97%
Bookstore	97%
Overall quality of educational programs	97%
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)	96%
Application/admission process	96%
Convenience of times courses offered	95%
Use of technology for instruction (e.g. computers, Internet)	94%
Academic advising	92%
General information about the programs and services	89%
Online registration	88%
Parking	88%
Personal safety and security	87%
Official mailings received from the College	87%
Facilities	86%
Overall rating of educational support services	84%
Overall rating of student support services	84%
Initial testing for placement in courses	79%
Library	79%
Out-of-class access to computers	79%
In-person registration	76%
Scholarships and Student Financial Assistance Office	75%
Business Office	67%
New student orientation	67%
Food services (cafe/vending machines)	66%
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	62%
Student publications (e.g. student handbook, catalog)	59%
Career counseling	55%
Career Development Center resources (e.g. materials)	54%
Career assessment	51%
Student activities (clubs, organizations, programs)	50%
Specialized acad. support services (SSS, Pathways, OSSD, NIPS)	46%

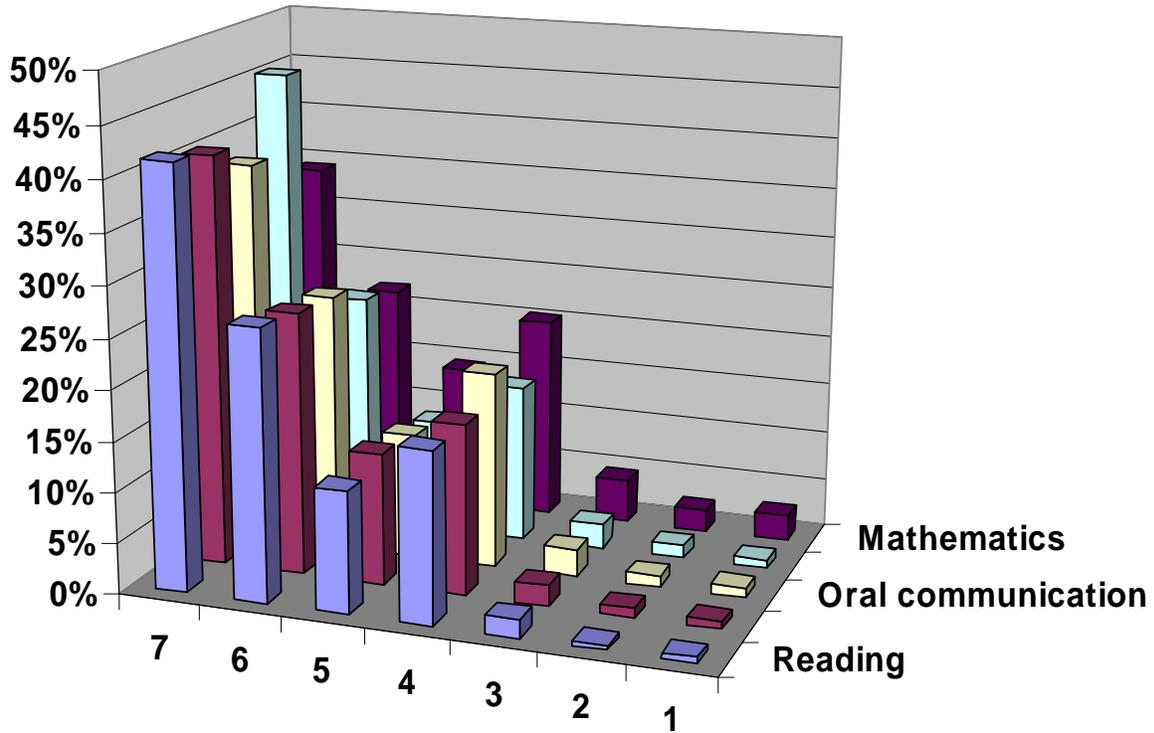
## PREPARATION BY SPC

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 preparation” (7), “Average preparation” (4) and “Poor preparation” (1). Table 7 shows the students’ ratings for these areas. Overall, the means for the five skill areas indicates that the enrolled students are satisfied with the preparation they are receiving at SPC. Very few students rated their preparation below average.

**Table 7**

Skill Areas	Mean 06-07	Mean 05-06	Mean 04-05
<b>Reading</b>	<b>5.92</b>	<b>5.96</b>	<b>5.95</b>
<b>Writing</b>	<b>5.97</b>	<b>5.94</b>	<b>5.9</b>
<b>Oral communication</b>	<b>5.9</b>	<b>5.83</b>	<b>5.76</b>
<b>Use of computers</b>	<b>5.98</b>	<b>5.95</b>	<b>5.91</b>
<b>Mathematics</b>	<b>5.70</b>	<b>5.65</b>	<b>5.58</b>
“Excellent preparation” (7), “Average preparation” (4) and “Poor preparation” (1)			

**Your Preparation at SPC**  
**7-Excellent, 4-Average and 1-Poor**



	7	6	5	4	3	2	1
<b>Reading</b>	42%	27%	12%	17%	2%	0%	1%
<b>Writing</b>	40%	26%	13%	17%	2%	1%	1%
<b>Oral communication</b>	38%	25%	12%	19%	3%	1%	1%
<b>Use of Computers</b>	45%	23%	11%	16%	3%	1%	1%
<b>Mathematics</b>	34%	22%	14%	20%	4%	2%	3%

Table 8 shows the mean satisfaction ratings for the 2006/07, 2005/06, 2004/05 and 2003/04 surveys and Table 9 shows the mean differences between the 2006/07 and 2005/06. Of the thirty two service areas addressed in the survey thirty showed higher satisfaction scores than the previous year.

**TABLE 8**

<b>Academic And Student Service Satisfaction Ratings Comparison of Years</b>	<b>N=4045</b>	<b>N=3757</b>	<b>N=5062</b>	<b>N=2558</b>
	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>
	<b>2006/07</b>	<b>2005/06</b>	<b>2004/05</b>	<b>2003/04</b>
<b>Ability to get their “first choice” of classes</b>	5.94	5.44	5.44	5.18
<b>Academic advising</b>	5.63	5.03	4.97	4.80
<b>Application/admission process</b>	6.12	5.54	5.49	4.95
<b>Bookstore</b>	5.56	4.95	4.92	5.12
<b>Business office</b>	5.75	5.35	5.37	4.99
<b>Career assessment</b>	5.39	5.15	5.19	5.02
<b>Career counseling</b>	5.34	5.04	5.07	4.94
<b>Career Development Center resources</b>	5.47	5.30	5.30	5.11
<b>Convenience of times classes are offered</b>	5.70	5.26	5.30	5.14
<b>Facilities</b>	5.98	5.74	5.65	5.34
<b>Food services</b>	4.88	4.26	3.90	4.28
<b>General information about programs and services</b>	5.60	5.21	5.14	4.83
<b>In person Registration</b>	5.71	5.39	5.36	4.87
<b>Initial testing for placement in courses</b>	5.71	5.41	5.40	5.03
<b>Library</b>	6.18	6.01	5.97	5.81
<b>New student orientation</b>	5.26	5.00	4.96	4.61
<b>Official mailings received from the College</b>	5.53	5.18	5.07	4.76
<b>Online Registration</b>	6.09	5.66	5.62	4.62
<b>Other Online Services</b>	6.25	*	*	*
<b>Out-of-class access to computers</b>	6.01	5.91	5.85	5.62
<b>Overall quality of educational program content</b>	6.14	5.80	5.76	5.49
<b>Overall rating of academic/educational support services</b>	5.91	5.58	5.59	5.44
<b>Overall rating of student support services/offices</b>	5.75	5.44	5.39	5.14
<b>Parking</b>	4.84	4.54	4.25	4.21
<b>Personal safety and security</b>	6.09	5.90	5.83	5.58
<b>Scholarships and Student Assistance Office</b>	5.39	4.76	4.49	4.56
<b>Specialized academic support services</b>	5.37	5.33	5.38	5.12
<b>Student activities</b>	5.00	4.91	4.88	4.73
<b>Student publications</b>	5.08	5.52	5.44	4.37
<b>Supplemental Instructional Centers/Tutoring</b>	5.69	5.53	5.56	5.35
<b>Use of technology during instruction</b>	6.13	5.82	5.80	5.91
<b>Variety of courses offered</b>	5.72	5.35	5.35	5.13
* New Item for 2006/07				

**TABLE 9**

<b>Academic And Student Service Satisfaction Ratings 2006 Compared to 2005</b>		<b>Mean</b>	<b>Mean</b>	<b>Difference</b>
	<b>2006/07</b>	<b>2005/06</b>		
<b>Ability to get their “first choice” of classes</b>	<b>5.94</b>	<b>5.44</b>		<b>0.50</b>
<b>Academic advising</b>	<b>5.63</b>	<b>5.03</b>		<b>0.60</b>
<b>Application/admission process</b>	<b>6.12</b>	<b>5.54</b>		<b>0.58</b>
<b>Bookstore</b>	<b>5.56</b>	<b>4.95</b>		<b>0.61</b>
<b>Business office</b>	<b>5.75</b>	<b>5.35</b>		<b>0.40</b>
<b>Career assessment</b>	<b>5.39</b>	<b>5.15</b>		<b>0.24</b>
<b>Career counseling</b>	<b>5.34</b>	<b>5.04</b>		<b>0.30</b>
<b>Career Development Center resources</b>	<b>5.47</b>	<b>5.30</b>		<b>0.17</b>
<b>Convenience of times classes are offered</b>	<b>5.70</b>	<b>5.26</b>		<b>0.44</b>
<b>Facilities</b>	<b>5.98</b>	<b>5.74</b>		<b>0.24</b>
<b>Food services</b>	<b>4.88</b>	<b>4.26</b>		<b>0.62</b>
<b>General information about programs and services</b>	<b>5.60</b>	<b>5.21</b>		<b>0.39</b>
<b>In person Registration</b>	<b>5.71</b>	<b>5.39</b>		<b>0.32</b>
<b>Initial testing for placement in courses</b>	<b>5.71</b>	<b>5.41</b>		<b>0.30</b>
<b>Library</b>	<b>6.18</b>	<b>6.01</b>		<b>0.17</b>
<b>New student orientation</b>	<b>5.26</b>	<b>5.00</b>		<b>0.26</b>
<b>Official mailings received from the College</b>	<b>5.53</b>	<b>5.18</b>		<b>0.35</b>
<b>Online Registration</b>	<b>6.09</b>	<b>5.66</b>		<b>0.43</b>
<b>Other Online Services</b>	<b>6.25</b>	<b>*</b>		<b>*</b>
<b>Out-of-class access to computers</b>	<b>6.01</b>	<b>5.91</b>		<b>0.10</b>
<b>Overall quality of educational program content</b>	<b>6.14</b>	<b>5.80</b>		<b>0.34</b>
<b>Overall rating of academic/educational support services</b>	<b>5.91</b>	<b>5.58</b>		<b>0.33</b>
<b>Overall rating of student support services/offices</b>	<b>5.75</b>	<b>5.44</b>		<b>0.31</b>
<b>Parking</b>	<b>4.84</b>	<b>4.54</b>		<b>0.30</b>
<b>Personal safety and security</b>	<b>6.09</b>	<b>5.90</b>		<b>0.19</b>
<b>Scholarships and Student Assistance Office</b>	<b>5.39</b>	<b>4.76</b>		<b>0.63</b>
<b>Specialized academic support services</b>	<b>5.37</b>	<b>5.33</b>		<b>0.04</b>
<b>Student activities</b>	<b>5.00</b>	<b>4.91</b>		<b>0.09</b>
<b>Student publications</b>	<b>5.08</b>	<b>5.52</b>		<b>-0.44</b>
<b>Supplemental Instructional Centers/Tutoring</b>	<b>5.69</b>	<b>5.53</b>		<b>0.16</b>
<b>Use of technology during instruction</b>	<b>6.13</b>	<b>5.82</b>		<b>0.31</b>
<b>Variety of courses offered</b>	<b>5.72</b>	<b>5.35</b>		<b>0.37</b>
<b>* New Item for 2006/07</b>				

Table 10 shows how the campuses compare in providing the thirty two services addressed in The Enrolled Student Survey. Standard deviations (SD) are shown in the far right column to provide insight concerning the variation between the campuses providing the services. The services with the larger standard deviations are most likely to benefit from improvement initiatives at the lower rated campuses by following the best practices at the higher rated campuses.

**Table 10**  
**Side-By- Side Comparison**

<b>Services/Office</b>	<b>St. Pete</b>	<b>Clw</b>	<b>TS</b>	<b>Sem</b>	<b>AC</b>	<b>HEC</b>	<b>DownT</b>	<b>Mid-T</b>	<b>Other</b>	<b>e-Camp</b>	<b>SD</b>
	<b>831</b>	<b>746</b>	<b>512</b>	<b>421</b>	<b>60</b>	<b>221</b>	<b>136</b>	<b>47</b>	<b>63</b>	<b>1008</b>	
Parking	4.24	4.82	5.32	5.29	5.96	4.6	4.43	5.43	4.95	4.68	0.50
Food services (cafe/vending machines)	5.02	5.11	4.09	5.22	5.26	5.08	4.93	5.61	4.48	4.07	0.48
New student orientation	5.09	5.06	5.32	5.27	5.88	5.46	5.80	6.41	4.83	5.16	0.45
In-person registration	5.58	5.72	5.85	5.97	6.17	5.55	6.10	6.36	5.58	4.76	0.42
Specialized acad. support serv.(SSS, Pathways, OSSD, NIPS)	5.23	5.41	5.25	5.39	5.92	6.28	5.42	6.06	5.18	4.9	0.41
Academic advising	5.54	5.5	5.67	5.92	6.33	5.46	6.18	6.16	5.11	5.55	0.37
Student activities (clubs, organizations, programs)	5.03	4.94	5.05	5.04	5.41	4.82	5.20	5.97	4.77	4.65	0.36
Career counseling	5.25	5.25	5.41	5.59	6.12	5.46	5.99	6.19	5.24	5.38	0.35
Official mailings received from the College	5.47	5.42	5.67	5.54	5.98	5.33	6.08	6.23	5.24	5.23	0.34
Facilities	5.97	5.8	5.90	6.38	6.51	5.98	6.50	6.47	5.91	5.59	0.32
Scholarships and Student Financial Assistance Office	5.20	5.29	5.58	5.80	5.56	4.99	5.67	5.82	4.9	5.16	0.31
General information about the programs and services	5.44	5.5	5.62	5.63	5.89	6	6.02	6.25	5.25	5.42	0.31
Student publications (e.g. student handbook, catalog)	5.17	4.94	4.96	5.16	5.51	5.17	5.50	5.95	5.06	5.13	0.29
Overall rating of educational support services	5.81	5.83	5.90	6.10	6.07	5.92	6.31	6.45	5.46	5.56	0.29
Career assessment	5.33	5.39	5.47	5.41	6.14	5.6	5.93	5.97	5.45	5.27	0.29
Bookstore	5.52	5.47	5.51	5.91	5.36	5.77	5.81	5.87	4.95	5.81	0.28
Overall rating of student support services	5.62	5.72	5.85	5.92	5.98	5.79	5.93	6.53	5.47	5.87	0.27
Convenience of times courses offered	5.50	5.52	5.63	5.83	5.93	5.71	5.98	6.38	5.46	5.84	0.27
Career Development Center resources (e.g. materials)	5.42	5.47	5.49	5.62	6.08	5.67	5.80	5.95	5.54	5.11	0.26
Personal safety and security	5.98	6.01	6.24	6.30	6.36	6.32	6.33	6.49	5.96	5.57	0.26
Application/admission process	6.02	6.07	6.21	6.22	6.62	6	6.42	6.50	5.78	6.05	0.25
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	5.54	5.73	5.87	5.87	5.91	5.88	6.02	6.16	5.49	5.3	0.25
Library	6.14	6.21	6.37	6.23	6.31	6.5	6.04	6.44	5.89	5.65	0.25
Business Office	5.64	5.54	6.00	5.83	6.27	5.62	6.01	6.21	5.78	5.62	0.25
Variety of courses offered	5.62	5.57	5.65	5.64	6.21	5.93	5.91	6.15	5.52	5.83	0.23
Out-of-class access to computers	5.82	6.04	6.12	6.23	6.37	6.17	6.28	6.40	5.85	5.73	0.22
Use of technology for instruction (e.g. computers, Internet)	6.02	6.03	6.12	6.17	6.57	6.01	6.34	6.57	5.95	6.21	0.21
Ability to get in "first choice" of classes	5.84	5.81	5.94	6.04	6.31	6.01	6.01	6.39	5.66	6.07	0.21
Other online student services (e.g.view grades, applying for graduation, requesting transcripts, making paymentsetc.)	6.19	6.19	6.25	6.28	6.68	6.41	6.15	6.56	6.03	6.07	0.20
Online registration	6.14	6.1	6.21	6.05	6.55	5.99	5.85	6.05	5.88	6.07	0.19
Overall quality of educational programs	6.07	6.07	6.19	6.26	6.54	6	6.45	6.40	6.03	6.13	0.18
Initial testing for placement in courses	5.78	5.69	5.72	5.85	5.74	5.79	5.91	5.80	5.3	5.83	0.16
<b>Average</b>	<b>5.57</b>	<b>5.60</b>	<b>5.70</b>	<b>5.81</b>	<b>6.08</b>	<b>5.73</b>	<b>5.91</b>	<b>6.19</b>	<b>5.44</b>	<b>5.48</b>	<b>0.24</b>

Red=High score in each area

## CONCLUDING REMARKS

The respondents to the Enrolled Student Survey viewed “Overall quality of educational programs” as the most important item addressed on the survey. Three convenience issues were the next most important items. They are “Convenience of times courses offered”, “Ability to get in "first choice" of classes” and “Variety of courses offered”.

In the aggregate the 4045 respondents to the survey were most satisfied with “Other online services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)”, followed by “Library” and “Overall quality of educational program content”. The largest positive performance gaps went to “In-person registration”, “Business Office” “Application/admission process” and “Library”. This indicates that this item exceeded out student expectations. While students gave “In-person registration” the largest performance gap “Online registration” was viewed as being more important. Only, two 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 on the 2006/07 survey. They are:

	Satisfaction Rating	Importance Rating	Performance Gap
Food services (cafe/vending machines)	4.88	5.23	-0.35
Parking	4.84	6.21	-1.37

In 2005/06 the following Services/Offices did not meet these long established criteria of scoring a 5 or higher on the “Satisfaction” scale or a positive “Performance Gap”. They were:

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

This was a good outcome for the College

On average, the students at the Mid-town Center were the most satisfied. While only 47 students from Midtown responded to the survey they seemed very please with what they were receiving from the College. The next two most satisfied students groups were found at the Allstate Center followed by the Downtown. All campuses received scores well above 5.00 on the satisfaction scale which again is a very good outcome for this year.

Services with the greatest variation from one campus to another and thus having the greater possibility of improvement by following the leader campuses’ best practices are:

Parking  
Food services (cafe/vending

machines)  
 New student orientation  
 In-person registration  
 Specialized acad. support services  
 (SSS, Pathways, OSSD, NIPS)

Next, overall the students were satisfied with their preparation at SPC and rated their preparation in all five “Skill Areas” at or above 5.7 on our 7-point rating scale. Moreover, four of five “Skill Areas” showed slight improvements over the past year.

<b>Skill Areas</b>	<b>Mean 06-07</b>	<b>Mean 05-06</b>	<b>Mean 04-05</b>
<b>Reading</b>	<b>5.92</b>	<b>5.96</b>	<b>5.95</b>
<b>Writing</b>	<b>5.97</b>	<b>5.94</b>	<b>5.9</b>
<b>Oral communication</b>	<b>5.9</b>	<b>5.83</b>	<b>5.76</b>
<b>Use of computers</b>	<b>5.98</b>	<b>5.95</b>	<b>5.91</b>
<b>Mathematics</b>	<b>5.70</b>	<b>5.65</b>	<b>5.58</b>

In reference to “Appendix C (Minorities compared to Majority)” our minority students perceived most services areas listed on the survey as more important and also were more satisfied with the services provided by the College.

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 2006/2007

<b>SPG-St. Pete Gibbs Enrolled Student Survey Performance Gap</b>			
<b>Services/Office</b>	<b>Importance</b>	<b>Level Satisfaction</b>	<b>Performance Gap</b>
Ability to get in "first choice" of classes	6.52	5.84	-0.69
Academic advising	6.25	5.54	-0.71
Application/admission process	5.94	6.02	0.08
Bookstore	6.15	5.52	-0.64
Business Office	5.54	5.64	0.11
Career assessment	5.68	5.33	-0.34
Career counseling	5.93	5.25	-0.68
Career Development Center resources (e.g. materials)	5.59	5.42	-0.17
Convenience of times courses offered	6.60	5.50	-1.10
Facilities	6.16	5.97	-0.19
Food services (cafe/vending machines)	5.36	5.02	-0.34
General information about the programs and services	5.88	5.44	-0.44
Initial testing for placement in courses	5.79	5.78	-0.01
In-person registration	5.36	5.58	0.22
Library	6.18	6.14	-0.03
New student orientation	5.29	5.09	-0.20
Official mailings received from the College	5.58	5.47	-0.11
Online registration	6.01	6.14	0.13
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments etc.)	6.45	6.19	-0.26
Out-of-class access to computers	6.18	5.82	-0.36
Overall quality of educational programs	6.57	6.07	-0.50
Overall rating of educational support services	6.18	5.81	-0.36
Overall rating of student support services	6.08	5.62	-0.47
Parking	6.36	4.24	-2.12
Personal safety and security	6.42	5.98	-0.44
Scholarships and Student Financial Assistance Office	6.33	5.20	-1.13
Specialized acad. support services.(SSS, Pathways, OSSD,	5.40	5.23	-0.18

Student activities (clubs, organizations, programs)	5.09	5.03	-0.06
Student publications (e.g. student handbook, catalog)	5.19	5.17	-0.02
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.02	5.54	-0.48
Use of technology for instruction (e.g. computers, Internet)	6.22	6.02	-0.20
Variety of courses offered	6.50	5.62	-0.88

### CL-Clearwater Enrolled Student Survey Performance Gap

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.53	5.81	-0.72
Academic advising	6.32	5.5	-0.82
Application/admission process	5.92	6.07	0.15
Bookstore	6.22	5.47	-0.75
Business Office	5.44	5.54	0.1
Career assessment	5.69	5.39	-0.3
Career counseling	5.87	5.25	-0.62
Career Development Center resources (e.g. materials)	5.62	5.47	-0.15
Convenience of times courses offered	6.56	5.52	-1.04
Facilities	6.17	5.8	-0.37
Food services (cafe/vending machines)	5.33	5.11	-0.22
General information about the programs and services	5.88	5.5	-0.38
Initial testing for placement in courses	5.75	5.69	-0.06
In-person registration	5.31	5.72	0.41
Library	6.17	6.21	0.04
New student orientation	5.19	5.06	-0.13
Official mailings received from the College	5.46	5.42	-0.04
Online registration	6.21	6.1	-0.11
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.4	6.19	-0.21
Out-of-class access to computers	6.18	6.04	-0.14
Overall quality of educational programs	6.58	6.07	-0.51
Overall rating of educational support services	6.2	5.83	-0.37
Overall rating of student support services	6.08	5.72	-0.36

Parking	6.32	4.82	-1.5
Personal safety and security	6.51	6.01	-0.5
Scholarships and Student Financial Assistance Office	6.34	5.29	-1.05
Specialized acad. support services (SSS, Pathways, OSSD, NIPS)	5.57	5.41	-0.16
Student activities (clubs, organizations, programs)	4.95	4.94	-0.01
Student publications (e.g. student handbook, catalog)	5.08	4.94	-0.14
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.07	5.73	-0.34
Use of technology for instruction (e.g. computers, Internet)	6.24	6.03	-0.21
Variety of courses offered	6.53	5.57	-0.96

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

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.59	5.94	-0.64
Academic advising	6.32	5.67	-0.65
Application/admission process	5.96	6.21	0.25
Bookstore	6.27	5.51	-0.76
Business Office	5.56	6.00	0.44
Career assessment	5.70	5.47	-0.23
Career counseling	5.96	5.41	-0.55
Career Development Center resources (e.g. materials)	5.73	5.49	-0.24
Convenience of times courses offered	6.58	5.63	-0.95
Facilities	6.13	5.90	-0.23
Food services (cafe/vending machines)	5.38	4.09	-1.28
General information about the programs and services	5.92	5.62	-0.30
Initial testing for placement in courses	5.69	5.72	0.02
In-person registration	5.29	5.85	0.56
Library	6.23	6.37	0.13
New student orientation	5.32	5.32	0.00
Official mailings received from the College	5.65	5.67	0.01
Online registration	6.18	6.21	0.03
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.47	6.25	-0.22

Out-of-class access to computers	6.21	6.12	-0.09
Overall quality of educational programs	6.64	6.19	-0.45
Overall rating of educational support services	6.18	5.90	-0.28
Overall rating of student support services	6.08	5.85	-0.22
Parking	6.20	5.32	-0.89
Personal safety and security	6.52	6.24	-0.28
Scholarships and Student Financial Assistance Office	6.25	5.58	-0.67
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.43	5.25	-0.17
Student activities (clubs, organizations, programs)	4.96	5.05	0.09
Student publications (e.g. student handbook, catalog)	5.03	4.96	-0.07
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.23	5.87	-0.35
Use of technology for instruction (e.g. computers, Internet)	6.34	6.12	-0.22
Variety of courses offered	6.52	5.65	-0.88

### SE-Seminole Enrolled Student Survey Performance Gap

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.54	6.04	-0.50
Academic advising	6.32	5.92	-0.40
Application/admission process	5.97	6.22	0.25
Bookstore	6.26	5.91	-0.35
Business Office	5.52	5.83	0.31
Career assessment	5.78	5.41	-0.37
Career counseling	5.99	5.59	-0.40
Career Development Center resources (e.g. materials)	5.68	5.62	-0.06
Convenience of times courses offered	6.60	5.83	-0.77
Facilities	6.29	6.38	0.09
Food services (cafe/vending machines)	5.30	5.22	-0.08
General information about the programs and services	5.87	5.63	-0.24
Initial testing for placement in courses	5.94	5.85	-0.09
In-person registration	5.59	5.97	0.38
Library	6.09	6.23	0.14
New student orientation	5.18	5.27	0.09

Official mailings received from the College	5.56	5.54	-0.02
Online registration	6.06	6.05	-0.01
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.45	6.28	-0.17
Out-of-class access to computers	6.35	6.23	-0.11
Overall quality of educational programs	6.62	6.26	-0.36
Overall rating of educational support services	6.25	6.10	-0.15
Overall rating of student support services	6.13	5.92	-0.21
Parking	6.23	5.29	-0.94
Personal safety and security	6.55	6.30	-0.25
Scholarships and Student Financial Assistance Office	6.28	5.80	-0.48
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.57	5.39	-0.18
Student activities (clubs, organizations, programs)	5.08	5.04	-0.04
Student publications (e.g. student handbook, catalog)	5.10	5.16	0.05
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.15	5.87	-0.27
Use of technology for instruction (e.g. computers, Internet)	6.31	6.17	-0.14
Variety of courses offered	6.55	5.64	-0.91

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

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.74	6.31	-0.43
Academic advising	6.35	6.33	-0.02
Application/admission process	5.98	6.62	0.64
Bookstore	6.39	5.36	-1.03
Business Office	5.72	6.27	0.55
Career assessment	6.11	6.14	0.03
Career counseling	6.05	6.12	0.07
Career Development Center resources (e.g. materials)	5.7	6.08	0.38
Convenience of times courses offered	6.66	5.93	-0.73
Facilities	6.53	6.51	-0.02
Food services (cafe/vending machines)	5.26	5.26	0
General information about the	6.14	5.89	-0.25

programs and services			
Initial testing for placement in courses	5.51	5.74	0.23
In-person registration	4.91	6.17	1.26
Library	6.32	6.31	-0.01
New student orientation	5.68	5.88	0.2
Official mailings received from the College	5.77	5.98	0.21
Online registration	6.53	6.55	0.02
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.67	6.68	0.01
Out-of-class access to computers	5.85	6.37	0.52
Overall quality of educational programs	6.66	6.54	-0.12
Overall rating of educational support services	6.22	6.07	-0.15
Overall rating of student support services	6.16	5.98	-0.18
Parking	6.26	5.96	-0.3
Personal safety and security	6.56	6.36	-0.2
Scholarships and Student Financial Assistance Office	6.27	5.56	-0.71
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.33	5.92	0.59
Student activities (clubs, organizations, programs)	4.77	5.41	0.64
Student publications (e.g. student handbook, catalog)	5.26	5.51	0.25
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.03	5.91	-0.12
Use of technology for instruction (e.g. computers, Internet)	6.31	6.57	0.26
Variety of courses offered	6.67	6.21	-0.46

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

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.54	6.01	-0.53
Academic advising	6.23	5.46	-0.77
Application/admission process	6.01	6	-0.01
Bookstore	6.23	5.77	-0.46
Business Office	5.32	5.62	0.3
Career assessment	5.6	5.6	0
Career counseling	5.73	5.46	-0.27

Career Development Center resources (e.g. materials)	5.52	5.67	0.15
Convenience of times courses offered	6.56	5.71	-0.85
Facilities	6.29	5.98	-0.31
Food services (cafe/vending machines)	5.4	5.08	-0.32
General information about the programs and services	5.78	6	0.22
Initial testing for placement in courses	5.6	5.79	0.19
In-person registration	5.06	5.55	0.49
Library	6.35	6.5	0.15
New student orientation	5.4	5.46	0.06
Official mailings received from the College	5.67	5.33	-0.34
Online registration	6.35	5.99	-0.36
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.46	6.41	-0.05
Out-of-class access to computers	6.16	6.17	0.01
Overall quality of educational programs	6.64	6	-0.64
Overall rating of educational support services	6.16	5.92	-0.24
Overall rating of student support services	6.1	5.79	-0.31
Parking	6.38	4.6	-1.78
Personal safety and security	6.62	6.32	-0.3
Scholarships and Student Financial Assistance Office	6.28	4.99	-1.29
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	6.17	6.28	0.11
Student activities (clubs, organizations, programs)	4.72	4.82	0.1
Student publications (e.g. student handbook, catalog)	4.91	5.17	0.26
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	5.96	5.88	-0.08
Use of technology for instruction (e.g. computers, Internet)	6.18	6.01	-0.17
Variety of courses offered	6.32	5.93	-0.39

### SPC-Downtown Enrolled Student Survey Performance Gap

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.54	6.01	-0.54
Academic advising	6.39	6.18	-0.21

Application/admission process	6.13	6.42	0.29
Bookstore	6.35	5.81	-0.54
Business Office	5.71	6.01	0.30
Career assessment	6.14	5.93	-0.21
Career counseling	6.32	5.99	-0.33
Career Development Center resources (e.g. materials)	5.96	5.80	-0.16
Convenience of times courses offered	6.61	5.98	-0.63
Facilities	6.31	6.50	0.19
Food services (cafe/vending machines)	5.57	4.93	-0.64
General information about the programs and services	6.09	6.02	-0.06
Initial testing for placement in courses	5.98	5.91	-0.07
In-person registration	5.96	6.10	0.14
Library	6.30	6.04	-0.26
New student orientation	5.66	5.80	0.14
Official mailings received from the College	5.83	6.08	0.25
Online registration	5.99	5.85	-0.14
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.42	6.15	-0.27
Out-of-class access to computers	6.38	6.28	-0.10
Overall quality of educational programs	6.63	6.45	-0.18
Overall rating of educational support services	6.42	6.31	-0.11
Overall rating of student support services	6.31	5.93	-0.38
Parking	6.35	4.43	-1.92
Personal safety and security	6.63	6.33	-0.30
Scholarships and Student Financial Assistance Office	6.46	5.67	-0.79
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.95	5.42	-0.52
Student activities (clubs, organizations, programs)	5.47	5.20	-0.27
Student publications (e.g. student handbook, catalog)	5.73	5.50	-0.23
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.33	6.02	-0.31
Use of technology for instruction (e.g. computers, Internet)	6.23	6.34	0.11
Variety of courses offered	6.61	5.91	-0.70

**SPC-Mid-town Enrolled Student Survey Performance Gap**

<b>Services/Office</b>	<b>Importance</b>	<b>Level Satisfaction</b>	<b>Performance Gap</b>
Ability to get in "first choice" of classes	6.44	6.39	-0.05
Academic advising	6.18	6.16	-0.02
Application/admission process	6.17	6.50	0.33
Bookstore	6.38	5.87	-0.51
Business Office	5.67	6.21	0.54
Career assessment	6.38	5.97	-0.41
Career counseling	6.47	6.19	-0.28
Career Development Center resources (e.g. materials)	5.92	5.95	0.02
Convenience of times courses offered	6.66	6.38	-0.28
Facilities	6.49	6.47	-0.02
Food services (cafe/vending machines)	5.82	5.61	-0.20
General information about the programs and services	6.36	6.25	-0.11
Initial testing for placement in courses	6.07	5.80	-0.27
In-person registration	6.44	6.36	-0.09
Library	6.32	6.44	0.12
New student orientation	5.93	6.41	0.49
Official mailings received from the College	6.07	6.23	0.16
Online registration	6.37	6.05	-0.32
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.51	6.56	0.05
Out-of-class access to computers	6.43	6.40	-0.02
Overall quality of educational programs	6.41	6.40	-0.01
Overall rating of educational support services	6.49	6.45	-0.04
Overall rating of student support services	6.45	6.53	0.08
Parking	6.54	5.43	-1.11
Personal safety and security	6.66	6.49	-0.17
Scholarships and Student Financial Assistance Office	6.20	5.82	-0.38
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	6.17	6.06	-0.11
Student activities (clubs, organizations, programs)	5.47	5.97	0.50
Student publications (e.g. student handbook, catalog)	6.05	5.95	-0.10

Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.31	6.16	-0.15
Use of technology for instruction (e.g. computers, Internet)	6.46	6.57	0.11
Variety of courses offered	6.59	6.15	-0.44

**“Other” Enrolled Student Survey Performance Gap**

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.55	5.66	-0.89
Academic advising	6.09	5.11	-0.98
Application/admission process	5.74	5.78	0.04
Bookstore	5.61	4.95	-0.66
Business Office	5.42	5.78	0.36
Career assessment	5.95	5.45	-0.5
Career counseling	6.2	5.24	-0.96
Career Development Center resources (e.g. materials)	5.93	5.54	-0.39
Convenience of times courses offered	6.69	5.46	-1.23
Facilities	6.16	5.91	-0.25
Food services (cafe/vending machines)	5.33	4.48	-0.85
General information about the programs and services	6.05	5.25	-0.8
Initial testing for placement in courses	5.23	5.3	0.07
In-person registration	5.33	5.58	0.25
Library	6.06	5.89	-0.17
New student orientation	5.08	4.83	-0.25
Official mailings received from the College	5.06	5.24	0.18
Online registration	6.28	5.88	-0.4
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.43	6.03	-0.4
Out-of-class access to computers	5.93	5.85	-0.08
Overall quality of educational programs	6.65	6.03	-0.62
Overall rating of educational support services	5.93	5.46	-0.47
Overall rating of student support services	5.93	5.47	-0.46
Parking	5.95	4.95	-1
Personal safety and security	6.33	5.96	-0.37
Scholarships and Student Financial Assistance Office	5.71	4.9	-0.81

Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.52	5.18	-0.34
Student activities (clubs, organizations, programs)	4.65	4.77	0.12
Student publications (e.g. student handbook, catalog)	4.73	5.06	0.33
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	5.98	5.49	-0.49
Use of technology for instruction (e.g. computers, Internet)	6.28	5.95	-0.33
Variety of courses offered	6.37	5.52	-0.85

### eCampus Enrolled Student Survey Performance Gap

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.38	6.07	-0.31
Academic advising	6.21	5.55	-0.66
Application/admission process	5.93	6.05	0.12
Bookstore	6.26	5.81	-0.45
Business Office	5.42	5.62	0.2
Career assessment	5.44	5.27	-0.17
Career counseling	5.67	5.38	-0.29
Career Development Center resources (e.g. materials)	5.31	5.11	-0.2
Convenience of times courses offered	6.51	5.84	-0.67
Facilities	5.79	5.59	-0.2
Food services (cafe/vending machines)	4.48	4.07	-0.41
General information about the programs and services	5.75	5.42	-0.33
Initial testing for placement in courses	5.78	5.83	0.05
In-person registration	4.49	4.76	0.27
Library	5.64	5.65	0.01
New student orientation	5.02	5.16	0.14
Official mailings received from the College	5.4	5.23	-0.17
Online registration	6.61	6.07	-0.54
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.54	6.07	-0.47
Out-of-class access to computers	5.7	5.73	0.03

<b>Overall quality of educational programs</b>	<b>6.66</b>	<b>6.13</b>	<b>-0.53</b>
<b>Overall rating of educational support services</b>	<b>6.07</b>	<b>5.56</b>	<b>-0.51</b>
<b>Overall rating of student support services</b>	<b>6.22</b>	<b>5.87</b>	<b>-0.35</b>
<b>Parking</b>	<b>5.74</b>	<b>4.68</b>	<b>-1.06</b>
<b>Personal safety and security</b>	<b>6.02</b>	<b>5.57</b>	<b>-0.45</b>
<b>Scholarships and Student Financial Assistance Office</b>	<b>6.19</b>	<b>5.16</b>	<b>-1.03</b>
<b>Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)</b>	<b>5.36</b>	<b>4.9</b>	<b>-0.46</b>
<b>Student activities (clubs, organizations, programs)</b>	<b>4.5</b>	<b>4.65</b>	<b>0.15</b>
<b>Student publications (e.g. student handbook, catalog)</b>	<b>4.97</b>	<b>5.13</b>	<b>0.16</b>
<b>Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)</b>	<b>5.97</b>	<b>5.3</b>	<b>-0.67</b>
<b>Use of technology for instruction (e.g. computers, Internet)</b>	<b>6.54</b>	<b>6.21</b>	<b>-0.33</b>
<b>Variety of courses offered</b>	<b>6.55</b>	<b>5.83</b>	<b>-0.72</b>

## Appendix B (Upper Division Programs at SPC)

Services/Office	Importance	Level Satisfaction	Performance Gap
Ability to get in "first choice" of classes	6.61	5.93	-0.68
Academic advising	6.40	5.62	-0.78
Application/admission process	5.95	6.12	0.17
Bookstore	6.23	5.23	-1.00
Business Office	5.51	5.81	0.30
Career assessment	5.63	5.29	-0.34
Career counseling	5.92	5.21	-0.71
Career Development Center resources (e.g. materials)	5.64	5.44	-0.21
Convenience of times courses offered	6.68	5.73	-0.95
Facilities	6.16	5.95	-0.21
Food services (cafe/vending machines)	5.10	4.68	-0.42
General information about the programs and services	5.91	5.58	-0.33
Initial testing for placement in courses	5.59	5.67	0.08
In-person registration	4.98	5.60	0.62
Library	6.20	6.28	0.09
New student orientation	5.23	5.16	-0.07
Official mailings received from the College	5.55	5.52	-0.03
Online registration	6.40	6.28	-0.12
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.60	6.31	-0.29
Out-of-class access to computers	6.21	6.06	-0.16
Overall quality of educational programs	6.71	6.23	-0.48
Overall rating of educational support services	6.22	5.89	-0.33
Overall rating of student support services	6.16	5.75	-0.40
Parking	6.26	4.82	-1.44
Personal safety and security	6.51	6.12	-0.39
Scholarships and Student Financial Assistance Office	6.35	5.38	-0.97
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.57	5.26	-0.31
Student activities (clubs, organizations, programs)	4.70	4.99	0.29
Student publications (e.g. student handbook, catalog)	4.93	5.02	0.09

<b>Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)</b>	<b>6.02</b>	<b>5.69</b>	<b>-0.33</b>
<b>Use of technology for instruction (e.g. computers, Internet)</b>	<b>6.38</b>	<b>6.13</b>	<b>-0.26</b>
<b>Variety of courses offered</b>	<b>6.54</b>	<b>5.81</b>	<b>-0.72</b>

## Appendix C (Minorities compared to Majority)

Question	Minorities	Whites	Difference
	Satisfaction	Satisfaction	
	Mean	Mean	
Ability to get in "first choice" of classes	6.00	5.92	0.07
Academic advising	5.91	5.55	0.35
Application/admission process	6.23	6.09	0.13
Bookstore	5.65	5.55	0.10
Business Office	5.89	5.69	0.20
Career assessment	5.63	5.31	0.33
Career counseling	5.61	5.25	0.36
Career Development Center resources (e.g. materials)	5.70	5.39	0.31
Convenience of times courses offered	5.73	5.70	0.03
Facilities	6.15	5.94	0.21
Food services (cafe/vending machines)	5.04	4.84	0.20
General information about the programs and services	5.82	5.54	0.28
Initial testing for placement in courses	5.92	5.64	0.27
In-person registration	5.93	5.63	0.30
Library	6.27	6.16	0.11
New student orientation	5.58	5.16	0.41
Official mailings received from the College	5.77	5.46	0.31
Online registration	6.14	6.07	0.07
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.39	6.21	0.18
Out-of-class access to computers	6.05	6.01	0.04
Overall quality of educational programs	6.22	6.13	0.09
Overall rating of educational support services	6.04	5.88	0.16
Overall rating of student support services	5.88	5.73	0.15
Parking	4.90	4.83	0.07
Personal safety and security	6.12	6.10	0.02
Scholarships and Student Financial Assistance Office	5.59	5.31	0.29
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.63	5.28	0.36
Student activities (clubs, organizations, programs)	5.38	4.86	0.52
Student publications (e.g. student handbook, catalog)	5.47	4.94	0.53
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	5.87	5.63	0.25
Use of technology for instruction (e.g. computers, Internet)	6.20	6.12	0.08
Variety of courses offered	5.85	5.70	0.15

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Question	Minorities	Whites	Difference
	Importance Mean	Importance Mean	
Ability to get in "first choice" of classes	6.57	6.53	0.04
Academic advising	6.29	6.28	0.01
Application/admission process	6.08	5.91	0.17
Bookstore	6.23	6.20	0.03
Business Office	5.71	5.44	0.27
Career assessment	5.88	5.64	0.24
Career counseling	6.10	5.85	0.25
Career Development Center resources (e.g. materials)	5.89	5.53	0.36
Convenience of times courses offered	6.60	6.58	0.01
Facilities	6.22	6.10	0.11
Food services (cafe/vending machines)	5.54	5.13	0.41
General information about the programs and services	6.07	5.87	0.20
Initial testing for placement in courses	5.93	5.65	0.28
In-person registration	5.67	5.15	0.52
Library	6.28	6.05	0.24
New student orientation	5.60	5.14	0.46
Official mailings received from the College	5.89	5.46	0.43
Online registration	6.23	6.26	-0.02
Other online student services (e.g. view grades, applying for graduation, requesting transcripts, making payments.)	6.48	6.47	0.01
Out-of-class access to computers	6.33	6.11	0.22
Overall quality of educational programs	6.57	6.61	-0.04
Overall rating of educational support services	6.31	6.16	0.15
Overall rating of student support services	6.16	6.06	0.09
Parking	6.30	6.19	0.11
Personal safety and security	6.50	6.47	0.02
Scholarships and Student Financial Assistance Office	6.41	6.25	0.17
Specialized acad. support services.(SSS, Pathways, OSSD, NIPS)	5.81	5.44	0.38
Student activities (clubs, organizations, programs)	5.31	4.80	0.51
Student publications (e.g. student handbook, catalog)	5.45	4.96	0.49
Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)	6.25	5.99	0.27
Use of technology for instruction (e.g. computers, Internet)	6.39	6.28	0.11
Variety of courses offered	6.55	6.50	0.05
Red items Significant at an alpha of .05			

## Appendix D (Survey Questions)



### Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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If you have any questions or comments about this survey, please contact Jerry Dyer via email at [Dyer.Jerry@spcollege.edu](mailto:Dyer.Jerry@spcollege.edu) or by phone at (727)341-3391

**1.** Please select your age category. (Optional)

---

**2.** Please select your gender. (Optional)

---

**3.** Please select your ethnicity. (Optional)

---

**\* 4.** Campus where you are receiving most of your services?



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

\* 5. How long has it been since you graduated from high school or received your G.E.D.?

Select:

---

\* 6. How many semesters have you been enrolled at SPC?

Select:

---

\* 7. Number of credits you have earned at SPC?

Select:

---

\* 8. Do you have access to a computer with Internet capabilities?

Select:

---



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

\* 9. What is the primary reason you are enrolled at SPC?

Select:

Other:

---

10. Space for providing specific degree

---

\* 11. When do you take most of your classes?

Select:

---

\* 12. What is your enrollment status?

Select:

---

\* 13. Are you working while attending SPC?



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

### \* 14. College Services and Offices

For each service/office you had contact with please rate how "**Important**" that service/office is to you and your level of "**Satisfaction**" with that service/office. Select N/A if you have not used the service/office.

#### Application/admission process

##### Importance

Select:

---

### \* 15. Application/admission process

##### Satisfaction

Select:

---



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

- \* 16. Academic advising (info on programs of study, course/degree requirements, transfer to another institution)**

### Importance

- 
- \* 17. Academic advising (info on programs of study, course/degree requirements, transfer to another institution)**

### Satisfaction

- 
- \* 18. Scholarships and Student Financial Assistance Office**

### Importance



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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### \* 19. Scholarships and Student Financial Assistance Office

#### Satisfaction

---

### \* 20. Business Office

#### Importance

---

### \* 21. Business Office

#### Satisfaction

---

### \* 22. Initial testing for placement in courses



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Importance

---

### \* 23. Initial testing for placement in courses

#### Satisfaction

---

### \* 24. Bookstore

#### Importance

---

### \* 25. Bookstore

#### Satisfaction



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

### \* 26. Library

#### Importance

Select:

---

### \* 27. Library

#### Satisfaction

Select:

---

### \* 28. Career Development Center resources (e.g. materials)

#### Importance

Select:



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

---

**\* 29. Career Development Center resources (e.g. materials)**

**Satisfaction**

Select:

---

**\* 30. Career assessment**

**Importance**

Select:

---

**\* 31. Career assessment**

**Satisfaction**

Select:

---



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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### \* 32. Career counseling

#### Importance

---

### \* 33. Career counseling

#### Satisfaction

---

### \* 34. Registering in-person

#### Importance

---

### \* 35. Registering in-person



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Satisfaction

Select:



---

### \* 36. Registering on-line

#### Importance

Select:



---

### \* 37. Registering on-line

#### Satisfaction

Select:



---

### \* 38.

**Other on-line student services (e.g. viewing grades, applying for graduation, requesting transcripts, making payments etc.)**



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Importance

- 
- \* 39. **Other on-line student services (e.g. viewing grades, applying for graduation, requesting transcripts, making payments etc.)**

### Satisfaction

- 
- \* 40. **Student activities (clubs/organizations/programs)**

### Importance

- 
- \* 41. **Student activities (clubs/organizations/programs)**



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Satisfaction

Select:



---

### \* 42. New student orientation

#### Importance

Select:



---

### \* 43. New student orientation

#### Satisfaction

Select:



---

### \* 44. Official mailings received from the College

#### Importance



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

### \* 45. Official mailings received from the College

#### Satisfaction

Select:

---

### \* 46. General information about programs & services

#### Importance

Select:

---

### \* 47. General information about programs & services

#### Satisfaction

Select:



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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**\* 48. Food services (cafeterias/snack bars/vending machines)**

**Importance**

Select:

---

**\* 49. Food services (cafeterias/snack bars/vending machines)**

**Satisfaction**

Select:

---

**\* 50. Student publications**

**Importance**

Select:

---



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

.

### \* 51. Student publications

#### Satisfaction

---

### \* 52. Facilities

#### Importance

---

### \* 53. Facilities

#### Satisfaction

---

### \* 54.

#### Parking



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Importance

Select:



---

### \* 55. Parking

#### Satisfaction

Select:



---

### \* 56. Personal safety and security

#### Importance

Select:



---

### \* 57. Personal safety and security

#### Satisfaction



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

### \* 58. Out-of-class access to computers

#### Importance

Select:

---

### \* 59. Out-of-class access to computers

#### Satisfaction

Select:

---

### \* 60. Overall rating of student support services

#### Importance

Select:



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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**\* 61. Overall rating of student support services**

**Satisfaction**

---

**\* 62. Specialized academic support services (e.g. SSS, Pathways, OSSO, NIPS)**

**Importance**

---

**\* 63. Specialized academic support services (e.g. SSS, Pathways, OSSO, NIPS)**

**Satisfaction**



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

- \* 64. Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)**

### Importance

- 
- \* 65. Supplemental instructional centers/tutoring (e.g. Learning Support Centers and Information Commons)**

### Satisfaction

- 
- \* 66. Variety of courses offered**

### Importance



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

.  
**\* 67. Variety of courses offered**

### Satisfaction

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**\* 68. Ability to enroll in your "first choice" of classes**

### Importance

---

**\* 69. Ability to enroll in your "first choice" of classes**

### Satisfaction

---

**\* 70. Convenience of times courses are offered**



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

### Importance

---

\* 71. Convenience of times courses are offered

### Satisfaction

---

\* 72. Use of technology for instruction (e.g. computers, Internet)

### Importance

---

\* 73. Use of technology for instruction (e.g. computers, Internet)

### Satisfaction



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

Select:

---

### \* 74. Overall quality of the educational programs

#### Importance

Select:

---

### \* 74. Overall quality of the educational programs

#### Satisfaction

Select:

---

### \* 75. Overall rating of educational support services

#### Importance

Select:



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

---

### \* 76. Overall rating of educational support services

#### Satisfaction

Select:

---

### \* 77. How would you rate the preparation you received in the following skill areas

#### Reading

Select:

---

### \* 78. Writing

Select:

---

### \* 79. Oral communication

Select:



## Enrolled Student Survey (clone)



In order to help us determine how we might improve the academic and student support services of the College, we would like your opinion about how well we are meeting your needs. Please take a few minutes to complete this questionnaire.

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### 80. Use of Computers

Select:

---

### \* 81. Mathematics

Select:

---

### 82. How can SPC improve services, curriculum and academic programs for students? Let us know your ideas!

---

---