

2007-08

# Enrolled Student Survey Report



Department of Institutional Research  
and Effectiveness  
St. Petersburg College

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2007-08 Enrolled Student Survey Report  
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## Executive Summary

### *Introduction*

The evaluation and assessment processes at St. Petersburg College (SPC) are centered on mission-driven outcomes in program and service areas. Analysis of outcome results is ongoing and captured in various assessment reports. Institutional effectiveness at SPC assesses all degree programs and courses, regardless of mode of delivery.

### *Enrolled Student Survey*

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.

### *Student Demographic and Academic Information*

The survey respondents had the following characteristics:

- Almost half (49%) were under the age of 25.
- Over two thirds (69%) were females.
- Self-described Race/ethnicity was as follows: 72% White, 11% Black/Non-Hispanic, 8% Hispanic, 4% Asian Pacific Islander, 4% Other, and less than 1% were both American Indian and Alaskan Native.
- Over half (52%) graduated from high school or received their G.E.D. five or more years ago.
- Over forty percent (42%) have been enrolled at the College only one semester.
- Almost half (49%) have earned 15 or fewer credit hours at SPC
- Almost all (98%) have access to a computer with Internet capabilities
- Over eighty percent (84%) selected to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS) as their primary reason for enrolling at SPC
- Over forty percent (44%) are enrolled in the AA program
- Almost a quarter (24%) would prefer to take most of your classes during the weekday evenings
- Almost half (45%) are enrolled part-time and taking classes primarily for credit
- Over eighty percent (83%) of the respondents indicated that they working while attending the College

### *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 'Very Important' (7) to 'Not Important' (1). There was a 1.30 spread among all scores.

The top five ranked services in terms of importance to students were:

- 'First choice of classes' (6.64),
- 'Convenience of times classes are offered' (6.64),
- 'Overall quality of the educational programs' (6.62),
- 'Personal safety and security' (6.59), and
- 'Variety of courses offered' (6.58).



Though the order was slightly different, these were the same five services as last year.

The five lowest rated services in terms of importance were:

- 'SPC OneCard Refund Process' (5.34),
- 'Student activities' (5.37),
- 'New student orientation' (5.50),
- 'Registering in-person' (5.53), and
- 'Student publications' (5.58).

The only one of the five different this year was the 'SPC OneCard Refund Process' which replaced 'Food services' from last year.

#### *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 'Not satisfied' (1). There was a 1.48 spread among all scores, ranging from (6.08) for the 'Library' to (4.60) 'Parking'.

The top five rated student/academic services were:

- 'Library' (6.08),
- 'Personal safety and security' (5.97),
- 'Overall quality of educational programs' (5.92),
- 'Out-of-class access to computers' (5.91), and
- 'Facilities' (5.86).

'Personal safety and security', 'Out-of-class access to computers', and 'Facilities' replaced 'Other online student services' and 'Use of technology for instruction', and 'Application/admission process' which were all in the top five last year.

The five-student/academic services with the lowest satisfaction ratings were:

- 'Parking' (4.60),
- 'SPC OneCard Refund Process' (4.65),
- 'Student activities' (4.89),
- 'Food services' (4.89), and
- 'Scholarships and Student Financial Assistance Office' (4.94).

Two of the five were different this year. 'SPC OneCard Refund Process' and 'Scholarships and Student Financial Assistance Office' replaced 'New student orientation' and 'student publications' from last year.

#### *Comparison of Importance and Level of Satisfaction*

'Performance Gaps' are formulated for each of the 33-academic/student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance'. Last year, six academic/support services had positive performance gaps ranging from 0.43 to 0.01. A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. This year, there were no academic/support services with positive performance gaps. The five smallest gaps were:

- 'Registering in-person' (-0.06),
- 'Library' (-0.26),
- 'Application/admission process' (-0.29),
- 'Official mailings received from the College' (-0.33), and the
- 'Business Office' (-0.37).



Six academic and student support services had performance gaps greater than -1.00. They were:

- 'Parking' (-1.82),
- 'Scholarships and Student Financial Assistance Office' (-1.38),
- 'Convenience of times courses are offered' (-1.15),
- 'Academic Advising' (-1.14), 'Bookstore' (-1.07), and
- 'Variety of courses offered' (-1.03).

While only one item had a gap lower than -1.00 last year (Parking, -1.37), these six items were also the lowest six items in last year's survey. A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.

#### *Usage of Student and Academic Services*

Students were asked to select N/A if they had not used a student and/or academic service. The estimated usage is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the number of total number of non-blank responses (includes N/A responses).

Five services had usage estimates greater than 95%. These included:

- 'Bookstore' (97.0%),
- 'Overall quality of the educational programs' (96.8%),
- 'First choice of classes' (96.0%),
- 'Variety of courses offered' (95.8%), and
- 'Convenience of times courses are offered' (95.1%).

All five were in the top five last year with the exception of 'Convenience of times courses are offered.' 'Other online student services' was in the top five last year.

The lowest five included:

- 'Specialized academic support services' (43.0%),
- 'Career assessment' (53.5%),
- 'Student activities' (53.6%),
- 'Career Development Center resources' (56.5%), and
- 'Career counseling' (58.0%).

These were the same five lowest last year.

#### *Satisfaction Mean Differences*

Of the thirty-three service areas addressed in the survey, only three items demonstrated a higher satisfaction scores than the previous year. These three were:

- 'Specialized academic support services' (+0.05),
- 'Food services' (+0.01), and
- 'Supplemental Instructional Centers/Tutoring' (+0.01).

'Student publications' (0.00) showed no change from the previous year.

#### *Conclusion*

Overall, SPC 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.



## SPC Mission Statement

The mission of St. Petersburg College is to provide accessible, learner-centered education for students pursuing selected baccalaureate degrees, associate degrees, technical certificates, applied technology diplomas and continuing education within our service area as well as globally in program areas in which the College has special expertise. As a comprehensive, multi-campus postsecondary institution, St. Petersburg College seeks to be a creative leader and partner with students, communities, and other educational institutions to deliver enriched learning experiences and to promote economic and workforce development. St. Petersburg College fulfills its mission led by an outstanding, diverse faculty and staff and enhanced by advanced technologies, distance learning, international education opportunities, innovative teaching techniques, comprehensive library and other information resources, continuous institutional self-evaluation, a climate for student success, and an enduring commitment to excellence.

## Introduction

In a holistic approach, the effectiveness of any educational institution is the aggregate value of the education it provides to the community it serves. For over seventy-five years, St. Petersburg College (SPC) has provided a wide range of educational opportunities and services to a demographically diverse student body producing tens of thousands of alumni who have been on the forefront of building this county, state and beyond. This is due, in large part, to the College's institutional effectiveness.

## *Institutional Effectiveness*

Institutional Effectiveness is the integrated, systematic, explicit, and documented process of measuring performance against the SPC mission for the purposes of continuous improvement of academic programs, administrative services, and educational support services offered by the College.

Operationally, the institutional effectiveness process ensures that the stated purposes of the College are accomplished. In other words did the institution successfully execute its mission, goals, and objectives? At SPC the Offices of Planning, Budgeting and Research work with all departments and units to establish measurable statements of intent that are used to analyze effectiveness and to guide continuous quality improvement efforts. Each of St. Petersburg College's units is required to participate in the institutional effectiveness process.



The bottom-line from SPC's institutional effectiveness process is improvement. Once SPC has identified what it is going to do then it acts through the process of teaching, researching, and managing to accomplish its desired outcomes. The level of success of SPC's actions is then evaluated. A straightforward assessment process requires a realistic consideration of the intended outcomes that the institution has set and a frank evaluation of the evidence that the institution is achieving that intent.

There is no single right or best way to measure success, improvement or quality. Nevertheless, objectives must be established, data related to those objectives must be collected and analyzed, and the results of those findings must be used to improve the institution in the future. The educational assessment is a critical component of St. Petersburg College's institutional effectiveness process.

#### *Evaluation and Assessment Processes*

The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 26 Organizational units comprising 40 Academic programs (lower division); (ii) 8 Colleges and Schools comprising 20 Majors (upper division), and (iii) key administrative and educational support services. Analysis of outcome results is on-going and captured in various assessment reports. Institutional effectiveness at SPC assesses all degree programs and courses, regardless of mode of delivery. SPC also evaluates all student services to ensure students are provided the best support possible to ensure student success.

The following are the key assessments used in the evaluation and assessment processes of SPC's Institutional Effectiveness.

- Academic Program Assessments include internally and externally developed direct measures for General Education (e.g., Educational Testing Service's Measure of Academic Proficiency and Progress [MAPP]), AAS/AS Program Assessments, BAS/BS Program Assessments, and Program Reviews. Outcome results for the academic programs are documented in three (3) types of assessment reports as follows: the Academic Program Viability Report (APVR) is completed on an annual basis; the Academic Program Assessment Review (APAR) is completed on a 3-year cycle; and the Comprehensive Academic Program Review (CAPR), which is also completed on a three-year cycle.





- Academic/Student Services Assessments include indirect measures for Entering Student Survey, Enrolled Student Survey, Graduating Student Survey, Recent Alumni Survey, Employer Survey, and the Community College Survey of Student Engagement (CCSSE). Administrative and educational support services are evaluated annually. Results of collegewide student surveys are further refined and augmented through additional departmental-specific assessments.

### Student Assessment Points

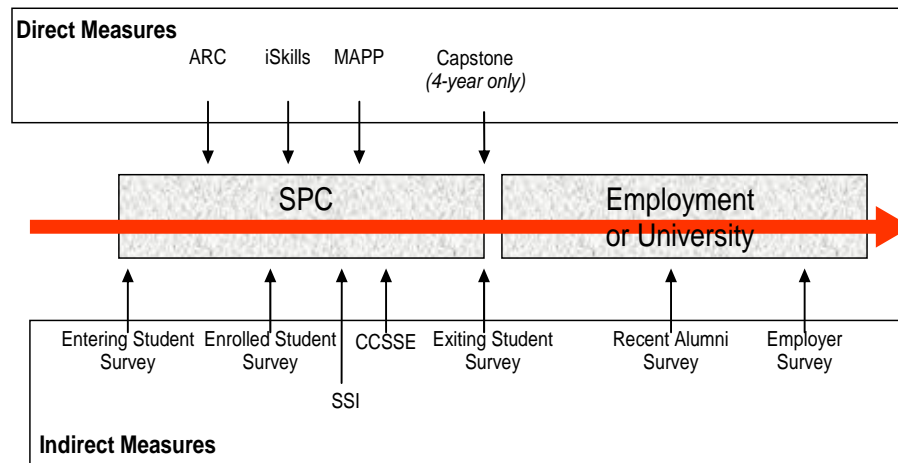


Figure 1: Student Assessment Points

Other Assessments include the President’s Annual Evaluation portion of the Year-End Report on Strategic Directions and Institutional Objectives (SD-IOs), State Accountability Measures, Core Effectiveness Indicators, environmental scan / trends analysis, and other department/function-specific assessments.



## Enrolled Student Survey

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 purpose 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 is the 13th annual administration of the survey.

The survey was available to all enrolled students for a two-and-a-half week period from October 3<sup>rd</sup> through October 20<sup>th</sup>, 2007. To facilitate the planning process and to minimize disruption in the classroom, the 2007-08 iteration of the survey was offered only online via the St. Petersburg College home page (<http://www.spcollege.edu>), the Angel Learning Management System login page, and the MYSPC login page. Students were able to access the survey from any campus computer or from their home computer. Almost four thousand students (3,857) responded to our request to participate in the survey process and help us improve the 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) 'Very important' being the highest possible rating and (1) 'Not important' the lowest. Likewise, a 7-point scale was used to measure 'Level of Satisfaction' with (7) 'Very satisfied' being the highest rating and (1) 'Not satisfied' 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 provosts 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:

1. A Performance Gap (Performance Gap equals the difference between 'Satisfaction' and 'Importance') greater than negative one and/or
2. An average rating (mean) of five or greater on the 'Level of Satisfaction' scale.

Twenty-four of the thirty-three services met these criteria. Six academic and student services had a Performance Gap less than or equal to a negative one and three academic and student services had an average rating lower than a five.

The remainder of this document presents the findings from the ENSS in both text and chart format. Two appendices are included with this document. Appendix A shows the questions from the survey. Student comments from the survey will be emailed to the individual campus provosts. Appendix B shows the separate 'Performance Gap' charts for each campus.

Survey Distribution by Reporting Campus is presented in Table 1, and depicts the campuses where students are receiving most of their services. The St. Pete-Gibbs campus was selected by 23% of the students, followed by Clearwater (19%), Tarpon Springs (19%), and eCampus (19%).

**Table 1**  
*Survey Distribution by Reporting Campus (n=3801)*

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	20	<1
Clearwater	723	19
EpiCenter	33	1
Health Center	165	4
SPC Downtown	196	5
SPC Mid-town	20	<1
Seminole	342	9
St. Pete-Gibbs	865	23
Tarpon Springs	726	19
eCampus	711	19



## Student Demographic and Academic Information

The demographic profile and academic background of the 3,857 survey respondents (N) to the Enrolled Student Survey are summarized in the following narrative, tables, and charts.

### *Age*

The largest age category for survey participants was '19 and under' (27%), while almost half (49%) were under the age of 25.

Table 2  
*Age (n=3809)*

Select your age category.		
	N	%
19 and under	1012	27
20 - 24	836	22
25 - 29	477	13
30 - 39	656	17
40 - 49	554	15
50 - 59	246	7
60 and over	28	<1

### *Gender*

Almost two thirds of the survey respondents were female (69%).

Table 3  
*Gender (n=3798)*

Select your gender.		
	N	%
Female	2637	69
Male	1161	31



### *Ethnicity*

Almost three quarters (72%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 11%, and Hispanic with 8%.

**Table 4**  
*Ethnicity (n=3797)*

Select your ethnicity.		
	N	%
Alaskan Native	3	<1
American Indian	20	<1
Asian Pacific Islander	137	4
Black/Non-Hispanic	426	11
Hispanic	316	8
White	2732	72
Other	163	4

### *Time since High School*

Over half (52%) of survey respondents graduated from high school or received their G.E.D. five or more years ago.

**Table 5**  
*Time since High School (n=3787)*

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
1 - 3 years ago	803	21
4 - 5 years ago	297	8
Less than 1 year ago	737	20
More than 5 years ago	1950	52

### *Number of Semester Hours*

Over forty percent (42%) of survey respondents have been enrolled at the College only one semester.



**Table 6**  
*Number of Semester Hours (n=2678)*

How many semesters have you been enrolled at SPC?		
	N	%
1	1117	42
2	378	14
3	496	19
4	421	16
5	266	10

*Number of Credits Received*

Almost half (49%) of survey respondents have earned 15 or fewer credit hours at SPC.

**Table 7**  
*Number of Credits Received (n=3754)*

Number of credits you have earned at SPC?		
	N	%
0 - 15	1853	49
16 - 30	702	19
31 - 45	408	11
Over 45	791	21

*Internet Access*

Almost all (98%) of survey respondents have access to a computer with Internet capabilities.

**Table 8**  
*Internet Access (n=3747)*

Do you have access to a computer with Internet capabilities?		
	N	%
No	56	2
Yes	3691	98



### *Enrollment Reasons*

Over eighty percent (84%) of survey respondents selected 'to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)' as their primary reason for enrolling at SPC.

Table 9  
*Enrollment Reasons (n=3752)*

What is the primary reason you enrolled at SPC?		
	N	%
For personal enrichment	90	2
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	3158	84
To take courses for a new career	252	7
To upgrade job skills	81	2
Other, please specify	171	5

### *Degree/Certificate Program*

Over forty percent (44%) of survey respondents are enrolled in the AA program.

Table 10  
*Degree Type (n=2801)*

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	1224	44
Associate in Science/Associate in Applied Science Degree	923	33
Baccalaureate Degree	526	19
Certificate or Technical Diploma	128	5

### *Class Time Preference*

The majority of survey respondents (73%) preferred to take the most of their classes on weekdays. Almost a quarter of those (24%) would prefer to take most of their classes during the weekday evenings.



**Table 11**  
*Class Time Preference (n=3727)*

When would you prefer to take most of your classes?		
	N	%
Online	952	26
Weekday afternoons	497	13
Weekday evenings	898	24
Weekday mornings	1354	36
Weekends	26	1

### *Enrollment Status*

Almost half (45%) of survey respondents are enrolled part-time and taking classes primarily for credit.

**Table 12**  
*Enrollment Status (n=3718)*

What is your enrollment status?		
	N	%
Primarily for credit and full-time	1966	53
Primarily for credit and part-time	1681	45
Primarily not for credit	71	2

### *Working Status*

Over eighty percent (83%) of survey respondents indicated that they are working while attending the College

**Table 13**  
*Working Status (n=3725)*

How many hours are you working while attending SPC?		
	N	%
Not working	622	17
Working 15 or fewer hours per week	431	12
Working 16 to 30 hours per week	884	24
Working 31 to 39 hours per week	507	14
Working 40 or more hours per week	1281	34





## 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 'Very Important' (7) to 'Not Important' (1). Table 14 provides a listing of the 33 student and academic support services ranked in order of mean score. There was a 1.30 spread among all scores. The range of the means was from (6.64) 'First choice of classes' and 'Convenience of times courses are offered', to (5.34) 'SPC OneCard Refund Process'.

The top five ranked services in terms of importance to students were: 'First choice of classes' (6.64), 'Convenience of times classes are offered' (6.64), 'Overall quality of the educational programs' (6.62), 'Personal safety and security' (6.59), and 'Variety of courses offered' (6.58). Though the order was slightly different, these were the same five services as last year.

The five lowest rated services in terms of importance were: 'SPC OneCard Refund Process' (5.34), 'Student activities' (5.37), 'New student orientation' (5.50), 'Registering in-person' (5.53), and 'Student publications' (5.58). The only one of the five different this year was the 'SPC OneCard Refund Process' which replaced 'Food services' from last year.



Table 14

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
First choice of classes	3276	6.64
Convenience of times courses are offered	3254	6.64
Overall quality of the educational programs	3280	6.62
Personal safety and security	3047	6.59
Variety of courses offered	3266	6.58
Other online student services	3297	6.53
Out-of-class access to computers	2711	6.49
Overall educational support services	2909	6.46
Parking	3080	6.41
Overall student support services	2896	6.38
Facilities	3025	6.38
Use of technology for instruction	3156	6.37
Bookstore	3465	6.36
Library	2921	6.34
Scholarships and Student Financial Assistance Office	2780	6.33
Registering online	3007	6.30
Academic advising	3334	6.29
Supplemental instructional centers/tutoring	2114	6.28
Career counseling	2057	6.12
General information about programs & services	3053	6.10
Career assessment	1889	5.93
Career Development Center resources	1998	5.90
Application/admission process	3268	5.85
Specialized academic support services	1445	5.80
Official mailings received from the College	2984	5.79
Business Office	2590	5.77
Initial testing for placement in courses	2858	5.73
Food services	2437	5.58
Student publications	2074	5.58
Registering in-person	2631	5.53
New student orientation	2267	5.50
Student activities	1869	5.37
SPC OneCard Refund Process	2423	5.34



## 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 'Not satisfied' (1). Table 15 shows the students' ratings college-wide on student/academic services ranked in order of mean score. There was a 1.48 spread among all scores, ranging from (6.08) for the 'Library' to (4.60) 'Parking'.

The top five rated student/academic services were 'Library' (6.08), 'Personal safety and security' (5.97), 'Overall quality of educational programs' (5.92), 'Out-of-class access to computers' (5.91), and 'Facilities' (5.86). 'Personal safety and security', 'Out-of-class access to computers', and 'Facilities' replaced 'Other online student services' and 'Use of technology for instruction', and 'Application/admission process' which were all in the top five last year.

The five-student/academic services with the lowest satisfaction ratings were 'Parking' (4.60), 'SPC OneCard Refund Process' (4.65), 'Student activities' (4.89), 'Food services' (4.89), and 'Scholarships and Student Financial Assistance Office' (4.94). Two of the five were different this year. 'SPC OneCard Refund Process' and 'Scholarships and Student Financial Assistance Office' replaced 'New student orientation' and 'student publications' from last year.



Table 15

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
Library	2921	6.08
Personal safety and security	3047	5.97
Overall quality of the educational programs	3280	5.92
Out-of-class access to computers	2711	5.91
Facilities	3025	5.86
Other online student services	3297	5.83
Overall educational support services	2909	5.81
Registering online	3007	5.80
Use of technology for instruction	3156	5.78
First choice of classes	3276	5.70
Supplemental instructional centers/tutoring	2114	5.70
Overall student support services	2896	5.62
Application/admission process	3268	5.56
Variety of courses offered	3266	5.55
Convenience of times courses are offered	3254	5.49
Registering in-person	2631	5.48
General information about programs & services	3053	5.46
Official mailings received from the College	2984	5.46
Specialized academic support services	1445	5.42
Business Office	2590	5.40
Career Development Center resources	1998	5.39
Career assessment	1889	5.32
Bookstore	3465	5.29
Initial testing for placement in courses	2858	5.27
Career counseling	2057	5.20
Academic advising	3334	5.15
Student publications	2074	5.08
New student orientation	2267	5.03
Scholarships and Student Financial Assistance Office	2780	4.94
Food services	2437	4.89
Student activities	1869	4.89
SPC OneCard Refund Process	2423	4.65
Parking	3080	4.60



## Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the 33-academic and student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance' as shown in Table 16. Last year, six academic/support services had positive performance gaps ranging from 0.43 to 0.01. A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services.

This year, there were no academic/support services with positive performance gaps. The five smallest gaps were 'Registering in-person' (-0.06), 'Library' (-0.26), 'Application/admission process' (-0.29), 'Official mailings received from the College' (-0.33), and the 'Business Office' (-0.37).

Six academic and student support services had performance gaps greater than -1.00. They were 'Parking' (-1.82), 'Scholarships and Student Financial Assistance Office' (-1.38), 'Convenience of times courses are offered' (-1.15), 'Academic Advising' (-1.14), 'Bookstore' (-1.07), and 'Variety of courses offered' (-1.03). While only one item had a gap lower than -1.00 last year (Parking, -1.37), these six items were also the lowest six items in last year's survey. A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.



Table 16

Performance Gaps <i>[Performance gap lower than -1.00 and satisfaction rating lower than 5.00 are highlighted.]</i>				
	N	Importance	Satisfaction	Gap
Parking	3080	6.41	4.60**	-1.82*
Scholarships and Student Financial Assistance Office	2780	6.33	4.94**	-1.38*
Convenience of times courses are offered	3254	6.64	5.49	-1.15*
Academic advising	3334	6.29	5.15	-1.14*
Bookstore	3465	6.36	5.29	-1.07*
Variety of courses offered	3266	6.58	5.55	-1.03*
First choice of classes	3276	6.64	5.70	-0.94
Career counseling	2057	6.12	5.20	-0.92
Overall student support services	2896	6.38	5.62	-0.76
SPC OneCard Refund Process	2423	5.34	4.65**	-0.70
Overall quality of the educational programs	3280	6.62	5.92	-0.70
Other online student services	3297	6.53	5.83	-0.69
Food services	2437	5.58	4.89**	-0.69
Overall educational support services	2909	6.46	5.81	-0.66
General information about programs & services	3053	6.10	5.46	-0.64
Personal safety and security	3047	6.59	5.97	-0.61
Career assessment	1889	5.93	5.32	-0.61
Use of technology for instruction	3156	6.37	5.78	-0.59
Supplemental instructional centers/tutoring	2114	6.28	5.70	-0.59
Out-of-class access to computers	2711	6.49	5.91	-0.58
Facilities	3025	6.38	5.86	-0.52
Career Development Center resources	1998	5.90	5.39	-0.51
Registering online	3007	6.30	5.80	-0.50
Student publications	2074	5.58	5.08	-0.49
Student activities	1869	5.37	4.89**	-0.48
New student orientation	2267	5.50	5.03	-0.47
Initial testing for placement in courses	2858	5.73	5.27	-0.46
Specialized academic support services	1445	5.80	5.42	-0.38
Business Office	2590	5.77	5.40	-0.37
Official mailings received from the College	2984	5.79	5.46	-0.33
Application/admission process	3268	5.85	5.56	-0.29
Library	2921	6.34	6.08	-0.26
Registering in-person	2631	5.53	5.48	-0.06

\*Performance gap less than -1.

\*\*Satisfaction rating less than 5.00.



## Usage of Student and Academic Services

Students were asked to select 'N/A' if they had not used a student and/or academic service. The estimate level of usage is defined as the percent of students that rated the satisfaction level of the student or academic service. The estimated usage is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the number of total number of non-blank responses (includes N/A responses).

Five services had usage estimates greater than 95%. These included 'Bookstore' (97.0%), 'Overall quality of the educational programs' (96.8%), 'First choice of classes' (96.0%), 'Variety of courses offered' (95.8%), and 'Convenience of times courses are offered' (95.1%). All five were in the top five last year with the exception of 'Convenience of times courses are offered.' 'Other online student services' was in the top five last year.

The lowest five included 'Specialized academic support services' (43.0%), 'Career assessment' (53.5%), 'Student activities' (53.6%), 'Career Development Center resources' (56.5%), and 'Career counseling' (58.0%). These were the same five lowest last year. Please see Table 17 for the usage estimates for all student and academic services.



Table 17

Estimated Usage of Student Services <i>[Top five and bottom five usage estimates are highlighted.]</i>			
	Satisfaction Responses	N/A responses	Usage Estimate
Bookstore	3582	106	97.0%
Overall quality of the educational programs	3398	110	96.8%
First choice of classes	3423	136	96.0%
Variety of courses offered	3412	142	95.8%
Convenience of times courses are offered	3427	167	95.1%
Other online student services	3527	223	93.7%
Academic advising	3580	232	93.5%
Use of technology for instruction	3399	236	93.1%
Application/admission process	3587	292	91.9%
Parking	3479	387	88.9%
Personal safety and security	3462	406	88.3%
General information about programs & services	3487	424	87.8%
Facilities	3465	432	87.5%
Overall educational support services	3392	477	85.9%
Official mailings received from the College	3496	503	85.6%
Registering online	3530	514	85.4%
Overall student support services	3470	566	83.7%
Library	3565	635	82.2%
Initial testing for placement in courses	3595	724	79.9%
Out-of-class access to computers	3466	750	78.4%
Scholarships and Student Financial Assistance Office	3588	798	77.8%
Registering in-person	3517	874	75.1%
Business Office	3581	980	72.6%
Food services	3487	1043	70.1%
SPC OneCard Refund Process	3581	1146	68.0%
New student orientation	3520	1245	64.6%
Supplemental instructional centers/tutoring	3409	1283	62.4%
Student publications	3490	1410	59.6%
Career counseling	3565	1499	58.0%
Career Development Center resources	3547	1542	56.5%
Student activities	3504	1627	53.6%
Career assessment	3542	1647	53.5%
Specialized academic support services	3385	1931	43.0%





## Satisfaction Mean Differences

Table 18 shows the mean satisfaction ratings for the 2007/08, 2006/07, 2005/06, 2004/05 and 2003/04 surveys and Table 19 shows the mean differences between the 2006/07 and 2005/06.

Of the thirty-three service areas addressed in the survey, only three items demonstrated a higher satisfaction scores than the previous year. These three were 'Specialized academic support services' (+0.05), 'Food services' (+0.01), and 'Supplemental Instructional Centers/Tutoring' (+0.01). 'Student publications' (0.00) showed no change from the previous year as shown in Table 18 and Table 19.

The five areas with the highest decline in mean satisfaction scores from last year were 'Application/admission process' (-0.56), 'Academic advising' (-0.48), 'Scholarships and Student Assistance Office' (-0.45), 'Initial testing for placement in courses' (-0.44), and 'Other Online Services' (-0.42).



Table 18

Satisfaction Mean Differences	N=3857	N=4045	N=3757	N=5062	N=2558
	2007/08	2006/07	2005/06	2004/05	2003/04
Ability to get their “first choice” of classes	5.70	5.94	5.44	5.44	5.18
Academic advising	5.15	5.63	5.03	4.97	4.80
Application/admission process	5.56	6.12	5.54	5.49	4.95
Bookstore	5.29	5.56	4.95	4.92	5.12
Business office	5.40	5.75	5.35	5.37	4.99
Career assessment	5.32	5.39	5.15	5.19	5.02
Career counseling	5.20	5.34	5.04	5.07	4.94
Career Development Center resources	5.39	5.47	5.30	5.30	5.11
Convenience of times classes are offered	5.49	5.70	5.26	5.30	5.14
Facilities	5.86	5.98	5.74	5.65	5.34
Food services	4.89	4.88	4.26	3.90	4.28
General information about programs and services	5.46	5.60	5.21	5.14	4.83
In person Registration	5.48	5.71	5.39	5.36	4.87
Initial testing for placement in courses	5.27	5.71	5.41	5.40	5.03
Library	6.08	6.18	6.01	5.97	5.81
New student orientation	5.03	5.26	5.00	4.96	4.61
Official mailings received from the College	5.46	5.53	5.18	5.07	4.76
Online Registration	5.80	6.09	5.66	5.62	4.62
Other Online Services	5.83	6.25	*	*	*
Out-of-class access to computers	5.91	6.01	5.91	5.85	5.62
Overall quality of educational program content	5.92	6.14	5.80	5.76	5.49
Overall rating of academic/educational support	5.81	5.91	5.58	5.59	5.44
Overall rating of student support services/offices	5.62	5.75	5.44	5.39	5.14
Parking	4.60	4.84	4.54	4.25	4.21
Personal safety and security	5.97	6.09	5.90	5.83	5.58
Scholarships and Student Assistance Office	4.94	5.39	4.76	4.49	4.56
SPC OneCard Refund Process	4.65	*	*	*	*
Specialized academic support services	5.42	5.37	5.33	5.38	5.12
Student activities	4.89	5.00	4.91	4.88	4.73
Student publications	5.08	5.08	5.52	5.44	4.37
Supplemental Instructional Centers/Tutoring	5.70	5.69	5.53	5.56	5.35
Use of technology during instruction	5.78	6.13	5.82	5.80	5.91
Variety of courses offered	5.55	5.72	5.35	5.35	5.13

\* Item not previously administered



Table 19

Satisfaction Mean Differences	N=3857	N=4045	Difference
	2007/08	2006/07	
Ability to get their “first choice” of classes	5.70	5.94	-0.24
Academic advising	5.15	5.63	-0.48
Application/admission process	5.56	6.12	-0.56
Bookstore	5.29	5.56	-0.27
Business office	5.40	5.75	-0.35
Career assessment	5.32	5.39	-0.07
Career counseling	5.20	5.34	-0.14
Career Development Center resources	5.39	5.47	-0.08
Convenience of times classes are offered	5.49	5.70	-0.21
Facilities	5.86	5.98	-0.12
Food services	4.89	4.88	0.01
General information about programs and services	5.46	5.60	-0.14
In person Registration	5.48	5.71	-0.23
Initial testing for placement in courses	5.27	5.71	-0.44
Library	6.08	6.18	-0.10
New student orientation	5.03	5.26	-0.23
Official mailings received from the College	5.46	5.53	-0.07
Online Registration	5.80	6.09	-0.29
Other Online Services	5.83	6.25	-0.42
Out-of-class access to computers	5.91	6.01	-0.10
Overall quality of educational program content	5.92	6.14	-0.22
Overall rating of academic/educational support services	5.81	5.91	-0.10
Overall rating of student support services/offices	5.62	5.75	-0.13
Parking	4.60	4.84	-0.24
Personal safety and security	5.97	6.09	-0.12
Scholarships and Student Assistance Office	4.94	5.39	-0.45
SPC OneCard Refund Process	4.65	*	*
Specialized academic support services	5.42	5.37	0.05
Student activities	4.89	5.00	-0.11
Student publications	5.08	5.08	0.00
Supplemental Instructional Centers/Tutoring	5.70	5.69	0.01
Use of technology during instruction	5.78	6.13	-0.35
Variety of courses offered	5.55	5.72	-0.17

\* Item not previously administered



## Comparison of Importance and Level of satisfaction by Campus

As previously mentioned, 'Performance Gaps' were formulated for each of the thirty-three academic and student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance.' These Performance Gaps were also calculated for each individual campus as determined by the student's response to question which states 'Select the campus where you are receiving most of your services.'

Performance Gaps that were lower than negative one are presented by campus in Tables 20-29. The full ratings for all 33-academic/student support services by campus can be found in Appendix B: Performance Gaps by Campus.

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, 'Parking' had the lowest performance gap at Clearwater (-1.97) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.42) and received a Performance Gap Priority ranking of 2. A side-by-side comparison of the priority rankings is located in Appendix C.

### *Clearwater Campus*

The Clearwater campus had eight of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of 'Parking' (-1.97) followed by the 'Scholarships and Student Financial Assistance Office' (-1.42), and the 'Bookstore' (-1.42) as shown in Table 20. Figure 2 displays the relationship between the Performance Gap and satisfaction ratings.

Table 20

Performance Gaps Less Than -1: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	632	6.55	4.59	-1.97
Scholarships and Student Financial Assistance Office	545	6.35	4.93	-1.42
Bookstore	666	6.33	5.01	-1.31
Convenience of times courses are offered	624	6.67	5.38	-1.29
Academic advising	626	6.28	5.03	-1.26
Food services	518	5.66	4.44	-1.23
Variety of courses offered	615	6.57	5.43	-1.14
First choice of classes	615	6.71	5.70	-1.01

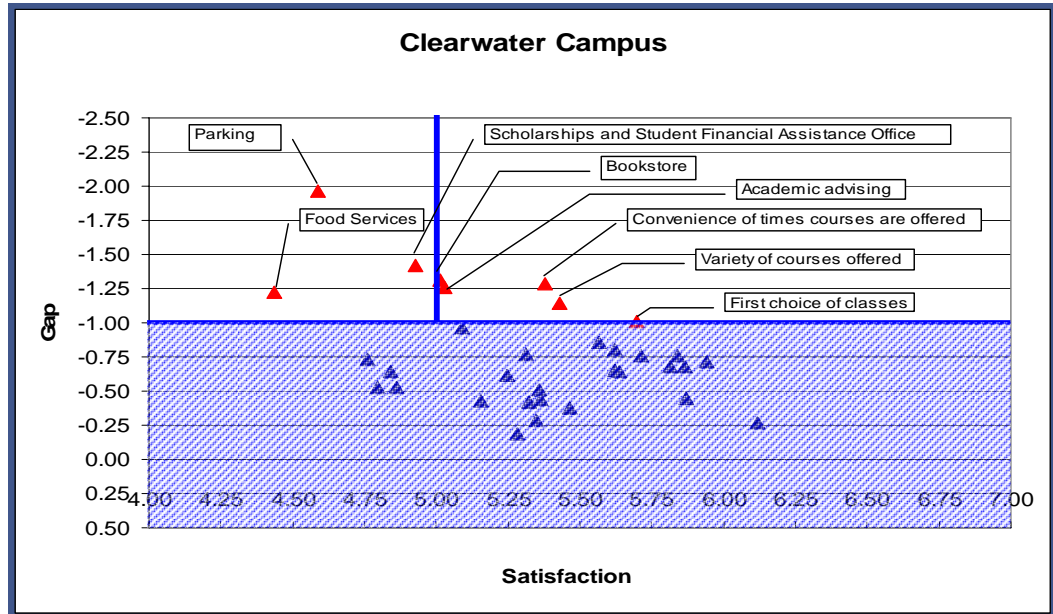


Figure 2: Clearwater Campus Performance Gap and Satisfaction Ratings

### Allstate Center

The Allstate Center had three of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was the 'Convenience of times course are offered' (-1.47) followed by the 'Bookstore' (-1.26), and 'Parking' (-1.05) as shown in Table 21. Figure 3 displays the relationship between the Performance Gap and satisfaction ratings.

Table 21

Performance Gaps Less Than -1: Allstate Center				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	19	6.53	5.05	-1.47
Bookstore	19	6.42	5.16	-1.26
Parking	20	6.70	5.65	-1.05

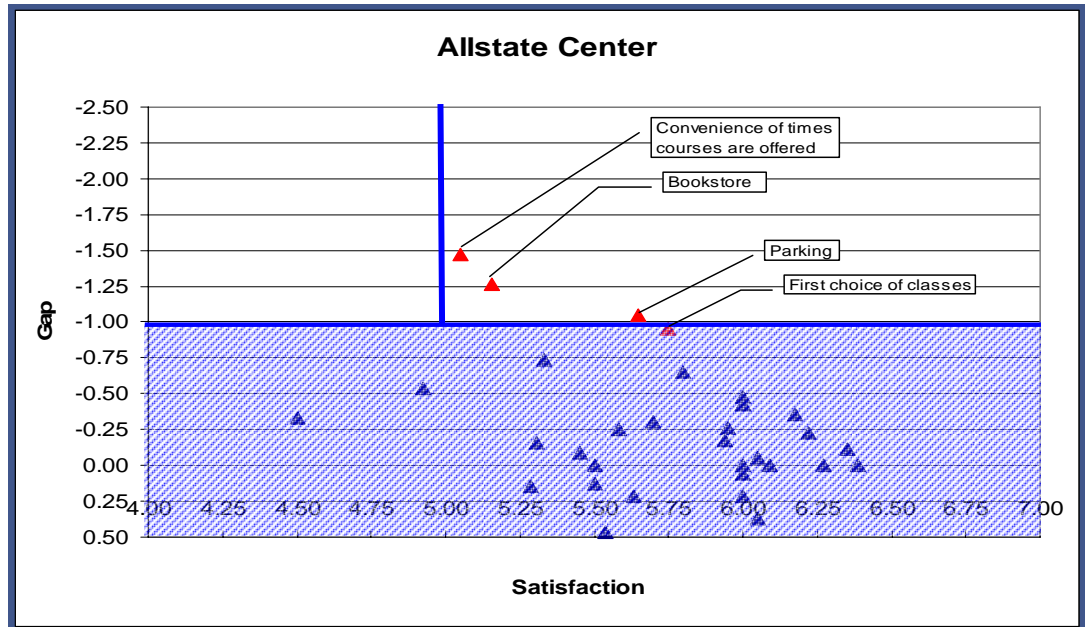


Figure 3: Allstate Center Performance Gap and Satisfaction Ratings

### EpiCenter

The EpiCenter had nine of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was the 'Bookstore' (-1.66) followed by 'Scholarships and Student Financial Assistance Office' (-1.48), and 'SPC OneCard Refund Process' (-1.39) as shown in Table 22. Figure 4 displays the relationship between the Performance Gap and satisfaction ratings.

Table 22

Performance Gaps Less Than -1: EpiCenter				
	N	Importance	Satisfaction	Gap
Bookstore	29	6.03	4.38	-1.66
Scholarships and Student Financial Assistance Office	23	5.65	4.17	-1.48
SPC OneCard Refund Process	18	5.78	4.39	-1.39
Variety of courses offered	30	6.33	5.00	-1.33
Academic advising	28	6.50	5.21	-1.29
Convenience of times courses are offered	30	6.43	5.20	-1.23
Overall educational support services	28	6.50	5.43	-1.07
Overall quality of the educational programs	30	6.70	5.70	-1.00
Overall student support services	28	6.43	5.43	-1.00

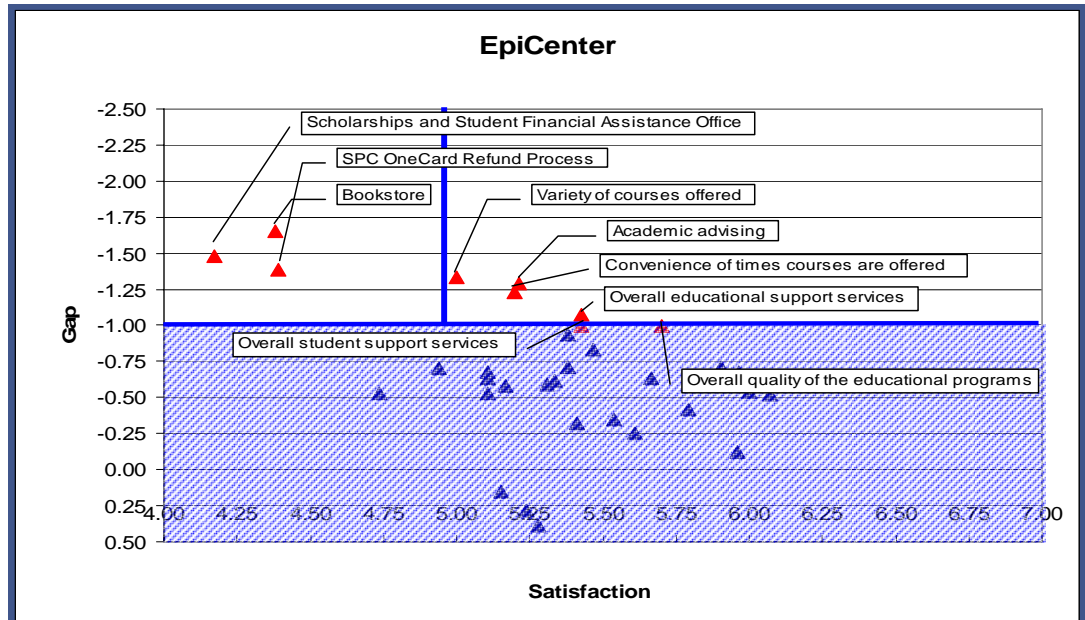


Figure 4: EpiCenter Performance Gap and Satisfaction Ratings

### Health Education Center

The Health Education Center had six of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.92) followed by 'Scholarships and Student Financial Assistance Office' (-1.52), and 'Academic Advising' (-1.20) as shown in Table 23. Figure 5 displays the relationship between the Performance Gap and satisfaction ratings.

Table 23

Performance Gaps Less Than -1: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	135	6.36	4.44	-1.92
Scholarships and Student Financial Assistance Office	113	6.29	4.77	-1.52
Academic advising	147	6.37	5.16	-1.20
Convenience of times courses are offered	144	6.70	5.51	-1.19
Bookstore	158	6.31	5.12	-1.19
Food services	120	5.72	4.69	-1.03

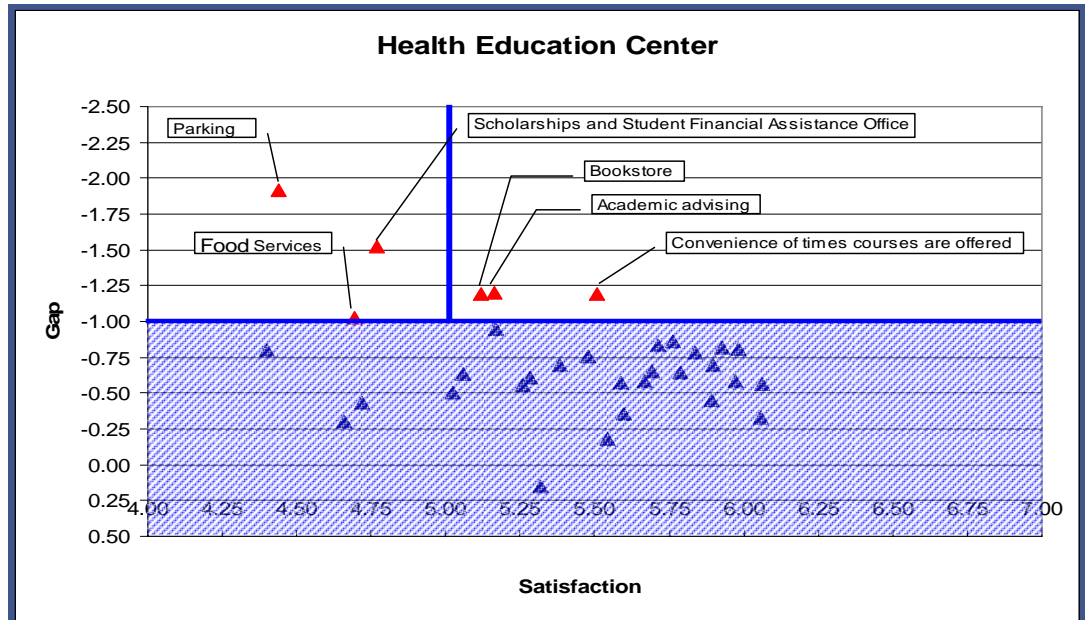


Figure 5: Health Education Center Performance Gap and Satisfaction Ratings

### SPC Downtown

SPC Downtown had three of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.97) followed by 'Scholarships and Student Financial Assistance Office' (-1.57), and the 'Bookstore' (-1.24) as shown in Table 24. Figure 6 displays the relationship between the Performance Gap and satisfaction ratings.

Table 24

Performance Gaps Less Than -1: Downtown				
	N	Importance	Satisfaction	Gap
Parking	156	6.26	4.28	-1.97
Scholarships and Student Financial Assistance Office	143	6.62	5.05	-1.57
Bookstore	172	6.39	5.15	-1.24



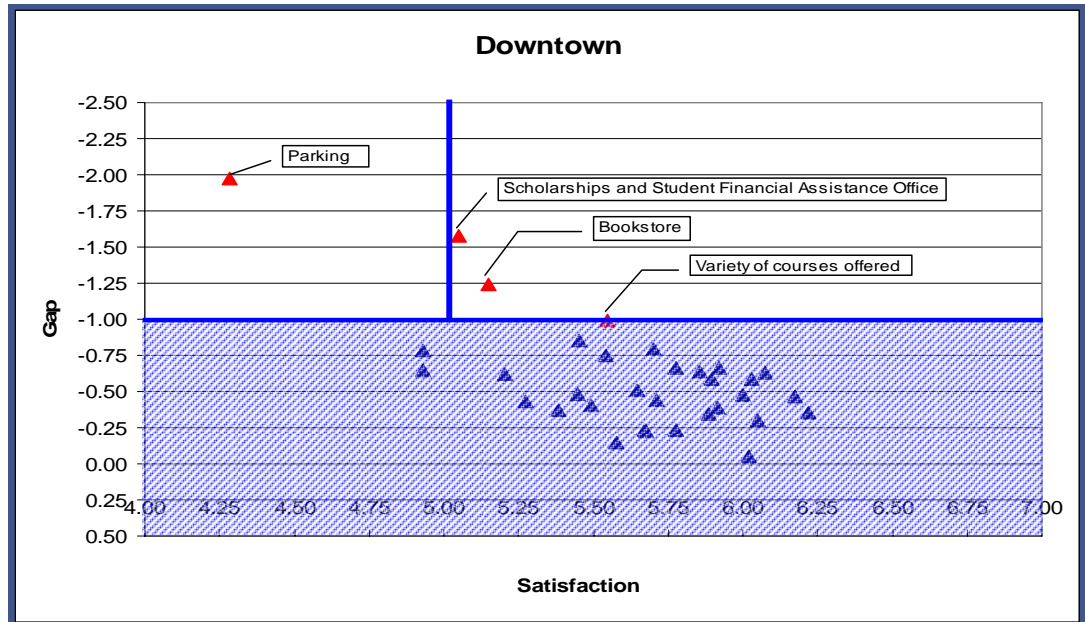


Figure 6: Downtown Performance Gap and Satisfaction Ratings

### SPC Midtown

SPC Midtown had two of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Scholarships and Student Financial Assistance Office' (-1.67) followed by 'Parking' (-1.13) as shown in Table 25. Figure 7 displays the relationship between the Performance Gap and satisfaction ratings.

Table 25

Performance Gaps Less Than -1: Midtown				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	18	6.56	4.89	-1.67
Parking	15	6.60	5.47	-1.13

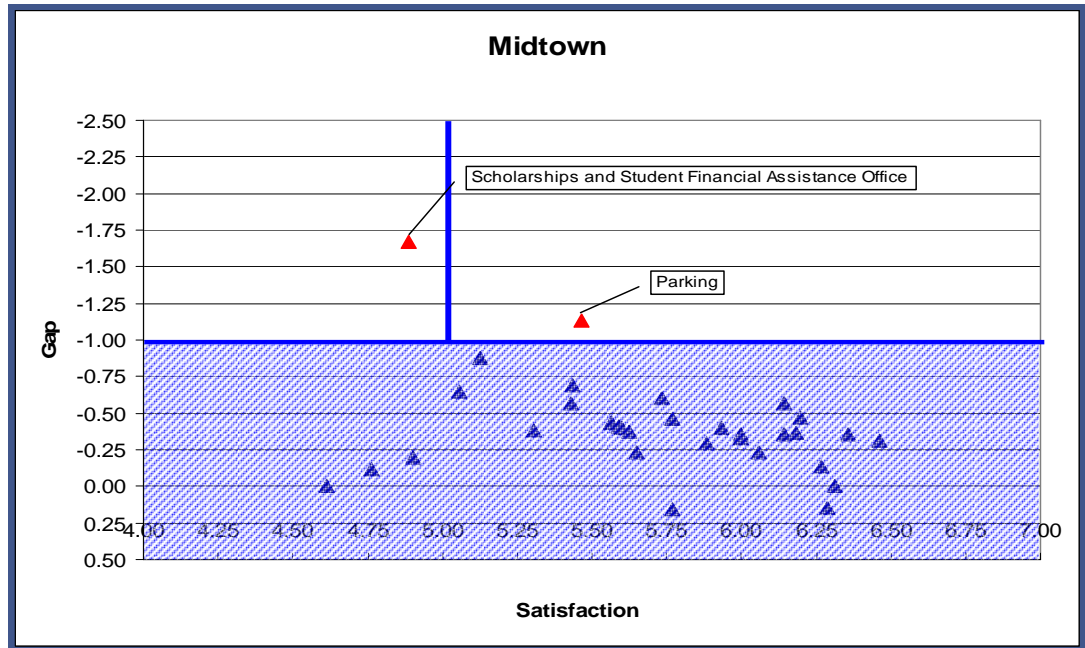


Figure 7: Midtown Performance Gap and Satisfaction Ratings

### *Seminole Campus*

The Seminole Campus had four of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Convenience of times courses are offered' (-1.28) followed by 'Variety of courses offered' (-1.18) and 'Scholarships and Student Financial Assistance Office' (-1.10) as shown in Table 26. Figure 8 displays the relationship between the Performance Gap and satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	294	6.74	5.46	-1.28
Variety of courses offered	297	6.69	5.52	-1.18
Scholarships and Student Financial Assistance Office	230	6.46	5.36	-1.10
Academic advising	299	6.39	5.38	-1.01

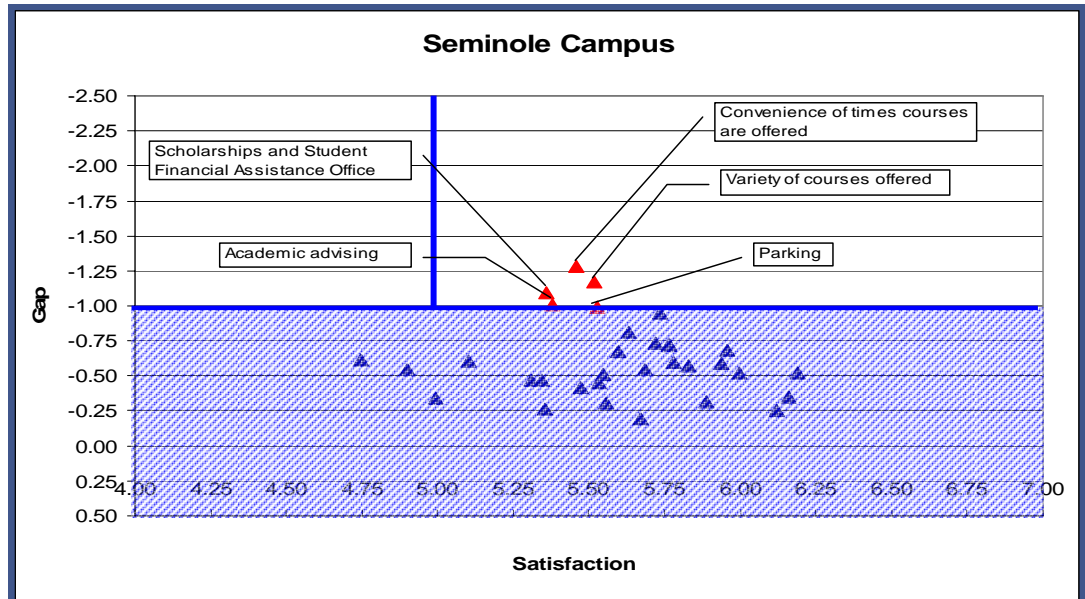


Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings

### St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had seven of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-2.38) followed by 'Scholarships and Student Financial Assistance Office' (-1.66) and 'Convenience of times courses are offered' (-1.23) as shown in Table 27. Figure 9 displays the relationship between the Performance Gap and satisfaction ratings.

Table 27

Performance Gaps Less Than -1: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	742	6.47	4.10	-2.38
Scholarships and Student Financial Assistance Office	685	6.39	4.73	-1.66
Convenience of times courses are offered	745	6.66	5.43	-1.23
Academic advising	766	6.26	5.14	-1.12
Bookstore	789	6.37	5.31	-1.06
Variety of courses offered	738	6.57	5.55	-1.02
First choice of classes	741	6.62	5.60	-1.02

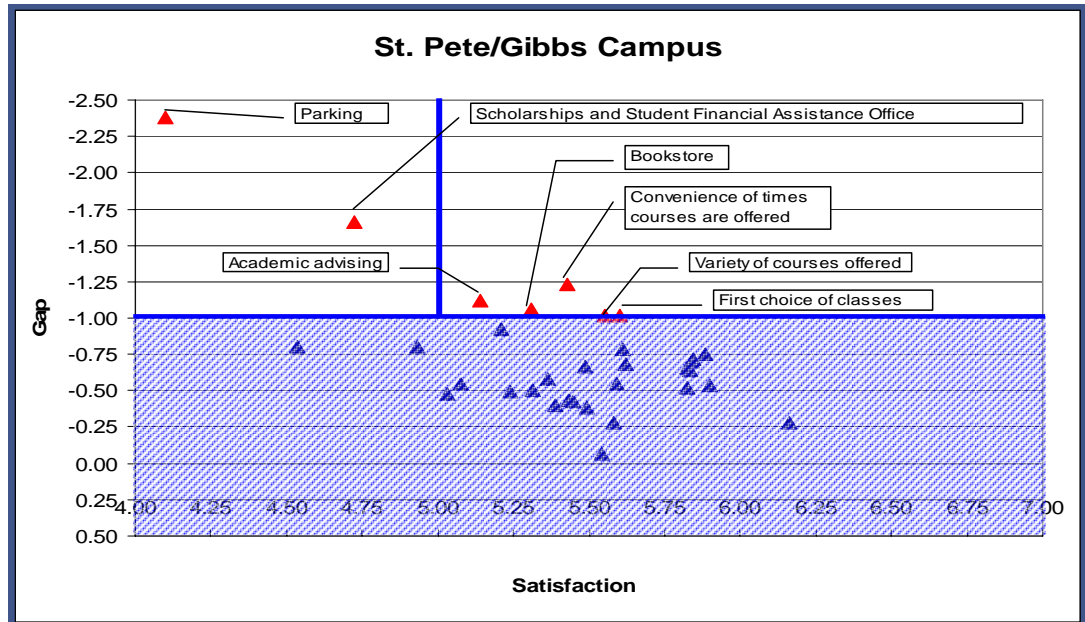


Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings

### Tarpon Springs Campus

The Tarpon Springs Campus had five of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.66) followed by 'Academic advising' (-1.16) and 'Scholarships and Student Financial Assistance Office' (-1.16) as shown in Table 28. Figure 10 displays the relationship between the Performance Gap and satisfaction ratings.

Table 28

Performance Gaps Less Than -1: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Parking	651	6.42	4.76	-1.66
Academic advising	654	6.22	5.06	-1.16
Scholarships and Student Financial Assistance Office	558	6.26	5.10	-1.16
Convenience of times courses are offered	643	6.56	5.44	-1.12
Variety of courses offered	628	6.51	5.47	-1.04

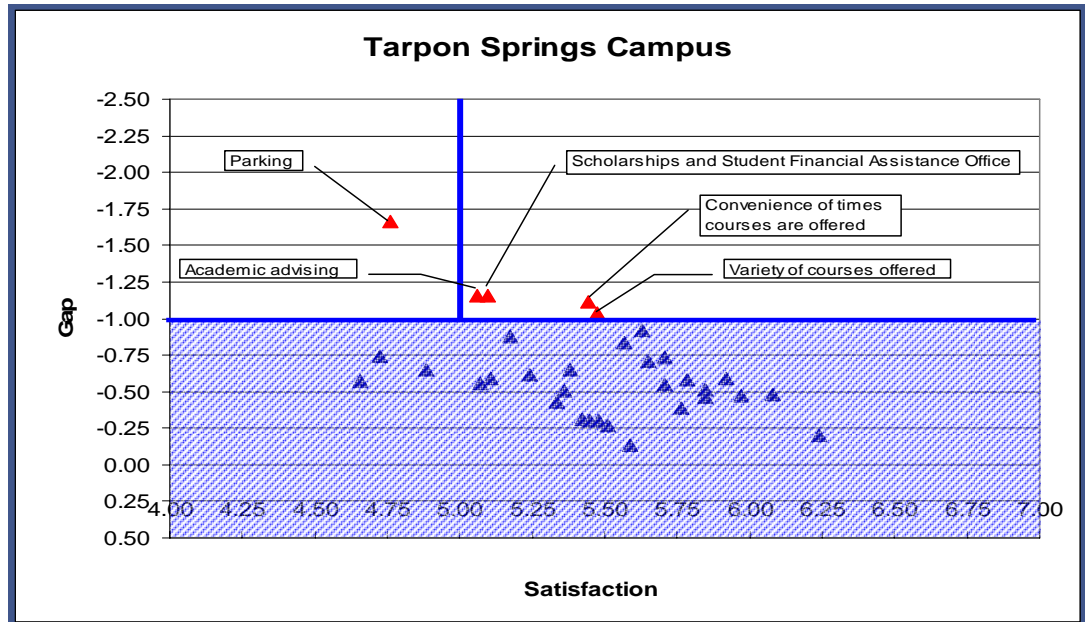


Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings

### *eCampus Campus*

ECampus had five of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.46) followed by 'Scholarships and Student Financial Assistance Office' (-1.25) and 'Academic advising' (-1.25) as shown in Table 29. Figure 11 displays the relationship between the Performance Gap and satisfaction ratings.

Table 29

Performance Gaps Less Than -1: eCampus				
	N	Importance	Satisfaction	Gap
Parking	399	6.07	4.61	-1.46
Scholarships and Student Financial Assistance Office	440	6.20	4.94	-1.25
Academic advising	600	6.33	5.08	-1.25
Bookstore	622	6.33	5.19	-1.14
Career counseling	289	6.06	4.93	-1.12

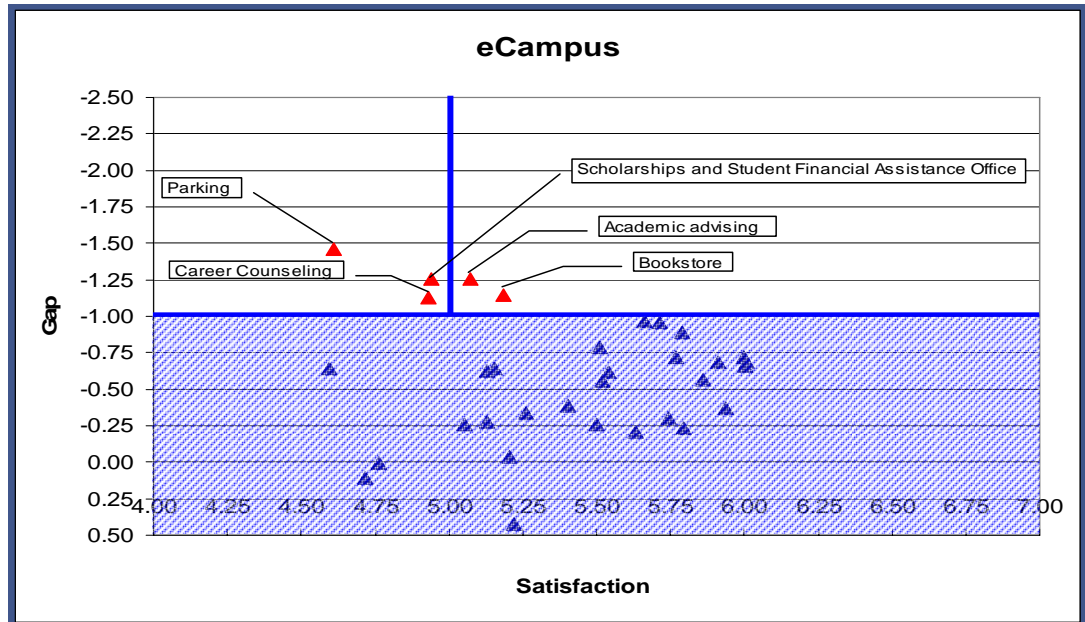


Figure 11: eCampus Performance Gap and Satisfaction Ratings



## Conclusion

### *Importance of Academic and Student Support Services*

The top five ranked services in terms of importance to students were: 'First choice of classes' (6.64), 'Convenience of times classes are offered' (6.64), 'Overall quality of the educational programs' (6.62), 'Personal safety and security' (6.59), and 'Variety of courses offered' (6.58). Though the order was slightly different, these were the same five services as last year. The five lowest rated services in terms of importance were: 'SPC OneCard Refund Process' (5.34), 'Student activities' (5.37), 'New student orientation' (5.50), 'Registering in-person' (5.53), and 'Student publications' (5.58). The only one of the five different this year was the 'SPC OneCard Refund Process' which replaced 'Food services' from last year.

### *Level of Satisfaction with Academic and Student Support Services*

The top five rated student/academic services were 'Library' (6.08), 'Personal safety and security' (5.97), 'Overall quality of educational programs' (5.92), 'Out-of-class access to computers' (5.91), and 'Facilities' (5.86). 'Personal safety and security', 'Out-of-class access to computers', and 'Facilities' replaced 'Other online student services' and 'Use of technology for instruction', and 'Application/admission process' which were all in the top five last year. The five-student/academic services with the lowest satisfaction ratings were 'Parking' (4.60), 'SPC OneCard Refund Process' (4.65), 'Student activities' (4.89), 'Food services' (4.89), and 'Scholarships and Student Financial Assistance Office' (4.94). Two of the five were different this year. 'SPC OneCard Refund Process' and 'Scholarships and Student Financial Assistance Office' replaced 'New student orientation' and 'student publications' from last year.

### *Comparison of Importance and Level of Satisfaction*

The five smallest Performance Gaps were 'Registering in-person' (-0.06), 'Library' (-0.26), 'Application/admission process' (-0.29), 'Official mailings received from the College' (-0.33), and the 'Business Office' (-0.37). Six academic and student support services had performance gaps greater than -1.00. They were 'Parking' (-1.82), 'Scholarships and Student Financial Assistance Office' (-1.38), 'Convenience of times courses are offered' (-1.15), 'Academic Advising' (-1.14), 'Bookstore' (-1.07), and 'Variety of courses offered' (-1.03). While only one item had a gap lower than -1.00 last year (Parking, -1.37), these six items were also the lowest six items in last year's survey. A large negative gap suggests that students



found their level of satisfaction with these services lower than the importance associated with these services.

#### *Usage of Student and Academic Services*

Five services had usage estimates greater than 95%. These included 'Bookstore' (97.0%), 'Overall quality of the educational programs' (96.8%), 'First choice of classes' (96.0%), 'Variety of courses offered' (95.8%), and 'Convenience of times courses are offered' (95.1%). All five were in the top five last year with the exception of 'Convenience of times courses are offered.' 'Other online student services' was in the top five last year. The lowest five included 'Specialized academic support services' (43.0%), 'Career assessment' (53.5%), 'Student activities' (53.6%), 'Career Development Center resources' (56.5%), and 'Career counseling' (58.0%). These were the same five lowest last year.

#### *Satisfaction Mean Differences*

Of the thirty-three service areas addressed in the survey, only three items demonstrated a higher satisfaction scores than the previous year. These three were 'Specialized academic support services' (+0.05), 'Food services' (+0.01), and 'Supplemental Instructional Centers/Tutoring' (+0.01). 'Student publications' (0.00) showed not change from the pervious year.

Overall, SPC 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.





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### Contact Information

*Please address any questions or comments regarding this evaluation to:*

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## Appendix A: Enrolled Student Survey

Zoomerang

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### Enrolled Student Survey

#### Survey Instructions

As you respond to each page of the survey you must select **Submit** to move to the next page. Once the survey is completed, please click on the **Submit** button at the end of the survey.

#### Demographics

1 Select your age category.

- 19 and under
- 20 - 24
- 25 - 29
- 30 - 39
- 40 - 49
- 50 - 59
- 60 and over

2 Select your gender.

- Male
- Female

3 Select your ethnicity.

- Alaskan Native
- American Indian
- Asian Pacific Islander
- Black/Non-Hispanic
- Hispanic

[http://www.zoomerang.com/members/print\\_survey\\_body.zgi?ID=L23674KEGSU3](http://www.zoomerang.com/members/print_survey_body.zgi?ID=L23674KEGSU3)

10/19/2007



- White
- Other



4 Select the campus where you are receiving most of your services.

- Allstate Center
- Clearwater
- eCampus
- EpiCenter
- Health Center
- Seminole
- SPC Downtown
- SPC Mid-town
- St. Pete-Gibbs
- Tarpon Springs



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

- Less than 1 year ago
- 1 - 3 years ago
- 4 - 5 years ago
- More than 5 years ago

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Survey Page 1



## Enrolled Student Survey



### Demographics (Continued)



6 How many semesters have you been enrolled at SPC?



- 1
- 2
- 3
- 4
- 5
- 6 or more



7 Number of credits you have earned at SPC?

- 0 - 15
- 16 - 30
- 31 - 45
- Over 45



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



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

- To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)
- To upgrade job skills
- To take courses for a new career
- For personal enrichment
- Other, please specify



10 Are you enrolled in a degree or certificate program (e.g., BS/BAS, AA, AS/AAS, etc.)?



## Enrolled Student Survey

11 Which type of degree/certificate program are you currently enrolled in?

- Baccalaureate Degree
- Associate in Arts Degree
- Associate in Science/Associate in Applied Science Degree
- Certificate or Technical Diploma

12 Please list the name of your degree/certificate program below (i.e., Health Information Management-AS).

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Survey Page 3



## Enrolled Student Survey

### Demographics (Continued)

13 When do you take most of your classes?

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Weekends
- Online



14 What is your enrollment status?

- Primarily for credit and full-time
- Primarily for credit and part-time
- Primarily not for credit

15 How many hours are you working while attending SPC?

- Working 15 or fewer hours per week
- Working 16 to 30 hours per week
- Working 31 to 39 hours per week
- Working 40 or more hours per week
- Not working



Survey Page 4



## Enrolled Student Survey

### College Services and Offices

For each service/office you have had contact with during the past year, 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.

16 Application/admission process

1    2    3    4    5    6    7    N/A

Importance of Application/admission process  
(1 - Not Important to 7 - Very Important)

1     2     3     4     5     6     7   

Satisfaction with Application/admission process  
(1 - Not Satisfied to 7 - Very Satisfied)



1  2  3  4  5  6  7

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

1 2 3 4 5 6 7 NA

Importance of Academic advising  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Academic advising  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

**18 Scholarships and Student Financial Assistance Office**

1 2 3 4 5 6 7 NA

Importance of Scholarships and Student Financial Assistance Office  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Scholarships and Student Financial Assistance Office  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

**19 SPC OneCard Refund Process**

1 2 3 4 5 6 7 NA

Importance of SPC OneCard Refund Process  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with SPC OneCard Refund Process  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

**20 Business Office**

1 2 3 4 5 6 7



N/A

Importance of Business Office  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Business Office  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

21 Initial testing for placement in courses

1 2 3 4 5 6 7 N/A

Importance of Initial testing for placement in courses  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Initial testing for placement in courses  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

SUBMIT

Survey Page 5



### Enrolled Student Survey

#### College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.

22 Bookstore

1 2 3 4 5 6 7





N/A

Importance of Bookstore  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Bookstore  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

23 Library

1 2 3 4 5 6 7 N/A

Importance of Library  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Library  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

24 Career Development Center resources (e.g., materials)

1 2 3 4 5 6 7 N/A

Importance of Career Development Center resources  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Career Development Center resources  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

25 Career assessment

1 2 3 4 5 6 7 N/A

Importance of Career assessment  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Career assessment  
(1 - Not Satisfied to 7 - Very Satisfied)



1  2  3  4  5  6  7



26 Career counseling

1 2 3 4 5 6 7 N/A

Importance of Career counseling  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Career counseling  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



Enrolled Student Survey



College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.



27 Registering in-person

1 2 3 4 5 6 7 N/A

Importance of Registering in-person  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Registering in-person  
(1 - Not Satisfied to 7 - Very Satisfied)



1  2  3  4  5  6  7



**28 Registering online**

1 2 3 4 5 6 7 N/A

Importance of Registering online  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Registering online  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



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

1 2 3 4 5 6 7 N/A

Importance of Other online student services  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Other online student services  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**30 Student activities (e.g., clubs/organizations/programs)**

1 2 3 4 5 6 7 N/A

Importance of Student activities  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Student activities  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**31 New student orientation**

1 2 3 4 5 6 7 N/A

Importance of New student orientation  
(1 - Not Important to 7 - Very Important)



1  2  3  4  5  6  7

Satisfaction with New student orientation  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



Survey Page 7



### Enrolled Student Survey



#### College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.



#### 32 Official mailings received from the College

1 2 3 4 5 6 7 N/A

Importance of Official mailings received from the College  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Official mailings received from the College  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



#### 33 General information about programs & services

1 2 3 4 5 6 7 N/A

Importance of General information about programs & services  
(1 - Not Important to 7 - Very Important)



1  2  3  4  5  6  7

Satisfaction with General information about programs & services  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**34** Food services (e.g., cafeterias/snack bars/vending machines)

1 2 3 4 5 6 7 NA

Importance of Food services  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Food services  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**35** Student publications

1 2 3 4 5 6 7 NA

Importance of Student publications  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Student publications  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7





College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.



36 Facilities

1 2 3 4 5 6 7 N/A

Importance of Facilities  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Facilities  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7



37 Parking

1 2 3 4 5 6 7 N/A

Importance of Parking  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Parking  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7



38 Personal safety and security

1 2 3 4 5 6 7 N/A

Importance of Personal safety and security  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Personal safety and security  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7



39 Out-of-class access to computers



1 2 3 4 5 6 7 N/A

Importance of Out-of-class access to computers  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Out-of-class access to computers  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

40 Overall student support services

1 2 3 4 5 6 7 N/A

Importance of Overall student support services  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Overall student support services  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

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## Enrolled Student Survey

### College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.

41 Specialized academic support services (e.g., SSS, Pathways,



OSSO, NIPS)

1 2 3 4 5 6 7 NA

Importance of Specialized academic support services  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Specialized academic support services  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7

42 Supplemental instructional centers/tutoring (e.g., Learning Support Centers and Information Commons)

1 2 3 4 5 6 7 NA

Importance of Supplemental instructional centers/tutoring  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Supplemental instructional centers/tutoring  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7

43 Variety of courses offered

1 2 3 4 5 6 7 NA

Importance of Variety of courses offered  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Variety of courses offered  
(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7

44 Ability to enroll in your "first choice" of classes

1 2 3 4 5 6 7 NA

Importance of Ability to enroll in your "first choice" of classes  
(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7

Satisfaction with Ability to enroll in your "first choice" of classes





(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7

45 Convenience of times courses are offered

1 2 3 4 5 6 7 N/A

Importance of Convenience of times courses are offered  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Convenience of times courses are offered  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



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## Enrolled Student Survey

### College Services and Offices (Continued)

For each service/office you have had contact with during the past year, 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.

46 Use of technology for instruction (e.g., computers, Internet)

1 2 3 4 5 6 7 N/A

Importance of Use of technology for instruction  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Use of technology for instruction



(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**47 Overall quality of the educational programs**

1 2 3 4 5 6 7 NA

Importance of Overall quality of the educational programs  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Overall quality of the educational programs  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**48 Overall educational support services**

1 2 3 4 5 6 7 NA

Importance of Overall educational support services  
(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7

Satisfaction with Overall educational support services  
(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7



**Enrolled Student Survey**



**49 How can SPC improve services, curriculum, and academic programs for students?**





## Appendix B: Performance Gaps by Campus

'Performance Gaps' were formulated for each of the thirty-three academic and student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance.' These Performance Gaps were also calculated for each individual campus as determined by the student's response to question which states 'Select the campus where you are receiving most of your services.'

This appendix contains the campus-level Performance Gaps in Tables 30-39. The Performance Gaps were formulated for each of the 33-academic and student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance.'



Table 30

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	632	6.55	4.59	-1.97
Scholarships and Student Financial Assistance Office	545	6.35	4.93	-1.42
Bookstore	666	6.33	5.01	-1.31
Convenience of times courses are offered	624	6.67	5.38	-1.29
Academic advising	626	6.28	5.03	-1.26
Food services	518	5.66	4.44	-1.23
Variety of courses offered	615	6.57	5.43	-1.14
First choice of classes	615	6.71	5.70	-1.01
Career counseling	385	6.05	5.09	-0.96
Overall student support services	557	6.43	5.57	-0.86
Facilities	606	6.42	5.62	-0.80
General information about programs & services	566	6.08	5.31	-0.77
Overall quality of the educational programs	603	6.60	5.84	-0.76
Overall educational support services	542	6.47	5.71	-0.76
SPC OneCard Refund Process	461	5.49	4.76	-0.73
Personal safety and security	614	6.65	5.94	-0.71
Out-of-class access to computers	551	6.54	5.86	-0.68
Other online student services	615	6.49	5.81	-0.68
Use of technology for instruction	593	6.27	5.62	-0.65
Supplemental instructional centers/tutoring	436	6.28	5.64	-0.64
Student publications	395	5.48	4.84	-0.64
Career assessment	354	5.86	5.25	-0.62
Student activities	350	5.39	4.86	-0.53
New student orientation	413	5.32	4.80	-0.53
Career Development Center resources	369	5.87	5.36	-0.51
Registering online	550	6.32	5.87	-0.45
Specialized academic support services	268	5.80	5.36	-0.44
Business Office	459	5.58	5.16	-0.42
Initial testing for placement in courses	560	5.74	5.32	-0.42
Application/admission process	614	5.83	5.46	-0.37
Official mailings received from the College	555	5.63	5.35	-0.28
Library	563	6.38	6.12	-0.27
Registering in-person	528	5.47	5.28	-0.19



Table 31

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	19	6.53	5.05	-1.47
Bookstore	19	6.42	5.16	-1.26
Parking	20	6.70	5.65	-1.05
first choice of classes	20	6.70	5.75	-0.95
Scholarships and Student Financial Assistance Office	15	6.07	5.33	-0.73
Variety of courses offered	20	6.45	5.80	-0.65
Food services	13	5.46	4.92	-0.54
Overall quality of the educational programs	19	6.47	6.00	-0.47
Overall student support services	19	6.42	6.00	-0.42
Use of technology for instruction	19	6.42	6.00	-0.42
Out-of-class access to computers	17	6.53	6.18	-0.35
SPC OneCard Refund Process	12	4.83	4.50	-0.33
Other online student services	20	6.00	5.70	-0.30
Registering online	19	6.21	5.95	-0.26
Supplemental instructional centers/tutoring	12	5.83	5.58	-0.25
Overall educational support services	18	6.44	6.22	-0.22
Library	17	6.12	5.94	-0.18
Student publications	13	5.46	5.31	-0.15
Personal safety and security	17	6.47	6.35	-0.12
Student activities	11	5.55	5.45	-0.09
Academic advising	19	6.11	6.05	-0.05
Facilities	18	6.39	6.39	0.00
Career Development Center resources	11	6.27	6.27	0.00
Career assessment	11	6.09	6.09	0.00
Career counseling	11	6.00	6.00	0.00
Specialized academic support services	10	5.50	5.50	0.00
Application/admission process	16	5.94	6.00	0.06
Registering in-person	16	5.38	5.50	0.13
Initial testing for placement in courses	14	5.14	5.29	0.14
General information about programs & services	19	5.42	5.63	0.21
Business Office	14	5.79	6.00	0.21
Official mailings received from the College	19	5.68	6.05	0.37
New student orientation	13	5.08	5.54	0.46



Table 32

Performance Gaps: EpiCenter				
	N	Importance	Satisfaction	Gap
Bookstore	29	6.03	4.38	-1.66
Scholarships and Student Financial Assistance Office	23	5.65	4.17	-1.48
SPC OneCard Refund Process	18	5.78	4.39	-1.39
Variety of courses offered	30	6.33	5.00	-1.33
Academic advising	28	6.50	5.21	-1.29
Convenience of times courses are offered	30	6.43	5.20	-1.23
Overall educational support services	28	6.50	5.43	-1.07
Overall quality of the educational programs	30	6.70	5.70	-1.00
Overall student support services	28	6.43	5.43	-1.00
first choice of classes	29	6.31	5.38	-0.93
Use of technology for instruction	30	6.30	5.47	-0.83
Career Development Center resources	21	6.10	5.38	-0.71
Other online student services	31	6.61	5.90	-0.71
Supplemental instructional centers/tutoring	17	5.65	4.94	-0.71
Personal safety and security	28	6.64	5.96	-0.68
General information about programs & services	28	5.79	5.11	-0.68
Registering online	30	6.30	5.67	-0.63
New student orientation	19	5.74	5.11	-0.63
Career counseling	18	5.94	5.33	-0.61
Official mailings received from the College	29	5.90	5.31	-0.59
Food services	24	5.75	5.17	-0.58
Parking	28	6.54	6.00	-0.54
Student publications	19	5.26	4.74	-0.53
Career assessment	19	5.63	5.11	-0.53
Facilities	29	6.59	6.07	-0.52
Out-of-class access to computers	24	6.21	5.79	-0.42
Business Office	26	5.88	5.54	-0.35
Initial testing for placement in courses	22	5.73	5.41	-0.32
Application/admission process	28	5.86	5.61	-0.25
Library	25	6.08	5.96	-0.12
Specialized academic support services	13	5.00	5.15	0.15
Registering in-person	21	4.95	5.24	0.29
Student activities	18	4.89	5.28	0.39



Table 33

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	135	6.36	4.44	-1.92
Scholarships and Student Financial Assistance Office	113	6.29	4.77	-1.52
Academic advising	147	6.37	5.16	-1.20
Convenience of times courses are offered	144	6.70	5.51	-1.19
Bookstore	158	6.31	5.12	-1.19
Food services	120	5.72	4.69	-1.03
Career counseling	78	6.12	5.17	-0.95
Other online student services	150	6.62	5.76	-0.86
Use of technology for instruction	142	6.55	5.71	-0.84
first choice of classes	141	6.74	5.93	-0.82
Overall quality of the educational programs	148	6.79	5.98	-0.81
SPC OneCard Refund Process	100	5.20	4.40	-0.80
Overall educational support services	130	6.62	5.84	-0.78
Supplemental instructional centers/tutoring	86	6.23	5.48	-0.76
Application/admission process	134	6.07	5.38	-0.69
Variety of courses offered	136	6.59	5.90	-0.69
Out-of-class access to computers	123	6.34	5.69	-0.65
Facilities	135	6.43	5.79	-0.64
New student orientation	107	5.69	5.06	-0.64
Career assessment	74	5.89	5.28	-0.61
Overall student support services	129	6.25	5.67	-0.58
Registering online	142	6.55	5.97	-0.58
General information about programs & services	136	6.16	5.59	-0.57
Personal safety and security	132	6.63	6.06	-0.57
Career Development Center resources	77	5.82	5.26	-0.56
Initial testing for placement in courses	93	5.53	5.02	-0.51
Specialized academic support services	91	6.34	5.89	-0.45
Student publications	85	5.15	4.72	-0.44
Official mailings received from the College	142	5.95	5.60	-0.35
Library	145	6.39	6.06	-0.33
Student activities	79	4.96	4.66	-0.30
Business Office	111	5.72	5.54	-0.18
Registering in-person	91	5.16	5.32	0.15





Table 34

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	156	6.26	4.28	-1.97
Scholarships and Student Financial Assistance Office	143	6.62	5.05	-1.57
Bookstore	172	6.39	5.15	-1.24
Variety of courses offered	170	6.54	5.55	-0.99
Career counseling	128	6.30	5.45	-0.85
Convenience of times courses are offered	172	6.50	5.70	-0.80
Food services	141	5.72	4.93	-0.79
Career assessment	122	6.29	5.54	-0.75
Academic advising	166	6.44	5.78	-0.66
first choice of classes	168	6.58	5.92	-0.66
SPC OneCard Refund Process	128	5.58	4.93	-0.65
Overall student support services	161	6.50	5.86	-0.64
Personal safety and security	173	6.71	6.08	-0.63
Student publications	132	5.83	5.20	-0.62
Overall quality of the educational programs	168	6.62	6.03	-0.59
Other online student services	162	6.48	5.90	-0.59
Career Development Center resources	135	6.16	5.64	-0.51
Registering online	139	5.93	5.45	-0.48
Overall educational support services	155	6.48	6.00	-0.48
Out-of-class access to computers	149	6.64	6.17	-0.47
General information about programs & services	165	6.15	5.71	-0.44
Student activities	118	5.70	5.27	-0.43
Specialized academic support services	93	5.90	5.49	-0.41
Supplemental instructional centers/tutoring	129	6.30	5.91	-0.39
Initial testing for placement in courses	157	5.75	5.38	-0.37
Facilities	169	6.57	6.22	-0.36
Library	147	6.23	5.88	-0.35
Use of technology for instruction	157	6.36	6.05	-0.31
Application/admission process	169	6.01	5.78	-0.24
Official mailings received from the College	159	5.91	5.67	-0.23
Business Office	132	5.90	5.67	-0.23
New student orientation	133	5.73	5.58	-0.15
Registering in-person	148	6.07	6.02	-0.05



Table 35

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	18	6.56	4.89	-1.67
Parking	15	6.60	5.47	-1.13
SPC OneCard Refund Process	16	6.00	5.13	-0.88
Official mailings received from the College	16	6.13	5.44	-0.69
Business Office	17	5.71	5.06	-0.65
Overall student support services	15	6.33	5.73	-0.60
first choice of classes	14	6.71	6.14	-0.57
General information about programs & services	14	6.00	5.43	-0.57
Out-of-class access to computers	15	6.67	6.20	-0.47
Career assessment	13	6.23	5.77	-0.46
Library	16	6.00	5.56	-0.44
Career counseling	16	6.00	5.56	-0.44
Academic advising	17	6.00	5.59	-0.41
Overall quality of the educational programs	15	6.00	5.60	-0.40
Personal safety and security	15	6.33	5.93	-0.40
Student publications	13	5.69	5.31	-0.38
Registering online	16	6.00	5.63	-0.38
Specialized academic support services	11	6.55	6.18	-0.36
Variety of courses offered	14	6.71	6.36	-0.36
Convenience of times courses are offered	14	6.50	6.14	-0.36
Career Development Center resources	14	6.36	6.00	-0.36
Use of technology for instruction	15	6.33	6.00	-0.33
Supplemental instructional centers/tutoring	13	6.77	6.46	-0.31
Other online student services	17	6.18	5.88	-0.29
Application/admission process	17	6.29	6.06	-0.24
Bookstore	17	5.88	5.65	-0.24
Student activities	10	5.10	4.90	-0.20
Facilities	15	6.40	6.27	-0.13
Initial testing for placement in courses	17	4.88	4.76	-0.12
Registering in-person	16	6.31	6.31	0.00
New student orientation	13	4.62	4.62	0.00
Overall educational support services	14	6.14	6.29	0.14
Food services	13	5.62	5.77	0.15



Table 36

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	294	6.74	5.46	-1.28
Variety of courses offered	297	6.69	5.52	-1.18
Scholarships and Student Financial Assistance Office	230	6.46	5.36	-1.10
Academic advising	299	6.39	5.38	-1.01
Parking	295	6.52	5.53	-0.99
first choice of classes	288	6.68	5.73	-0.95
Career counseling	184	6.45	5.63	-0.82
Bookstore	311	6.46	5.72	-0.74
Other online student services	297	6.49	5.76	-0.72
Overall student support services	254	6.48	5.76	-0.72
Overall quality of the educational programs	289	6.64	5.96	-0.68
General information about programs & services	273	6.27	5.60	-0.68
SPC OneCard Refund Process	191	5.37	4.75	-0.62
New student orientation	204	5.71	5.10	-0.61
Use of technology for instruction	288	6.37	5.78	-0.59
Out-of-class access to computers	269	6.52	5.94	-0.59
Supplemental instructional centers/tutoring	185	6.39	5.83	-0.57
Student activities	173	5.45	4.90	-0.54
Career assessment	155	6.23	5.68	-0.54
Personal safety and security	294	6.71	6.19	-0.52
Overall educational support services	252	6.52	6.00	-0.52
Career Development Center resources	168	6.06	5.55	-0.51
Official mailings received from the College	248	5.81	5.34	-0.47
Specialized academic support services	116	5.78	5.31	-0.47
Business Office	228	5.98	5.53	-0.45
Initial testing for placement in courses	278	5.89	5.47	-0.42
Facilities	295	6.51	6.16	-0.35
Food services	230	5.33	4.99	-0.34
Registering online	257	6.20	5.89	-0.32
Registering in-person	264	5.86	5.56	-0.31
Student publications	178	5.62	5.35	-0.26
Library	267	6.38	6.12	-0.26
Application/admission process	296	5.86	5.67	-0.19



Table 37

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	742	6.47	4.10	-2.38
Scholarships and Student Financial Assistance Office	685	6.39	4.73	-1.66
Convenience of times courses are offered	745	6.66	5.43	-1.23
Academic advising	766	6.26	5.14	-1.12
Bookstore	789	6.37	5.31	-1.06
Variety of courses offered	738	6.57	5.55	-1.02
first choice of classes	741	6.62	5.60	-1.02
Career counseling	507	6.13	5.21	-0.92
Food services	603	5.73	4.93	-0.80
SPC OneCard Refund Process	602	5.34	4.53	-0.80
Overall student support services	673	6.40	5.61	-0.79
Overall quality of the educational programs	741	6.63	5.88	-0.75
Personal safety and security	739	6.57	5.85	-0.72
Out-of-class access to computers	664	6.54	5.84	-0.70
Supplemental instructional centers/tutoring	498	6.31	5.62	-0.68
General information about programs & services	702	6.15	5.49	-0.66
Overall educational support services	653	6.48	5.82	-0.66
Other online student services	732	6.48	5.83	-0.64
Career assessment	477	5.95	5.36	-0.58
New student orientation	547	5.62	5.07	-0.54
Registering online	670	6.13	5.59	-0.54
Facilities	728	6.43	5.90	-0.53
Use of technology for instruction	714	6.35	5.82	-0.52
Initial testing for placement in courses	691	5.81	5.32	-0.50
Student publications	546	5.73	5.24	-0.49
Student activities	484	5.51	5.03	-0.48
Career Development Center resources	502	5.87	5.43	-0.44
Specialized academic support services	362	5.87	5.45	-0.42
Business Office	630	5.79	5.39	-0.40
Official mailings received from the College	695	5.88	5.49	-0.39
Application/admission process	751	5.86	5.58	-0.28
Library	718	6.44	6.16	-0.28
Registering in-person	648	5.60	5.54	-0.06



Table 38

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Parking	651	6.42	4.76	-1.66
Academic advising	654	6.22	5.06	-1.16
Scholarships and Student Financial Assistance Office	558	6.26	5.10	-1.16
Convenience of times courses are offered	643	6.56	5.44	-1.12
Variety of courses offered	628	6.51	5.47	-1.04
First choice of classes	630	6.55	5.63	-0.92
Career counseling	435	6.05	5.17	-0.88
Bookstore	672	6.41	5.57	-0.84
Student activities	420	5.46	4.72	-0.74
Other online student services	626	6.45	5.71	-0.74
Overall student support services	564	6.36	5.65	-0.71
General information about programs & services	578	6.03	5.38	-0.65
New student orientation	473	5.54	4.89	-0.65
Career assessment	410	5.86	5.24	-0.61
Initial testing for placement in courses	583	5.70	5.11	-0.59
Overall quality of the educational programs	631	6.51	5.92	-0.59
Overall educational support services	571	6.37	5.78	-0.58
SPC OneCard Refund Process	484	5.23	4.66	-0.57
Student publications	430	5.63	5.07	-0.56
Use of technology for instruction	608	6.25	5.71	-0.55
Facilities	625	6.36	5.85	-0.52
Career Development Center resources	427	5.87	5.36	-0.51
Personal safety and security	637	6.56	6.08	-0.48
Out-of-class access to computers	585	6.44	5.97	-0.47
Supplemental instructional centers/tutoring	489	6.31	5.85	-0.46
Food services	554	5.76	5.33	-0.43
Registering online	556	6.15	5.76	-0.39
Specialized academic support services	332	5.73	5.42	-0.31
Business Office	544	5.78	5.48	-0.31
Official mailings received from the College	563	5.75	5.45	-0.30
Application/admission process	637	5.78	5.51	-0.27
Library	598	6.44	6.24	-0.20
Registering in-person	555	5.72	5.59	-0.13



Table 39

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Parking	399	6.07	4.61	-1.46
Scholarships and Student Financial Assistance Office	440	6.20	4.94	-1.25
Academic advising	600	6.33	5.08	-1.25
Bookstore	622	6.33	5.19	-1.14
Career counseling	289	6.06	4.93	-1.12
Variety of courses offered	610	6.63	5.66	-0.97
Convenience of times courses are offered	560	6.67	5.72	-0.96
first choice of classes	621	6.68	5.79	-0.89
Overall student support services	488	6.29	5.51	-0.78
Overall educational support services	537	6.49	5.77	-0.72
Other online student services	639	6.72	6.00	-0.72
Use of technology for instruction	580	6.60	5.91	-0.69
Overall quality of the educational programs	626	6.69	6.01	-0.68
Registering online	621	6.66	6.00	-0.66
SPC OneCard Refund Process	403	5.24	4.60	-0.65
Career assessment	249	5.79	5.15	-0.64
Career Development Center resources	269	5.76	5.13	-0.63
Supplemental instructional centers/tutoring	245	6.16	5.54	-0.61
Personal safety and security	390	6.43	5.86	-0.57
General information about programs & services	564	6.08	5.52	-0.56
Business Office	421	5.79	5.40	-0.39
Out-of-class access to computers	309	6.31	5.94	-0.37
Initial testing for placement in courses	433	5.59	5.26	-0.33
Facilities	398	6.05	5.75	-0.30
Specialized academic support services	148	5.41	5.13	-0.28
Official mailings received from the College	550	5.76	5.50	-0.26
Student publications	259	5.31	5.05	-0.25
Library	417	6.03	5.79	-0.24
Application/admission process	594	5.84	5.63	-0.21
New student orientation	340	5.24	5.20	-0.04
Student activities	203	4.76	4.76	0.00
Food services	217	4.61	4.72	0.11
Registering in-person	339	4.80	5.22	0.42



## Appendix C: Performance Gap Priority by Campus

'Performance Gaps' were formulated for each of the thirty-three academic and student support services by calculating the difference between the mean ratings for 'Satisfaction' and 'Importance.' These Performance Gaps were also calculated for each individual campus as determined by the student's response to question which states 'Select the campus where you are receiving most of your services.'

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, 'Parking' had the lowest performance gap at Clearwater (-1.97) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.42) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 40.

Table 40

Performance Gap Priority Rankings by Campus	AC	CL	EPI	HEC	DT	MT	SEM	SPG	TS	EC	Mean
Scholarships and Student Financial Assistance Office	5	2	2	2	2	1	3	2	3	2	2.4
Parking	3	1	22	1	1	2	5	1	1	1	3.8
Convenience of times courses are offered	1	4	6	4	6	20	1	3	4	7	5.6
Bookstore	2	3	1	5	3	26	8	5	8	4	6.5
Academic advising	21	5	5	3	9	13	4	4	2	3	6.9
Variety of courses offered	6	7	4	16	4	19	2	6	5	6	7.5
first choice of classes	4	8	10	10	10	7	6	7	6	8	7.6
Career counseling	25	9	19	7	5	12	7	8	7	5	10.4
Overall student support services	9	10	9	21	12	6	10	11	11	9	10.8
SPC OneCard Refund Process	12	15	3	12	11	3	13	10	18	15	11.2
Overall quality of the educational programs	8	13	8	11	15	14	11	12	16	13	12.1
Other online student services	13	18	13	8	16	24	9	18	10	11	14.0
Overall educational support services	16	14	7	13	19	32	21	17	17	10	16.6
Use of technology for instruction	10	19	11	9	28	22	15	23	20	12	16.9
General information about programs & services	30	12	16	23	21	8	12	16	12	20	17.0
Food services	7	6	21	6	7	33	28	9	26	32	17.5
Career assessment	24	22	24	20	8	10	19	19	14	16	17.6
Out-of-class access to computers	11	17	26	17	20	9	16	14	24	22	17.6
Personal safety and security	19	16	15	24	13	15	20	13	23	19	17.7
Supplemental instructional centers/tutoring	15	20	14	14	24	23	17	15	25	18	18.5
Registering online	14	26	17	22	18	17	29	21	27	14	20.5
Career Development Center resources	23	25	12	25	17	21	22	27	22	17	21.1
Student publications	18	21	23	28	14	16	31	25	19	27	22.2
Facilities	22	11	25	18	26	28	27	22	21	24	22.4
New student orientation	33	24	18	19	32	31	14	20	13	30	23.4
Student activities	20	23	33	31	22	27	18	26	9	31	24.0
Initial testing for placement in courses	29	29	28	26	25	29	26	24	15	23	25.4
Official mailings received from the College	32	31	20	29	30	4	23	30	30	26	25.5
Specialized academic support services	26	27	31	27	23	18	24	28	28	25	25.7
Business Office	31	28	27	32	31	5	25	29	29	21	25.8
Library	17	32	30	30	27	11	32	32	32	28	27.1
Application/admission process	27	30	29	15	29	25	33	31	31	29	27.9
Registering in-person	28	33	32	33	33	30	30	33	33	33	31.8





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