

2008-09

Enrolled Student Survey Report



Department of Institutional Research
and Effectiveness
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Enrolled Student Survey Report Produced by

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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:

- Over half (55%) were under the age of 25
- Over two thirds (69%) were female
- Self-reported race/ethnicity was as follows: 73% White, 10% Black/Non-Hispanic, 8% Hispanic, 4% Asian Pacific Islander, 4% Other, with less than 1% American Indian and Alaskan Native
- Almost half (46%) graduated from high school or received their G.E.D. five or more years ago
- Over forty percent (45%) have been enrolled at the College only one semester
- Over half (53%) have earned 15 or fewer credit hours at SPC
- Almost all (98%) have access to a computer with Internet capabilities
- Over eighty-five percent (86%) selected to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS) as their primary reason for enrolling at SPC
- Over forty-five percent (47%) are enrolled in the AA program
- Almost a quarter (23%) would prefer to take most of their classes during the weekday evenings
- Over half (58%) are enrolled full-time and taking classes primarily for credit
- Almost eighty percent (79%) 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 1.04 spread among all scores.

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

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

- 'Student activities' (5.58),
- 'New student orientation' (5.61),
- 'Student publications' (5.63),
- 'Registering in-person' (5.67), and
- 'SPC OneCard Refund Process' (5.67).

Though the order was slightly different, these were the same five services as 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 1.41 spread among all scores, ranging from (6.16) for the 'Library' to (4.75) 'Parking'.

The top five rated student/academic services were:

- 'Library' (6.16),
- 'Personal safety and security' (6.03),
- 'Out-of-class access to computers' (6.02),
- 'Overall quality of educational programs' (6.00), and
- 'Use of technology for instruction' (6.00).

'Use of technology for instruction' replaced 'Facilities' which was in the top five last year.

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

- 'Parking' (4.75),
- 'Scholarships and Student Financial Assistance Office' (4.77),
- 'SPC OneCard Refund Process' (5.00),
- 'Food services' (5.04), and
- 'Student activities' (5.10).

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

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'. 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:

- 'Library' (-0.21),
- 'Registering in-person' (-0.37),
- 'Specialized academic support services' (-0.40),
- 'Use of technology for instruction' (-0.42), and
- 'Out-of-class access to computers' (-0.45).



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

- 'Parking' (-1.71),
- 'Scholarships and Student Financial Assistance Office' (-1.60),
- 'Academic Advising' (-1.17), and
- 'Convenience of times courses are offered' (-1.03).

'Bookstore' (-0.97), and 'Variety of courses offered' (-0.93) had slightly higher gaps this year. While the order differed, these same six items were also the lowest six items in last year's survey.

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 total number of non-blank responses (includes N/A responses).

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

- 'Overall quality of the educational programs' (96.6%),
- 'Variety of courses offered' (96.5%),
- 'Bookstore' (96.5%),
- 'First choice of classes' (96.2%), and
- 'Convenience of times courses are offered' (95.8%).

The lowest five included

- 'Specialized academic support services' (46.8%),
- 'Career assessment' (57.6%),
- 'Career Development Center resources' (59.1%),
- 'Career counseling' (59.9%), and
- 'Student activities' (60.1%).

Satisfaction Mean Differences

Of the thirty-three service areas addressed in the survey, twenty-seven items demonstrated higher satisfaction scores than the previous year. The six areas with the highest year over year increase in mean satisfaction scores were:

- 'SPC OneCard Refund Process' (+0.35),
- 'Use of Technology during instruction' (+0.22),
- 'Student Activities' (+0.21),
- 'Other Online Services' (0.17),
- 'Parking' (+0.15), and
- 'Food services' (+0.15).

The six areas with a year over year decline in mean satisfaction scores were:

- 'In person Registration' (-0.18),
- 'Scholarships and Student Assistance Office' (-0.17),
- 'Application/admission process' (-0.12),
- 'Business office' (-0.11),
- 'Academic advising' (-0.03) and
- 'Official mailings received from the College' (-0.03).



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 an explicit 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 39 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.

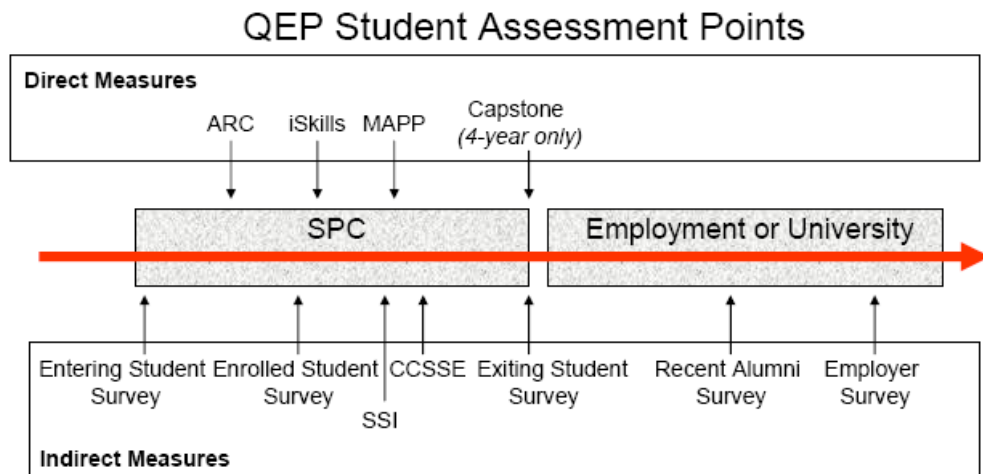


Figure 1: Student Assessment Points

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 14th annual administration of the survey.

The survey was available to all enrolled students for a three week period from October 1st through October 22nd, 2008. To facilitate the planning process and minimize disruption in the classroom, the 2008-09 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 (3,778) 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-nine of the thirty-three services met these criteria. Four academic and student services had a Performance Gap less than or equal to a negative one and two of these also had an average satisfaction 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 'Performance Gap' charts for each campus. Appendix C shows the 'Performance Gap' priority by campus.

Survey Distribution by Reporting Campus is presented in Table 1, and depicts the campuses where students are receiving most of their services. The Clearwater campus was selected by 23% of the students, followed by Tarpon Springs (20%), St. Pete-Gibbs (19%), and eCampus (16%).

Table 1
Survey Distribution by Reporting Campus (n=3717)

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	23	< 1
Clearwater	860	23
EpiCenter	33	< 1
Health Center	126	3
SPC Downtown	174	5
SPC Mid-town	8	< 1
Seminole	475	13
St. Pete-Gibbs	688	19
Tarpon Springs	743	20
eCampus	587	16



Student Demographic and Academic Information

The demographic profile and academic background of the 3,778 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' (31%), while over half (55%) were under the age of 25.

Table 2
Age (n=3725)

Select your age category.		
	N	%
19 and under	1170	31
20 - 24	877	24
25 - 29	444	12
30 - 39	609	16
40 - 49	434	12
50 - 59	163	4
60 and over	28	< 1

Gender

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

Table 3
Gender (n=3700)

Select your gender.		
	N	%
Female	2540	69
Male	1160	31



Ethnicity

Almost three quarters (73%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 10% and Hispanic with 8%.

Table 4
Ethnicity (n=3710)

Select your ethnicity.		
	N	%
Alaskan Native	2	< 1
American Indian	23	< 1
Asian Pacific Islander	142	4
Black/Non-Hispanic	380	10
Hispanic	291	8
White	2715	73
Other	157	4

Time since High School

Almost half (46%) 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=3689)

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
1 - 3 years ago	837	23
4 - 5 years ago	294	8
Less than 1 year ago	870	24
More than 5 years ago	1688	46



Number of Semester Hours

Forty-five percent (45%) of survey respondents have been enrolled at the College only one semester.

Table 6
Number of Semesters (n=2751)

How many semesters have you been enrolled at SPC?		
	N	%
1	1243	45
2	361	13
3	518	19
4	356	13
5	273	10

Number of Credits Received

Over half (53%) of survey respondents have earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=3651)

Number of credits you have earned at SPC?		
	N	%
0 - 15	1940	53
16 - 30	631	17
31 - 45	405	11
Over 45	675	19

Internet Access

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

Table 8
Internet Access (n=3655)

Do you have access to a computer with Internet capabilities?		
	N	%
No	56	2
Yes	3599	98



Enrollment Reasons

Over eighty-five percent (86%) 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=3657)

What is the primary reason you enrolled at SPC?		
	N	%
For personal enrichment	77	2
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	3128	86
To take courses for a new career	231	6
To upgrade job skills	67	2
Other, please specify	154	4

Degree/Certificate Program

Over forty-five percent (47%) of survey respondents are enrolled in the AA program.

Table 10
Degree Type (n=2763)

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	1292	47
Associate in Science/Associate in Applied Science Degree	967	35
Baccalaureate Degree	379	14
Baccalaureate Degree (University Partnership Center)	22	< 1
Certificate or Technical Diploma	86	3
Graduate Degree (University Partnership Center)	17	< 1

Class Time Preference

The majority of survey respondents (77%) preferred to take the most of their classes on weekdays. Almost a quarter (23%) would prefer to take most of their classes during the weekday evenings.



Table 11
Class Time Preference (n=3638)

When would you prefer to take most of your classes?		
	N	%
Online	836	23
Weekday afternoons	571	16
Weekday evenings	817	23
Weekday mornings	1384	38
Weekends	30	< 1

Enrollment Status

Over half (58%) of survey respondents are enrolled full-time and taking classes primarily for credit.

Table 12
Enrollment Status (n=3634)

What is your enrollment status?		
	N	%
Primarily for credit and full-time	2095	58
Primarily for credit and part-time	1480	41
Primarily not for credit	59	2

Working Status

Almost eighty percent (79%) of survey respondents indicated that they are working while attending the College

Table 13
Working Status (n=3642)

How many hours are you working while attending SPC?		
	N	%
Not working	775	21
Working 15 or fewer hours per week	457	13
Working 16 to 30 hours per week	849	23
Working 31 to 39 hours per week	435	12
Working 40 or more hours per week	1126	31



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 1.04 spread among all scores. The range of the means was from (6.62) 'Convenience of times courses are offered', 'First choice of classes', and 'Overall quality of the educational programs' to (5.58) 'Student activities'.

The top five ranked services in terms of importance to students were: 'Convenience of times classes are offered' (6.62), 'First choice of classes' (6.62), 'Overall quality of the educational programs' (6.62), 'Personal safety and security' (6.58), 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: 'Student activities' (5.58), 'New student orientation' (5.61), 'Student publications' (5.63), 'Registering in-person' (5.67), and 'SPC OneCard Refund Process' (5.67). Though the order was slightly different, these were the same five services as 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
Convenience of times courses are offered	3192	6.62
First choice of classes	3186	6.62
Overall quality of the educational programs	3174	6.62
Personal safety and security	3020	6.58
Variety of courses offered	3196	6.58
Other online student services	3257	6.51
Overall educational support services	2871	6.49
Out-of-class access to computers	2735	6.46
Parking	3020	6.46
Overall student support services	2891	6.43
Use of technology for instruction	3078	6.43
Facilities	3004	6.39
Library	2990	6.37
Scholarships and Student Financial Assistance Office	2829	6.36
Bookstore	3370	6.32
Academic advising	3317	6.29
Supplemental instructional centers/tutoring	2117	6.29
Registering online	2986	6.27
General information about programs & services	3008	6.13
Career counseling	2073	6.07
Application/admission process	3266	5.95
Career assessment	1984	5.91
Career Development Center resources	2035	5.90
Official mailings received from the College	2817	5.89
Initial testing for placement in courses	2882	5.83
Specialized academic support services	1531	5.83
Business Office	2604	5.79
Food services	2447	5.68
SPC OneCard Refund Process	2570	5.67
Registering in-person	2656	5.67
Student publications	2074	5.63
New student orientation	2278	5.61
Student activities	2053	5.58



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 1.41 spread among all scores, ranging from (6.16) for 'Library' to (4.75) for 'Parking'.

The top five rated student/academic services were 'Library' (6.16), 'Personal safety and security' (6.03), 'Out-of-class access to computers' (6.02), 'Overall quality of educational programs' (6.00), and 'Use of technology for instruction' (6.00). 'Use of technology for instruction' replaced 'Facilities' which was in the top five last year.

The five-student/academic services with the lowest satisfaction ratings were 'Parking' (4.75), 'Scholarships and Student Financial Assistance Office' (4.77), 'SPC OneCard Refund Process' (5.00), 'Food services' (5.04), and 'Student activities' (5.10). Though the order was slightly different, these were the same five services as 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. <i>[Top five and bottom five mean scores are highlighted.]</i>		
	N	Mean
Library	2990	6.16
Personal safety and security	3020	6.03
Out-of-class access to computers	2735	6.02
Overall quality of the educational programs	3174	6.00
Use of technology for instruction	3078	6.00
Other online student services	3257	6.00
Facilities	3004	5.91
Overall educational support services	2871	5.90
Registering online	2986	5.81
First choice of classes	3186	5.75
Overall student support services	2891	5.72
Supplemental instructional centers/tutoring	2117	5.71
Variety of courses offered	3196	5.64
Convenience of times courses are offered	3192	5.59
General information about programs & services	3008	5.48
Career Development Center resources	2035	5.45
Application/admission process	3266	5.44
Official mailings received from the College	2817	5.43
Specialized academic support services	1531	5.43
Career assessment	1984	5.39
Initial testing for placement in courses	2882	5.35
Bookstore	3370	5.35
Registering in-person	2656	5.30
Business Office	2604	5.29
Career counseling	2073	5.21
New student orientation	2278	5.15
Student publications	2074	5.14
Academic advising	3317	5.12
Student activities	2053	5.10
Food services	2447	5.04
SPC OneCard Refund Process	2570	5.00
Scholarships and Student Financial Assistance Office	2829	4.77
Parking	3020	4.75



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. A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. Last year, there were no academic/support services that had positive performance gaps

This year, there were also no academic/support services with positive performance gaps. The five smallest gaps were 'Library' (-0.21), 'Registering in-person' (-0.37), 'Specialized academic support services' (-0.40), 'Use of technology for instruction' (-0.42), and the 'Out-of-class access to computers' (-0.45).

Last year, six academic and student support services had performance gaps greater than -1.00. This year only four academic and student support services had performance gaps greater than -1.00. They were 'Parking' (-1.71), 'Scholarships and Student Financial Assistance Office' (-1.60), 'Academic Advising' (-1.17), and 'Convenience of times courses are offered' (-1.03), 'Bookstore' (-0.97), and 'Variety of courses offered' (-0.93) had slightly higher gaps this year. While the order differed, these same 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 [Performance gap lower than -1.00 and satisfaction rating lower than 5.00 are highlighted.]				
	N	Importance	Satisfaction	Gap
Parking	3020	6.46	4.75**	-1.71*
Scholarships and Student Financial Assistance Office	2829	6.36	4.77**	-1.60*
Academic advising	3317	6.29	5.12	-1.17*
Convenience of times courses are offered	3192	6.62	5.59	-1.03*
Bookstore	3370	6.32	5.35	-0.97
Variety of courses offered	3196	6.58	5.64	-0.93
First choice of classes	3186	6.62	5.75	-0.87
Career counseling	2073	6.07	5.21	-0.85
Overall student support services	2891	6.43	5.72	-0.71
SPC OneCard Refund Process	2570	5.67	5.00	-0.67
General information about programs & services	3008	6.13	5.48	-0.65
Food services	2447	5.68	5.04	-0.64
Overall quality of the educational programs	3174	6.62	6.00	-0.61
Overall educational support services	2871	6.49	5.90	-0.59
Supplemental instructional centers/tutoring	2117	6.29	5.71	-0.58
Personal safety and security	3020	6.58	6.03	-0.55
Career assessment	1984	5.91	5.39	-0.53
Other online student services	3257	6.51	6.00	-0.51
Application/admission process	3266	5.95	5.44	-0.50
Business Office	2604	5.79	5.29	-0.50
Student publications	2074	5.63	5.14	-0.49
Facilities	3004	6.39	5.91	-0.48
Student activities	2053	5.58	5.10	-0.48
Initial testing for placement in courses	2882	5.83	5.35	-0.48
New student orientation	2278	5.61	5.15	-0.46
Registering online	2986	6.27	5.81	-0.46
Career Development Center resources	2035	5.90	5.45	-0.46
Official mailings received from the College	2817	5.89	5.43	-0.45
Out-of-class access to computers	2735	6.46	6.02	-0.45
Use of technology for instruction	3078	6.43	6.00	-0.42
Specialized academic support services	1531	5.83	5.43	-0.40
Registering in-person	2656	5.67	5.30	-0.37
Library	2990	6.37	6.16	-0.21

*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 total number of non-blank responses (includes N/A responses).

Five services had usage estimates greater than 95%. These included 'Overall quality of the educational programs' (96.6%), 'Variety of courses offered' (96.5%), 'Bookstore' (96.5%), 'First choice of classes' (96.2%), and 'Convenience of times courses are offered' (95.8%). All five were in the top five the last two years, although the order has changed.

The lowest five included 'Specialized academic support services' (46.8%), 'Career assessment' (57.6%), 'Career Development Center resources' (59.1%), 'Career counseling' (59.9%), and 'Student activities' (60.1%). These were the same five lowest the previous two years. 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>			
	Total Responses	N/A responses	Usage Estimate
Overall quality of the educational programs	3297	113	96.6%
Variety of courses offered	3320	117	96.5%
Bookstore	3500	124	96.5%
First choice of classes	3327	128	96.2%
Convenience of times courses are offered	3334	140	95.8%
Academic advising	3513	184	94.8%
Other online student services	3446	181	94.7%
Use of technology for instruction	3301	215	93.5%
Application/admission process	3524	241	93.2%
Parking	3371	339	89.9%
Personal safety and security	3372	340	89.9%
Facilities	3372	364	89.2%
General information about programs & services	3403	388	88.6%
Overall educational support services	3292	410	87.5%
Registering online	3450	456	86.8%
Overall student support services	3378	479	85.8%
Library	3499	505	85.6%
Official mailings received from the College	3409	584	82.9%
Initial testing for placement in courses	3520	631	82.1%
Out-of-class access to computers	3371	626	81.4%
Scholarships and Student Financial Assistance Office	3506	665	81.0%
Registering in-person	3446	780	77.4%
Business Office	3502	890	74.6%
SPC OneCard Refund Process	3503	928	73.5%
Food services	3405	952	72.0%
New student orientation	3437	1151	66.5%
Supplemental instructional centers/tutoring	3316	1194	64.0%
Student publications	3399	1319	61.2%
Student activities	3431	1369	60.1%
Career counseling	3471	1391	59.9%
Career Development Center resources	3464	1418	59.1%
Career assessment	3456	1465	57.6%
Specialized academic support services	3294	1751	46.8%



Satisfaction Mean Differences

Table 18 shows the mean satisfaction ratings for the 2008/09, 2007/08, 2006/07, 2005/06, and 2004/05 surveys and Table 19 shows the mean differences between the 2008/09 and 2007/08.

Of the thirty-three service areas addressed in the survey, twenty-seven items demonstrated higher satisfaction scores than the previous year. The six areas with the highest year over year increase in mean satisfaction scores were 'SPC OneCard Refund Process' (+0.35), 'Use of Technology during instruction' (+0.22), 'Student Activities' (+0.21), 'Other Online Services' (+0.17), 'Parking' (+0.15), and 'Food Services' (+0.15) as shown in Table 18 and Table 19.

The six areas with a year over year decline in mean satisfaction scores were 'In person Registration' (-0.18), 'Scholarships and Student Assistance Office' (-0.17), 'Application/admission process' (-0.12), 'Business office' (-0.11), 'Academic advising' (-0.03) and 'Official mailings received from the College' (-0.03).



Table 18

Satisfaction Mean Differences	N=5062	N=3757	N=4045	N=3857	N=3778
	2004/05	2005/06	2006/07	2007/08	2008/09
Ability to get their "First choice" of classes	5.44	5.44	5.94	5.70	5.75
Academic advising	4.97	5.03	5.63	5.15	5.12
Application/admission process	5.49	5.54	6.12	5.56	5.44
Bookstore	4.92	4.95	5.56	5.29	5.35
Business office	5.37	5.35	5.75	5.40	5.29
Career assessment	5.19	5.15	5.39	5.32	5.39
Career counseling	5.07	5.04	5.34	5.20	5.21
Career Development Center resources	5.30	5.30	5.47	5.39	5.45
Convenience of times classes are offered	5.30	5.26	5.70	5.49	5.59
Facilities	5.65	5.74	5.98	5.86	5.91
Food services	3.90	4.26	4.88	4.89	5.04
General information about programs and services	5.14	5.21	5.60	5.46	5.48
In person Registration	5.36	5.39	5.71	5.48	5.30
Initial testing for placement in courses	5.40	5.41	5.71	5.27	5.35
Library	5.97	6.01	6.18	6.08	6.16
New student orientation	4.96	5.00	5.26	5.03	5.15
Official mailings received from the College	5.07	5.18	5.53	5.46	5.43
Online Registration	5.62	5.66	6.09	5.80	5.81
Other Online Services	*	*	6.25	5.83	6.00
Out-of-class access to computers	5.85	5.91	6.01	5.91	6.02
Overall quality of educational program content	5.76	5.80	6.14	5.92	6.00
Overall rating of academic/educational support services	5.59	5.58	5.91	5.81	5.90
Overall rating of student support services/offices	5.39	5.44	5.75	5.62	5.72
Parking	4.25	4.54	4.84	4.60	4.75
Personal safety and security	5.83	5.90	6.09	5.97	6.03
Scholarships and Student Assistance Office	4.49	4.76	5.39	4.94	4.77
SPC OneCard Refund Process	*	*	*	4.65	5.00
Specialized academic support services	5.38	5.33	5.37	5.42	5.43
Student activities	4.88	4.91	5.00	4.89	5.10
Student publications	5.44	5.52	5.08	5.08	5.14
Supplemental Instructional Centers/Tutoring	5.56	5.53	5.69	5.70	5.71
Use of technology during instruction	5.80	5.82	6.13	5.78	6.00
Variety of courses offered	5.35	5.35	5.72	5.55	5.64

* Item not previously administered



Table 19

Satisfaction Mean Differences	N=3857	N=3778	Difference
	2007/08	2008/09	
Ability to get their "First choice" of classes	5.70	5.75	0.05
Academic advising	5.15	5.12	-0.03
Application/admission process	5.56	5.44	-0.12
Bookstore	5.29	5.35	0.06
Business office	5.40	5.29	-0.11
Career assessment	5.32	5.39	0.07
Career counseling	5.20	5.21	0.01
Career Development Center resources	5.39	5.45	0.06
Convenience of times classes are offered	5.49	5.59	0.10
Facilities	5.86	5.91	0.05
Food services	4.89	5.04	0.15
General information about programs and services	5.46	5.48	0.02
In person Registration	5.48	5.30	-0.18
Initial testing for placement in courses	5.27	5.35	0.08
Library	6.08	6.16	0.08
New student orientation	5.03	5.15	0.12
Official mailings received from the College	5.46	5.43	-0.03
Online Registration	5.80	5.81	0.01
Other Online Services	5.83	6.00	0.17
Out-of-class access to computers	5.91	6.02	0.11
Overall quality of educational program content	5.92	6.00	0.08
Overall rating of academic/educational support services	5.81	5.90	0.09
Overall rating of student support services/offices	5.62	5.72	0.10
Parking	4.60	4.75	0.15
Personal safety and security	5.97	6.03	0.06
Scholarships and Student Assistance Office	4.94	4.77	-0.17
SPC OneCard Refund Process	4.65	5.00	0.35
Specialized academic support services	5.42	5.43	0.01
Student activities	4.89	5.10	0.21
Student publications	5.08	5.14	0.06
Supplemental Instructional Centers/Tutoring	5.70	5.71	0.01
Use of technology during instruction	5.78	6.00	0.22
Variety of courses offered	5.55	5.64	0.09



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 (-1.98) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.68) and received a Performance Gap Priority ranking of 2. A side-by-side comparison of the priority rankings is located in Appendix C. A side-by-side comparison of the satisfaction means is located in Appendix D.



Clearwater Campus

The Clearwater campus had six 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' (-1.98) followed by the 'Scholarships and Student Financial Assistance Office' (-1.68), and the 'Academic advising' (-1.26) 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	740	6.48	4.51	-1.98
Scholarships and Student Financial Assistance Office	657	6.37	4.68	-1.68
Academic advising	773	6.26	5.00	-1.26
Convenience of times courses are offered	758	6.59	5.40	-1.19
Bookstore	800	6.33	5.23	-1.10
Variety of courses offered	742	6.54	5.48	-1.06

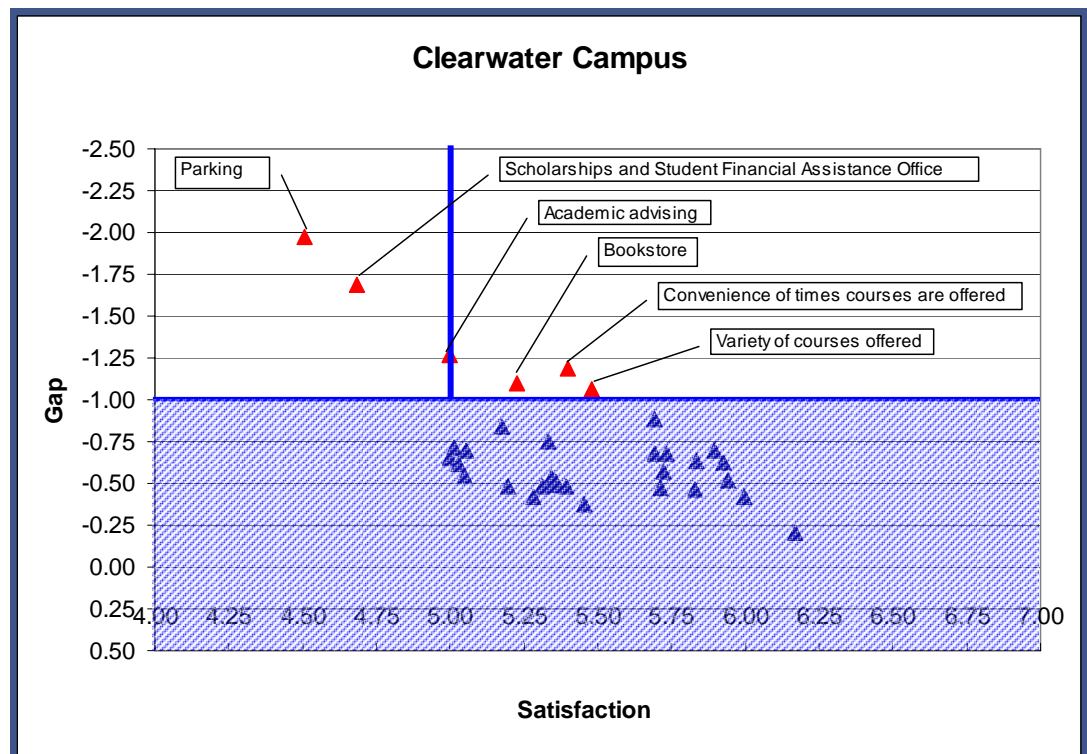


Figure 2: Clearwater Campus Performance Gap and Satisfaction Ratings



Allstate Center

The Allstate Center had eight of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was the 'Scholarships and Student Financial Assistance Office' (-2.12) followed by the 'Academic advising' (-1.83), and 'Career counseling' (-1.70) 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
Scholarships and Student Financial Assistance Office	17	6.71	4.59	-2.12
Academic advising	23	6.96	5.13	-1.83
Career counseling	10	6.60	4.90	-1.70
Parking	18	6.44	4.89	-1.56
First choice of classes	22	7.00	5.64	-1.36
Career assessment	10	6.70	5.40	-1.30
Food services	10	5.60	4.30	-1.30
Career Development Center resources	12	6.75	5.67	-1.08

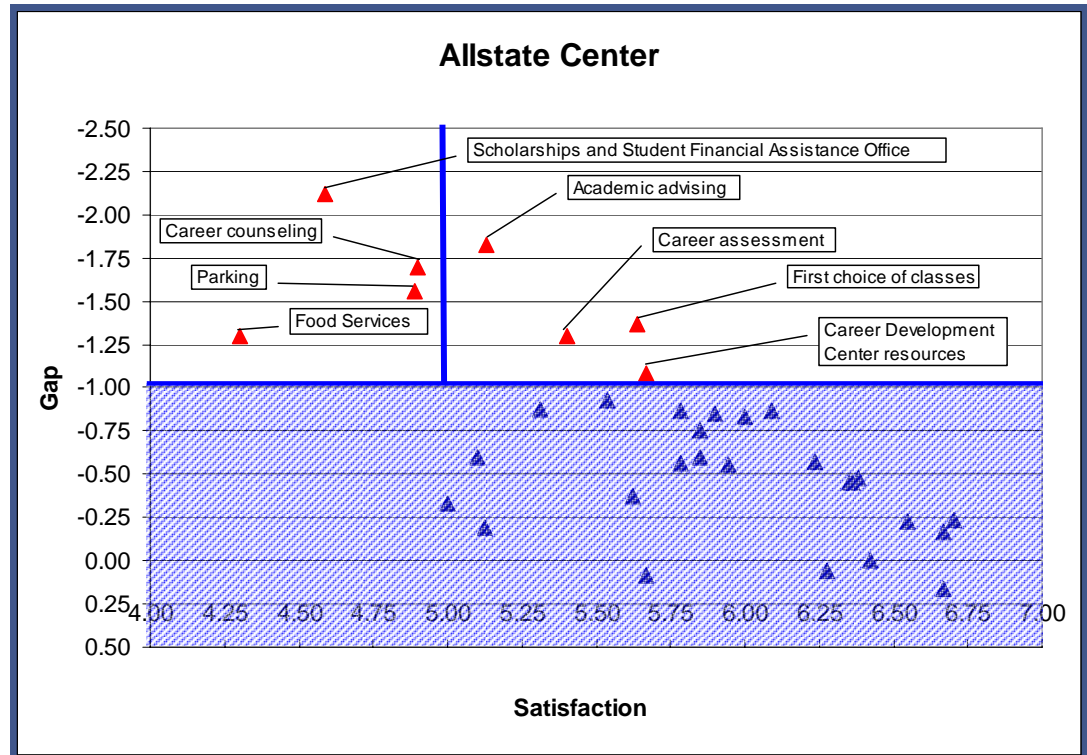


Figure 3: Allstate Center Performance Gap and Satisfaction Ratings



EpiCenter

The EpiCenter had six of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was the 'Scholarships and Student Financial Assistance Office' (-2.00), followed by 'Academic advising' (-1.30) and 'Bookstore' (-1.27) 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
Scholarships and Student Financial Assistance Office	20	5.90	3.90	-2.00
Academic advising	27	6.48	5.19	-1.30
Bookstore	22	5.73	4.45	-1.27
Variety of courses offered	26	6.42	5.15	-1.27
General information about programs & services	23	6.39	5.13	-1.26
First choice of classes	27	6.56	5.33	-1.22

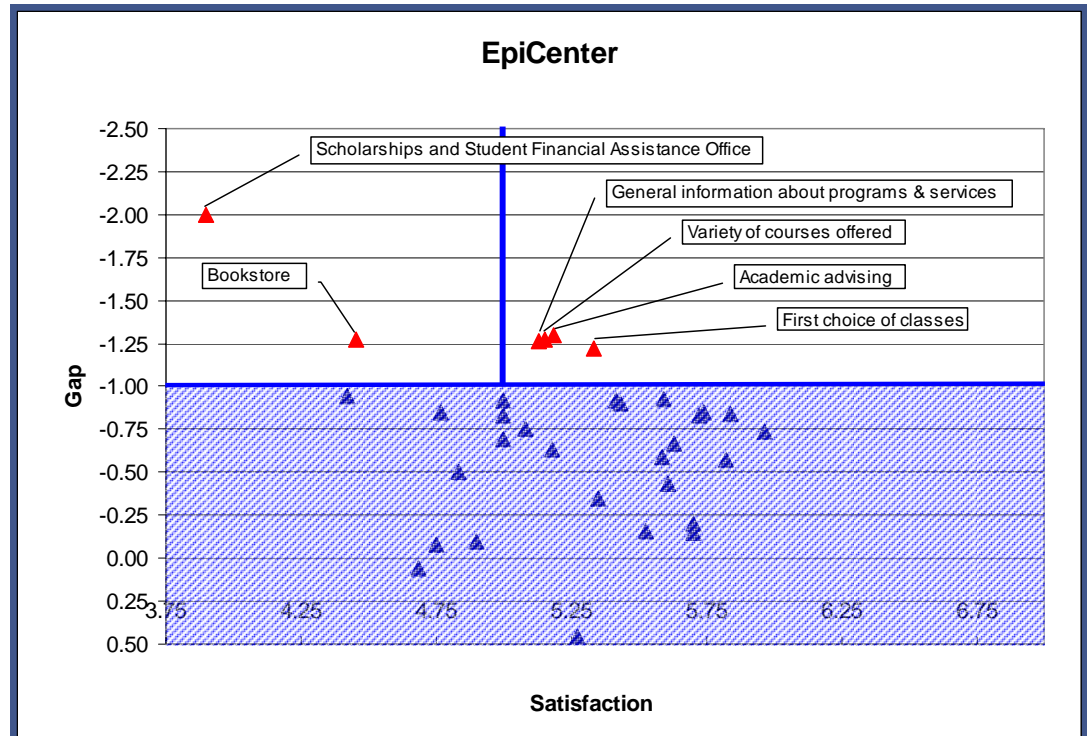


Figure 4: EpiCenter Performance Gap and Satisfaction Ratings



Health Education Center

The Health Education Center had five of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.98) followed by 'Scholarships and Student Financial Assistance Office' (-1.97), and 'Food services' (-1.81) 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	108	6.60	4.62	-1.98
Scholarships and Student Financial Assistance Office	90	6.42	4.46	-1.97
Food services	98	5.92	4.11	-1.81
Bookstore	116	6.42	4.93	-1.49
Convenience of times courses are offered	108	6.66	5.65	-1.01

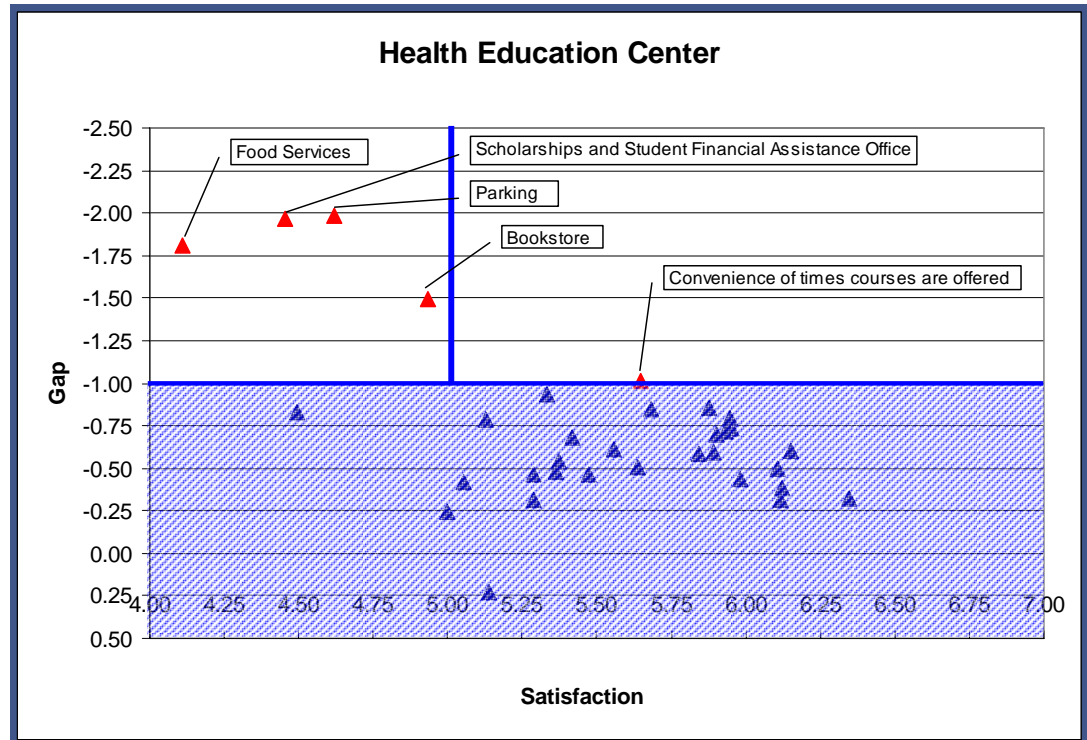


Figure 5: Health Education Center Performance Gap and Satisfaction Ratings



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' (-1.78) followed by 'Scholarships and Student Financial Assistance Office' (-1.14), and the 'Bookstore' (-1.14) 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	143	6.50	4.71	-1.78
Scholarships and Student Financial Assistance Office	138	6.25	5.10	-1.14
Bookstore	161	6.29	5.14	-1.14

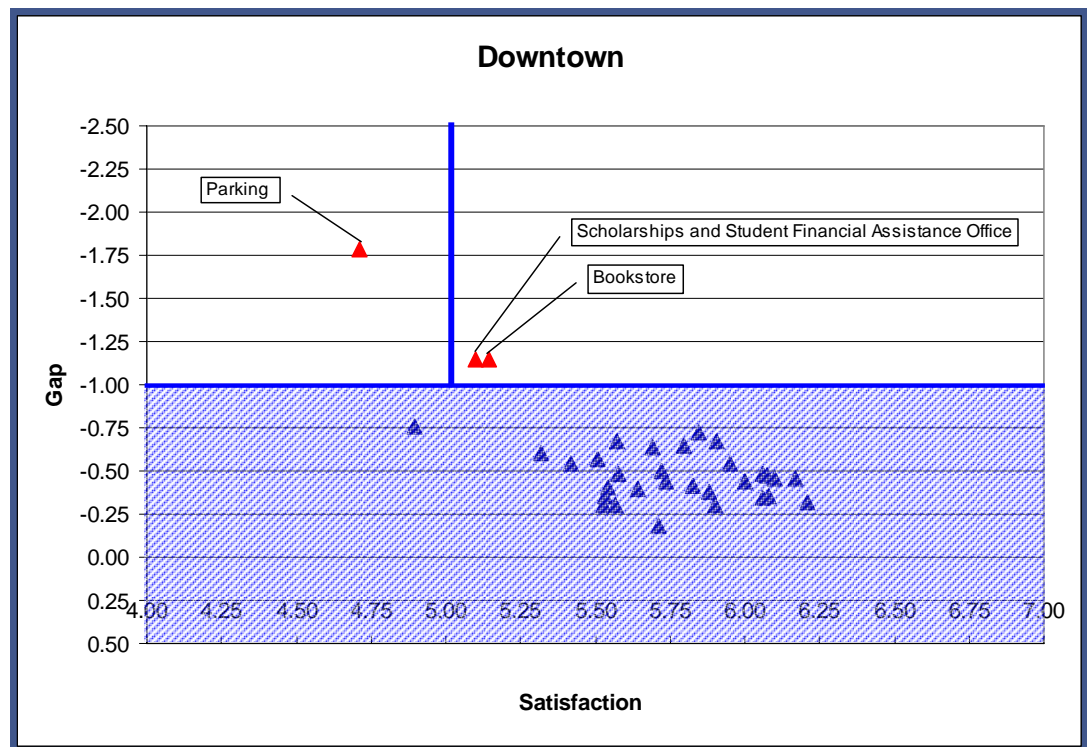


Figure 6: Downtown Performance Gap and Satisfaction Ratings



SPC Midtown

SPC Midtown had fourteen of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap (with five or more responses) was 'Application/admission process' (-2.50) followed by 'Scholarships and Student Financial Assistance Office' (-2.33) and 'New student orientation' (-2.20) 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
Application/admission process	6	5.83	3.33	-2.50
Scholarships and Student Financial Assistance Office	6	6.50	4.17	-2.33
New student orientation	5	5.80	3.60	-2.20
Academic advising	6	6.00	3.83	-2.17
SPC OneCard Refund Process	6	6.67	4.67	-2.00

Note: only the top five academic and student support services with five or more responses are shown.

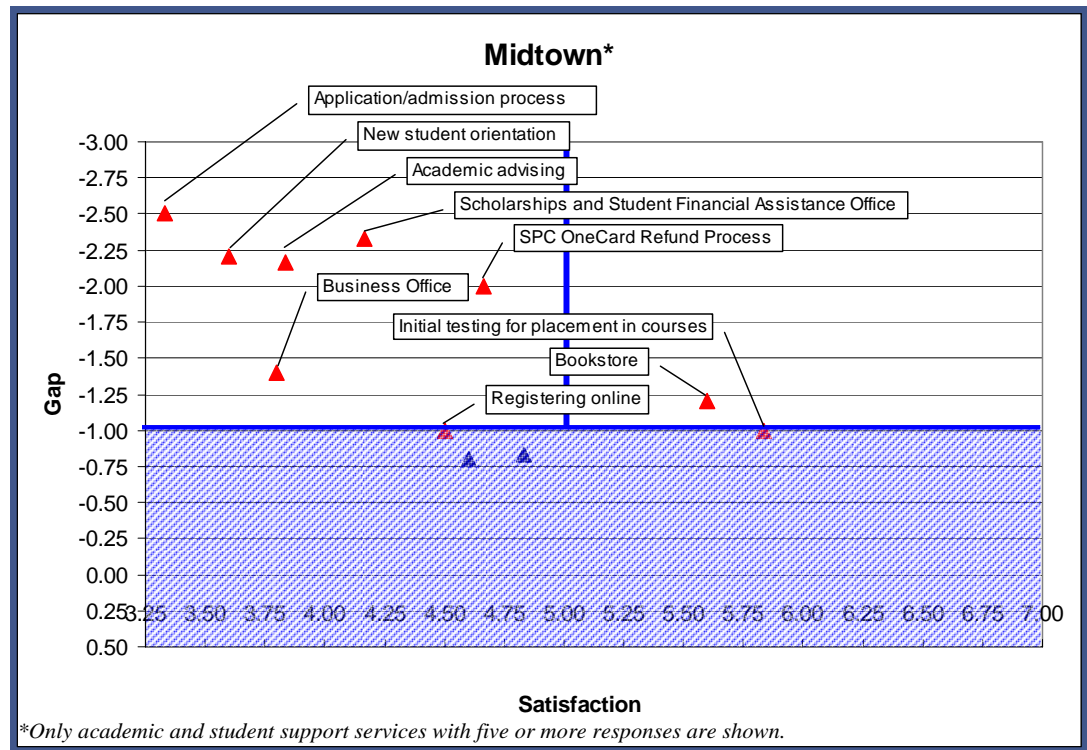


Figure 7: Midtown Performance Gap and Satisfaction Ratings



Seminole Campus

The Seminole Campus had only one of its thirty-three academic and student support services with a Performance Gap less than negative one. That academic and student support service was 'Scholarships and Student Financial Assistance Office' (-1.09) 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
Scholarships and Student Financial Assistance Office	366	6.33	5.24	-1.09

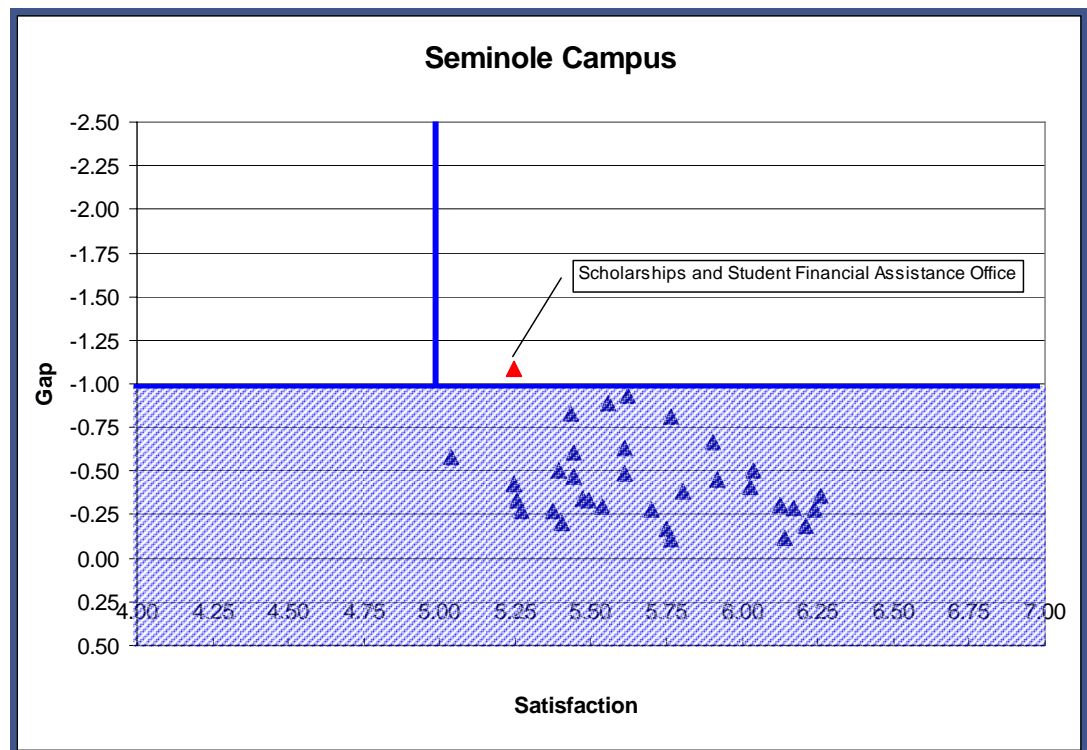


Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings



St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had eight of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-2.23) followed by 'Scholarships and Student Financial Assistance Office' (-2.00) and 'Academic advising' (-1.51) 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	589	6.57	4.34	-2.23
Scholarships and Student Financial Assistance Office	556	6.43	4.43	-2.00
Academic advising	621	6.29	4.79	-1.51
Convenience of times courses are offered	600	6.69	5.50	-1.19
Bookstore	628	6.37	5.22	-1.16
Career counseling	398	6.16	5.06	-1.10
Variety of courses offered	591	6.63	5.60	-1.03
Overall student support services	543	6.51	5.49	-1.02

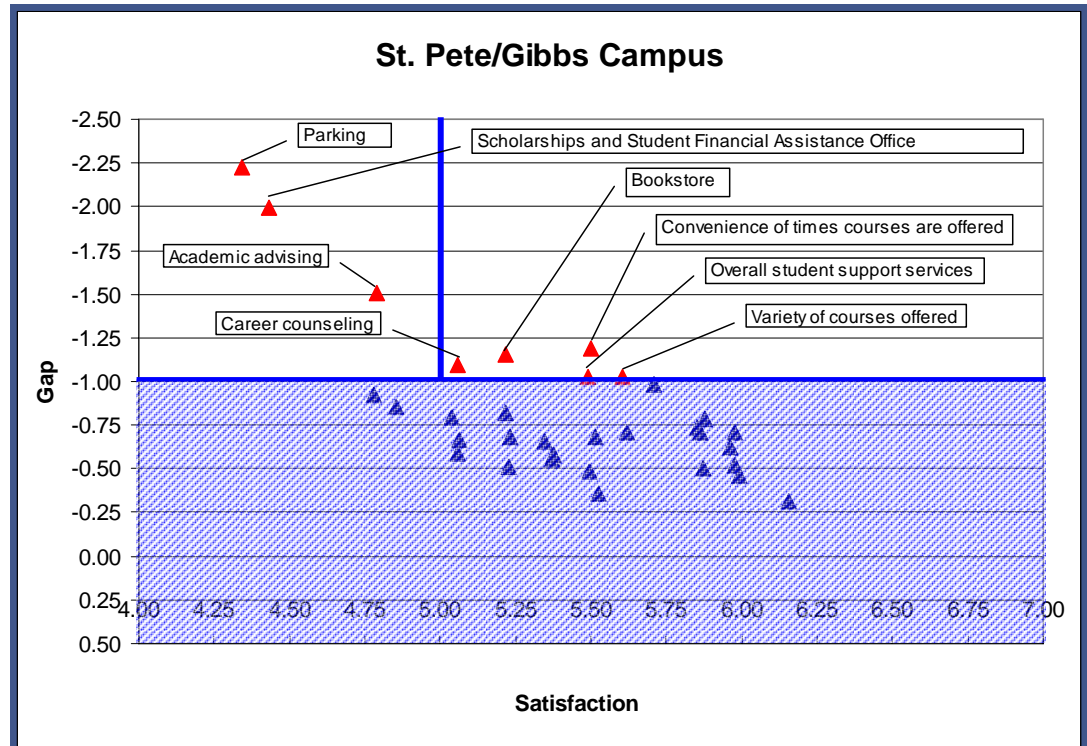


Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



Tarpon Springs Campus

The Tarpon Springs Campus had four of its thirty-three academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.61) followed by 'Scholarships and Student Financial Assistance Office' (-1.46) and 'Academic advising' (-1.09) 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	630	6.47	4.86	-1.61
Scholarships and Student Financial Assistance Office	568	6.36	4.90	-1.46
Academic advising	655	6.31	5.22	-1.09
Convenience of times courses are offered	634	6.57	5.55	-1.01

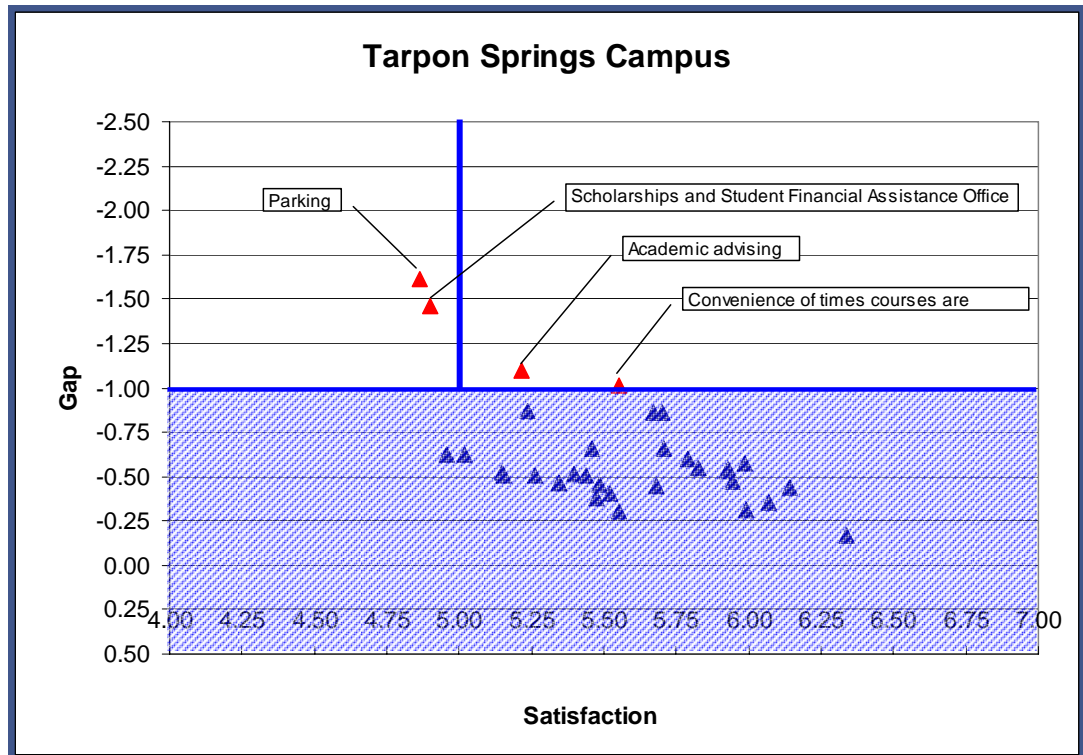


Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings



eCampus Campus

ECampus had four 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' (-1.57) followed by 'Parking' (-1.35) and 'Academic advising' (-1.14) 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
Scholarships and Student Financial Assistance Office	405	6.31	4.75	-1.57
Parking	348	6.18	4.84	-1.35
Academic advising	519	6.31	5.17	-1.14
Bookstore	505	6.29	5.20	-1.09

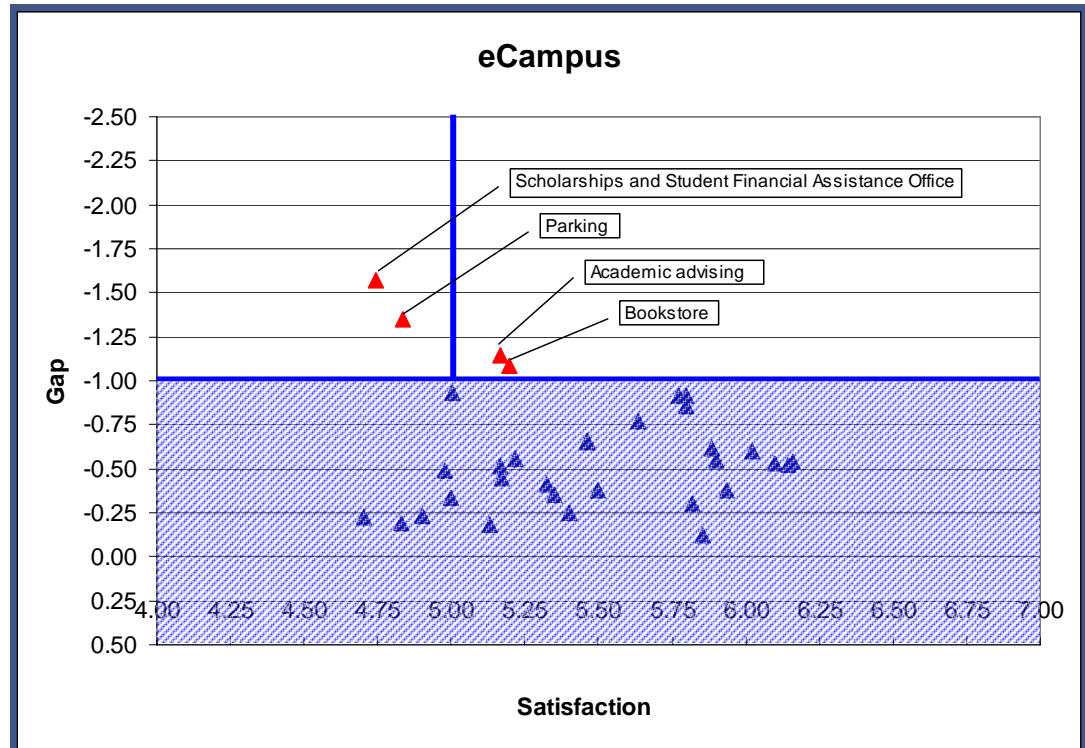


Figure 11: eCampus Performance Gap and Satisfaction Ratings



Conclusion

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). The top five ranked services in terms of importance to students were: 'Convenience of times classes are offered' (6.62), 'First choice of classes' (6.62), 'Overall quality of the educational programs' (6.62), 'Personal safety and security' (6.58), 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: 'Student activities' (5.58), 'New student orientation' (5.61), 'Student publications' (5.63), 'Registering in-person' (5.67), and 'SPC OneCard Refund Process' (5.67). Though the order was slightly different, these were the same five services as last year.

Level of Satisfaction with Academic and Student Support Services

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). The top five rated student/academic services were 'Library' (6.16), 'Personal safety and security' (6.03), 'Out-of-class access to computers' (6.02), 'Overall quality of educational programs' (6.00), and 'Use of technology for instruction' (6.00). 'Use of technology for instruction' replaced 'Facilities' which was in the top five last year. The five-student/academic services with the lowest satisfaction ratings were 'Parking' (4.75), 'Scholarships and Student Financial Assistance Office' (4.77), 'SPC OneCard Refund Process' (5.00), 'Food services' (5.04), and 'Student activities' (5.10). Though the order was slightly different, these were the same five services as last year.

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'. 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 'Library' (-0.21), 'Registering in-person' (-0.37), 'Specialized academic support services' (-0.40), 'Use of technology for instruction' (-0.42), and the 'Out-of-class access to computers' (-0.45). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these



services. Four academic and student support services had performance gaps greater than -1.00. They were 'Parking' (-1.71), 'Scholarships and Student Financial Assistance Office' (-1.60), 'Academic Advising' (-1.17), and 'Convenience of times courses are offered' (-1.03), 'Bookstore' (-0.97), and 'Variety of courses offered' (-0.93) had slightly higher gaps this year. While the order differed, these same six items were also the lowest six items in last year's survey.

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 total number of non-blank responses (includes N/A responses). Five services had usage estimates greater than 95%. These included 'Overall quality of the educational programs' (96.6%), 'Variety of courses offered' (96.5%), 'Bookstore' (96.5%), 'First choice of classes' (96.2%), and 'Convenience of times courses are offered' (95.8%). The lowest five included 'Specialized academic support services' (46.8%), 'Career assessment' (57.6%), 'Career Development Center resources' (59.1%), 'Career counseling' (59.9%), and 'Student activities' (60.1%).

Satisfaction Mean Differences

Of the thirty-three service areas addressed in the survey, Twenty-seven items demonstrated higher satisfaction scores than the previous year. The six areas with the highest year over year increase in mean satisfaction scores were 'SPC OneCard Refund Process' (+0.35), 'Use of Technology during instruction' (+0.22), 'Student Activities' (+0.21), 'Other Online Services' (+0.17), 'Parking' (+0.15), and 'Food services' (+0.15). The six areas with a year over year decline in mean satisfaction scores were 'In person Registration' (-0.18), 'Scholarships and Student Assistance Office' (-0.17), 'Application/admission process' (-0.12), 'Business office' (-0.11), 'Academic advising' (-0.03) and 'Official mailings received from the College' (-0.03).

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.



Contact Information

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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://app.zoomerang.com/Report/print_survey_body.zgi?ID=L23JU7PP3J86

11/10/2008



- 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?

YES NO

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.)?

YES NO

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Enrolled Student Survey

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

- Associate in Arts Degree
- Associate in Science/Associate in Applied Science Degree
- Baccalaureate Degree (SPC)
- Baccalaureate Degree (University Partnership Center)
- Certificate or Technical Diploma
- Graduate Degree (University Partnership Center)

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



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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

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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 N/A

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 N/A

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 N/A

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





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 N/A

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 N/A

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



Survey Page 8

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.



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



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 N/A

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 N/A

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 N/A

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 N/A

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 N/A

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 N/A

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 N/A

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

1 2 3 4 5 6 7 N/A

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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 N/A

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 N/A

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

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Enrolled Student Survey

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

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Survey Page 12



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	740	6.48	4.51	-1.98
Scholarships and Student Financial Assistance Office	657	6.37	4.68	-1.68
Academic advising	773	6.26	5.00	-1.26
Convenience of times courses are offered	758	6.59	5.40	-1.19
Bookstore	800	6.33	5.23	-1.10
Variety of courses offered	742	6.54	5.48	-1.06
First choice of classes	741	6.57	5.69	-0.88
Career counseling	494	6.02	5.18	-0.84
General information about programs & services	702	6.08	5.33	-0.75
SPC OneCard Refund Process	582	5.73	5.02	-0.71
Food services	638	5.75	5.05	-0.70
Overall quality of the educational programs	734	6.59	5.90	-0.69
Facilities	729	6.37	5.69	-0.67
Overall student support services	676	6.41	5.74	-0.67
Student publications	475	5.65	5.00	-0.65
Overall educational support services	668	6.47	5.84	-0.63
Personal safety and security	745	6.55	5.92	-0.62
Student activities	490	5.64	5.03	-0.62
Supplemental instructional centers/tutoring	536	6.29	5.72	-0.57
New student orientation	507	5.59	5.05	-0.55
Career assessment	461	5.87	5.34	-0.53
Other online student services	748	6.45	5.94	-0.51
Application/admission process	755	5.87	5.36	-0.51
Official mailings received from the College	633	5.84	5.35	-0.49
Business Office	578	5.68	5.20	-0.49
Career Development Center resources	488	5.88	5.39	-0.48
Initial testing for placement in courses	689	5.79	5.31	-0.48
Registering online	675	6.19	5.71	-0.48
Use of technology for instruction	724	6.30	5.83	-0.47
Out-of-class access to computers	665	6.42	6.00	-0.42
Registering in-person	639	5.70	5.28	-0.42
Specialized academic support services	362	5.83	5.46	-0.38
Library	716	6.38	6.17	-0.21



Table 31

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	17	6.71	4.59	-2.12
Academic advising	23	6.96	5.13	-1.83
Career counseling	10	6.60	4.90	-1.70
Parking	18	6.44	4.89	-1.56
First choice of classes	22	7.00	5.64	-1.36
Career assessment	10	6.70	5.40	-1.30
Food services	10	5.60	4.30	-1.30
Career Development Center resources	12	6.75	5.67	-1.08
New student orientation	13	6.46	5.54	-0.92
SPC OneCard Refund Process	16	6.19	5.31	-0.88
Application/admission process	23	6.65	5.78	-0.87
Convenience of times courses are offered	22	6.95	6.09	-0.86
Overall student support services	20	6.75	5.90	-0.85
Out-of-class access to computers	12	6.83	6.00	-0.83
General information about programs & services	20	6.60	5.85	-0.75
Official mailings received from the College	20	6.45	5.85	-0.60
Student activities	10	5.70	5.10	-0.60
Registering online	21	6.81	6.24	-0.57
Bookstore	23	6.35	5.78	-0.57
Facilities	18	6.50	5.94	-0.56
Overall quality of the educational programs	21	6.86	6.38	-0.48
Variety of courses offered	22	6.82	6.36	-0.45
Overall educational support services	20	6.80	6.35	-0.45
Business Office	16	6.00	5.63	-0.38
Initial testing for placement in courses	15	5.33	5.00	-0.33
Personal safety and security	17	6.94	6.71	-0.24
Other online student services	22	6.77	6.55	-0.23
Registering in-person	16	5.31	5.13	-0.19
Supplemental instructional centers/tutoring	6	6.83	6.67	-0.17
Use of technology for instruction	19	6.42	6.42	0.00
Library	18	6.22	6.28	0.06
Student publications	12	5.58	5.67	0.08
Specialized academic support services	6	6.50	6.67	0.17



Table 32

Performance Gaps: EpiCenter				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	20	5.90	3.90	-2.00
Academic advising	27	6.48	5.19	-1.30
Bookstore	22	5.73	4.45	-1.27
Variety of courses offered	26	6.42	5.15	-1.27
General information about programs & services	23	6.39	5.13	-1.26
First choice of classes	27	6.56	5.33	-1.22
SPC OneCard Refund Process	19	5.37	4.42	-0.95
Parking	27	6.52	5.59	-0.93
Supplemental instructional centers/tutoring	12	5.92	5.00	-0.92
Overall educational support services	24	6.33	5.42	-0.92
Convenience of times courses are offered	30	6.33	5.43	-0.90
Registering online	27	6.59	5.74	-0.85
Career counseling	13	5.62	4.77	-0.85
Personal safety and security	25	6.68	5.84	-0.84
Other online student services	29	6.55	5.72	-0.83
Application/admission process	29	5.83	5.00	-0.83
New student orientation	12	5.83	5.08	-0.75
Overall quality of the educational programs	30	6.70	5.97	-0.73
Career assessment	13	5.69	5.00	-0.69
Use of technology for instruction	27	6.30	5.63	-0.67
Official mailings received from the College	22	5.82	5.18	-0.64
Out-of-class access to computers	17	6.18	5.59	-0.59
Facilities	28	6.39	5.82	-0.57
Career Development Center resources	12	5.33	4.83	-0.50
Overall student support services	23	6.04	5.61	-0.43
Initial testing for placement in courses	20	5.70	5.35	-0.35
Specialized academic support services	10	5.90	5.70	-0.20
Business Office	19	5.68	5.53	-0.16
Library	20	5.85	5.70	-0.15
Student publications	10	5.00	4.90	-0.10
Student activities	12	4.83	4.75	-0.08
Food services	16	4.63	4.69	0.06
Registering in-person	22	4.82	5.27	0.45



Table 33

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	108	6.60	4.62	-1.98
Scholarships and Student Financial Assistance Office	90	6.42	4.46	-1.97
Food services	98	5.92	4.11	-1.81
Bookstore	116	6.42	4.93	-1.49
Convenience of times courses are offered	108	6.66	5.65	-1.01
Academic advising	111	6.27	5.33	-0.94
First choice of classes	107	6.74	5.88	-0.86
Overall student support services	100	6.53	5.68	-0.85
SPC OneCard Refund Process	81	5.32	4.49	-0.83
Overall quality of the educational programs	110	6.74	5.95	-0.79
Career counseling	69	5.91	5.13	-0.78
Variety of courses offered	101	6.68	5.95	-0.73
Use of technology for instruction	106	6.65	5.93	-0.72
Overall educational support services	102	6.60	5.90	-0.70
Official mailings received from the College	103	6.10	5.42	-0.68
Application/admission process	106	6.17	5.56	-0.61
Personal safety and security	106	6.75	6.15	-0.60
Supplemental instructional centers/tutoring	73	6.48	5.89	-0.59
Facilities	107	6.43	5.84	-0.59
Career assessment	72	5.92	5.38	-0.54
General information about programs & services	105	6.14	5.64	-0.50
Other online student services	114	6.61	6.11	-0.50
New student orientation	85	5.85	5.36	-0.48
Career Development Center resources	76	5.93	5.47	-0.46
Business Office	87	5.75	5.29	-0.46
Out-of-class access to computers	98	6.42	5.98	-0.44
Student publications	76	5.47	5.05	-0.42
Specialized academic support services	73	6.51	6.12	-0.38
Library	112	6.67	6.35	-0.32
Registering online	105	6.43	6.11	-0.31
Initial testing for placement in courses	87	5.60	5.29	-0.31
Student activities	79	5.24	5.00	-0.24
Registering in-person	79	4.91	5.14	0.23



Table 34

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	143	6.50	4.71	-1.78
Scholarships and Student Financial Assistance Office	138	6.25	5.10	-1.14
Bookstore	161	6.29	5.14	-1.14
Food services	124	5.65	4.90	-0.76
Convenience of times courses are offered	154	6.56	5.84	-0.72
Academic advising	157	6.25	5.57	-0.68
First choice of classes	148	6.57	5.91	-0.67
Variety of courses offered	152	6.44	5.80	-0.64
Supplemental instructional centers/tutoring	119	6.33	5.69	-0.64
SPC OneCard Refund Process	135	5.93	5.32	-0.61
Initial testing for placement in courses	148	6.07	5.51	-0.57
Overall student support services	148	6.50	5.95	-0.55
Business Office	131	5.96	5.42	-0.54
General information about programs & services	148	6.22	5.72	-0.50
Overall educational support services	146	6.55	6.06	-0.49
Specialized academic support services	97	6.06	5.58	-0.48
Facilities	151	6.55	6.07	-0.48
Overall quality of the educational programs	154	6.56	6.10	-0.46
Out-of-class access to computers	146	6.63	6.17	-0.46
Other online student services	145	6.44	6.00	-0.44
Registering online	137	6.18	5.74	-0.44
Career counseling	120	6.24	5.83	-0.42
Application/admission process	157	5.95	5.54	-0.41
Official mailings received from the College	147	6.03	5.64	-0.39
Career assessment	117	6.26	5.88	-0.38
Student activities	115	5.89	5.53	-0.36
Use of technology for instruction	147	6.44	6.08	-0.35
Library	146	6.40	6.06	-0.34
Personal safety and security	154	6.53	6.21	-0.32
Career Development Center resources	109	6.20	5.90	-0.30
Student publications	131	5.86	5.56	-0.30
New student orientation	131	5.82	5.53	-0.30
Registering in-person	146	5.90	5.71	-0.18



Table 35

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Application/admission process	6	5.83	3.33	-2.50
Scholarships and Student Financial Assistance Office	6	6.50	4.17	-2.33
New student orientation	5	5.80	3.60	-2.20
Academic advising	6	6.00	3.83	-2.17
SPC OneCard Refund Process	6	6.67	4.67	-2.00
Business Office	5	5.20	3.80	-1.40
Bookstore	5	6.80	5.60	-1.20
Initial testing for placement in courses	6	6.83	5.83	-1.00
Registering online	6	5.50	4.50	-1.00
Other online student services	6	5.67	4.83	-0.83
Career assessment	5	5.40	4.60	-0.80

Note: only the academic and student support services with five or more responses are shown in the table.



Table 36

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	366	6.33	5.24	-1.09
Variety of courses offered	402	6.56	5.62	-0.94
Parking	407	6.44	5.56	-0.88
Academic advising	420	6.26	5.44	-0.83
Convenience of times courses are offered	410	6.58	5.76	-0.81
First choice of classes	404	6.57	5.90	-0.67
Bookstore	432	6.24	5.61	-0.63
Career counseling	294	6.05	5.45	-0.61
SPC OneCard Refund Process	342	5.61	5.04	-0.58
Initial testing for placement in courses	399	5.90	5.40	-0.50
Overall quality of the educational programs	401	6.54	6.03	-0.50
General information about programs & services	382	6.09	5.61	-0.48
Official mailings received from the College	351	5.91	5.44	-0.47
Overall student support services	375	6.37	5.92	-0.45
Food services	349	5.67	5.24	-0.42
Overall educational support services	367	6.43	6.03	-0.41
Supplemental instructional centers/tutoring	267	6.18	5.80	-0.38
Personal safety and security	401	6.61	6.26	-0.35
Career assessment	285	5.82	5.47	-0.34
Business Office	352	5.82	5.49	-0.33
New student orientation	317	5.59	5.26	-0.33
Other online student services	417	6.43	6.12	-0.30
Career Development Center resources	291	5.84	5.54	-0.30
Use of technology for instruction	393	6.46	6.17	-0.29
Application/admission process	418	5.98	5.70	-0.28
Out-of-class access to computers	382	6.52	6.24	-0.28
Specialized academic support services	210	5.65	5.38	-0.27
Student activities	294	5.54	5.27	-0.27
Student publications	287	5.60	5.40	-0.20
Facilities	397	6.40	6.21	-0.19
Registering online	358	5.92	5.75	-0.17
Library	393	6.26	6.14	-0.12
Registering in-person	377	5.87	5.76	-0.11



Table 37

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	589	6.57	4.34	-2.23
Scholarships and Student Financial Assistance Office	556	6.43	4.43	-2.00
Academic advising	621	6.29	4.79	-1.51
Convenience of times courses are offered	600	6.69	5.50	-1.19
Bookstore	628	6.37	5.22	-1.16
Career counseling	398	6.16	5.06	-1.10
Variety of courses offered	591	6.63	5.60	-1.03
Overall student support services	543	6.51	5.49	-1.02
First choice of classes	589	6.69	5.71	-0.99
Food services	469	5.70	4.78	-0.92
Registering in-person	512	5.71	4.86	-0.86
Application/admission process	597	6.04	5.22	-0.82
SPC OneCard Refund Process	503	5.83	5.04	-0.79
Personal safety and security	591	6.66	5.88	-0.78
Out-of-class access to computers	523	6.59	5.85	-0.73
Overall quality of the educational programs	586	6.69	5.98	-0.71
Overall educational support services	515	6.57	5.86	-0.70
Supplemental instructional centers/tutoring	393	6.33	5.62	-0.70
General information about programs & services	545	6.20	5.52	-0.68
Business Office	514	5.91	5.23	-0.68
Student publications	406	5.73	5.06	-0.66
Career assessment	379	6.01	5.35	-0.66
Other online student services	602	6.58	5.96	-0.62
New student orientation	422	5.64	5.06	-0.59
Career Development Center resources	379	5.96	5.38	-0.58
Initial testing for placement in courses	551	5.92	5.37	-0.55
Facilities	587	6.50	5.98	-0.52
Student activities	406	5.74	5.23	-0.51
Registering online	561	6.38	5.87	-0.50
Official mailings received from the College	523	5.98	5.49	-0.49
Use of technology for instruction	565	6.45	5.99	-0.46
Specialized academic support services	294	5.88	5.53	-0.35
Library	577	6.47	6.16	-0.31



Table 38

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Parking	630	6.47	4.86	-1.61
Scholarships and Student Financial Assistance Office	568	6.36	4.90	-1.46
Academic advising	655	6.31	5.22	-1.09
Convenience of times courses are offered	634	6.57	5.55	-1.01
Career counseling	417	6.10	5.24	-0.87
First choice of classes	616	6.56	5.70	-0.86
Variety of courses offered	633	6.53	5.67	-0.86
General information about programs & services	595	6.12	5.46	-0.66
Bookstore	672	6.36	5.71	-0.65
Student activities	420	5.65	5.02	-0.63
SPC OneCard Refund Process	503	5.58	4.96	-0.62
Overall student support services	568	6.39	5.79	-0.60
Overall quality of the educational programs	613	6.56	5.99	-0.57
Supplemental instructional centers/tutoring	472	6.37	5.82	-0.54
Other online student services	628	6.47	5.93	-0.54
Overall educational support services	563	6.45	5.92	-0.53
Student publications	421	5.67	5.15	-0.52
Career assessment	397	5.91	5.40	-0.52
New student orientation	473	5.66	5.15	-0.51
Specialized academic support services	314	5.77	5.26	-0.51
Official mailings received from the College	544	5.94	5.44	-0.50
Facilities	619	6.42	5.95	-0.47
Business Office	504	5.81	5.35	-0.46
Initial testing for placement in courses	578	5.81	5.35	-0.46
Career Development Center resources	407	5.94	5.48	-0.46
Registering online	556	6.13	5.68	-0.45
Personal safety and security	627	6.58	6.14	-0.43
Application/admission process	653	5.92	5.52	-0.40
Food services	538	5.85	5.47	-0.38
Out-of-class access to computers	585	6.42	6.07	-0.35
Use of technology for instruction	609	6.31	5.99	-0.32
Registering in-person	537	5.85	5.55	-0.30
Library	623	6.51	6.34	-0.17



Table 39

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	405	6.31	4.75	-1.57
Parking	348	6.18	4.84	-1.35
Academic advising	519	6.31	5.17	-1.14
Bookstore	505	6.29	5.20	-1.09
Career counseling	250	5.94	5.00	-0.93
Convenience of times courses are offered	467	6.72	5.80	-0.92
First choice of classes	522	6.69	5.77	-0.92
Variety of courses offered	519	6.65	5.80	-0.86
Overall student support services	429	6.41	5.63	-0.77
General information about programs & services	479	6.12	5.46	-0.66
Supplemental instructional centers/tutoring	233	6.12	5.46	-0.65
Overall educational support services	458	6.50	5.88	-0.62
Registering online	535	6.62	6.02	-0.60
Career assessment	241	5.78	5.22	-0.56
Personal safety and security	345	6.45	5.90	-0.55
Overall quality of the educational programs	516	6.70	6.16	-0.54
Other online student services	540	6.63	6.10	-0.54
Use of technology for instruction	480	6.67	6.15	-0.52
Business Office	393	5.68	5.17	-0.52
SPC OneCard Refund Process	378	5.47	4.98	-0.49
Specialized academic support services	162	5.62	5.17	-0.44
Career Development Center resources	254	5.74	5.33	-0.41
Out-of-class access to computers	300	6.31	5.93	-0.38
Application/admission process	516	5.88	5.50	-0.38
Initial testing for placement in courses	385	5.71	5.35	-0.36
Student publications	251	5.34	5.00	-0.34
Facilities	359	6.12	5.82	-0.30
Official mailings received from the College	465	5.65	5.40	-0.25
Registering in-person	318	5.14	4.90	-0.24
Food services	200	4.93	4.71	-0.23
Student activities	220	5.02	4.83	-0.19
New student orientation	310	5.31	5.13	-0.18
Library	377	5.98	5.85	-0.12



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 (-1.98) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.68) 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	1	2	1	2	2	2	1	2	2	1	1.6
Parking	4	1	8	1	1		3	1	1	2	2.4
Academic advising	2	3	2	6	6	4	4	3	3	3	3.6
Convenience of times courses are offered	12	4	11	5	5		5	4	4	6	6.2
Bookstore	19	5	3	4	3	7	7	5	9	4	6.6
First choice of classes	5	7	6	7	7		6	9	6	7	6.7
Variety of courses offered	22	6	4	12	8		2	7	7	8	8.4
Career counseling	3	8	13	11	22		8	6	5	5	9.0
SPC OneCard Refund Process	10	10	7	9	10	5	9	13	11	20	10.4
General information about programs & services	15	9	5	21	14		12	19	8	10	12.6
Overall student support services	13	14	25	8	12		14	8	12	9	12.8
Overall quality of the educational programs	21	12	18	10	18		11	16	13	16	15.0
Overall educational support services	23	16	10	14	15		16	17	16	12	15.4
Food services	7	11	32	3	4		15	10	29	30	15.7
Supplemental instructional centers/tutoring	29	19	9	18	9		17	18	14	11	16.0
Career assessment	6	21	19	20	25	11	19	22	18	14	17.5
Application/admission process	11	23	16	16	23	1	25	12	28	24	17.9
Other online student services	27	22	15	22	20	10	22	23	15	17	19.3
Personal safety and security	26	17	14	17	29		18	14	27	15	19.7
New student orientation	9	20	17	22	32	3	21	24	19	32	19.9
Business Office	24	25	28	25	13	6	20	20	23	19	20.3
Official mailings received from the College	16	24	21	15	24		13	30	21	28	21.3
Initial testing for placement in courses	25	27	26	31	11	8	11	26	24	25	21.4
Registering online	18	28	12	30	21	9	31	29	26	13	21.7
Facilities	20	13	23	19	17		30	27	22	27	22.0
Out-of-class access to computers	14	30	22	26	19		26	15	30	23	22.8
Career Development Center resources	8	26	24	24	30		23	25	25	26	23.4
Student activities	17	18	31	32	26		28	28	10	31	24.6
Use of technology for instruction	30	29	20	13	27		24	31	31	18	24.8
Student publications	32	15	30	27	31		29	21	17	26	25.3
Specialized academic support services	33	32	27	28	16		27	32	20	21	26.2
Registering in-person	28	31	33	33	33		33	11	32	29	29.2
Library	31	35	29	29	28		32	33	33	33	31.4

*Only the academic and student support services with five or more responses are shown.



Appendix D: Satisfaction by Campus

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). These satisfaction scores 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.'

Table 41 contains a side-by-side comparison of the satisfaction scores for each student and academic service by campus.

Table 41

Satisfaction Score by Campus	AC	CL	EPI	HEC	DT	MT*	SEM	SPG	TS	EC	Overall
Academic advising	5.13	5.00	5.19	5.33	5.57	3.83	5.44	4.79	5.22	5.17	5.12
Application/admission process	5.78	5.36	5.00	5.56	5.54	3.33	5.70	5.22	5.52	5.50	5.44
Bookstore	5.78	5.23	4.45	4.93	5.14	5.60	5.61	5.22	5.71	5.20	5.35
Business Office	5.63	5.20	5.53	5.29	5.42	3.80	5.49	5.23	5.35	5.17	5.29
Career assessment	5.40	5.34	5.00	5.38	5.88	4.60	5.47	5.35	5.40	5.22	5.39
Career counseling	4.90	5.18	4.77	5.13	5.83		5.45	5.06	5.24	5.00	5.21
Career Development Center resources	5.67	5.39	4.83	5.47	5.90		5.54	5.38	5.48	5.33	5.45
Convenience of times courses are offered	6.09	5.40	5.43	5.65	5.84		5.76	5.50	5.55	5.80	5.59
Facilities	5.94	5.69	5.82	5.84	6.07		6.21	5.98	5.95	5.82	5.91
first choice of classes	5.64	5.69	5.33	5.88	5.91		5.90	5.71	5.70	5.77	5.75
Food services	4.30	5.05	4.69	4.11	4.90		5.24	4.78	5.47	4.71	5.04
General information about programs & services	5.85	5.33	5.13	5.64	5.72		5.61	5.52	5.46	5.46	5.48
Initial testing for placement in courses	5.00	5.31	5.35	5.29	5.51	5.83	5.40	5.37	5.35	5.35	5.35
Library	6.28	6.17	5.70	6.35	6.06		6.14	6.16	6.34	5.85	6.16
New student orientation	5.54	5.05	5.08	5.36	5.53	3.60	5.26	5.06	5.15	5.13	5.15
Official mailings received from the College	5.85	5.35	5.18	5.42	5.64		5.44	5.49	5.44	5.40	5.43
Other online student services	6.55	5.94	5.72	6.11	6.00	4.83	6.12	5.96	5.93	6.10	6.00
Out-of-class access to computers	6.00	6.00	5.59	5.98	6.17		6.24	5.85	6.07	5.93	6.02
Overall educational support services	6.35	5.84	5.42	5.90	6.06		6.03	5.86	5.92	5.88	5.90
Overall quality of the educational programs	6.38	5.90	5.97	5.95	6.10		6.03	5.98	5.99	6.16	6.00
Overall student support services	5.90	5.74	5.61	5.68	5.95		5.92	5.49	5.79	5.63	5.72
Parking	4.89	4.51	5.59	4.62	4.71		5.56	4.34	4.86	4.84	4.75
Personal safety and security	6.71	5.92	5.84	6.15	6.21		6.26	5.88	6.14	5.90	6.03
Registering in-person	5.13	5.28	5.27	5.14	5.71		5.76	4.86	5.55	4.90	5.30
Registering online	6.24	5.71	5.74	6.11	5.74	4.50	5.75	5.87	5.68	6.02	5.81
Scholarships and Student Financial Assistance Office	4.59	4.68	3.90	4.46	5.10	4.17	5.24	4.43	4.90	4.75	4.77
SPC OneCard Refund Process	5.31	5.02	4.42	4.49	5.32	4.67	5.04	5.04	4.96	4.98	5.00
Specialized academic support services	6.67	5.46	5.70	6.12	5.58		5.38	5.53	5.26	5.17	5.43
Student activities	5.10	5.03	4.75	5.00	5.53		5.27	5.23	5.02	4.83	5.10
Student publications	5.67	5.00	4.90	5.05	5.56		5.40	5.06	5.15	5.00	5.14
Supplemental instructional centers/tutoring	6.67	5.72	5.00	5.89	5.69		5.80	5.62	5.82	5.46	5.71
Use of technology for instruction	6.42	5.83	5.63	5.93	6.08		6.17	5.99	5.99	6.15	6.00
Variety of courses offered	6.36	5.48	5.15	5.95	5.80		5.62	5.60	5.67	5.80	5.64

*Only the academic and student support services with five or more responses are shown.



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