2009-10
Enrolled Student Survey Report

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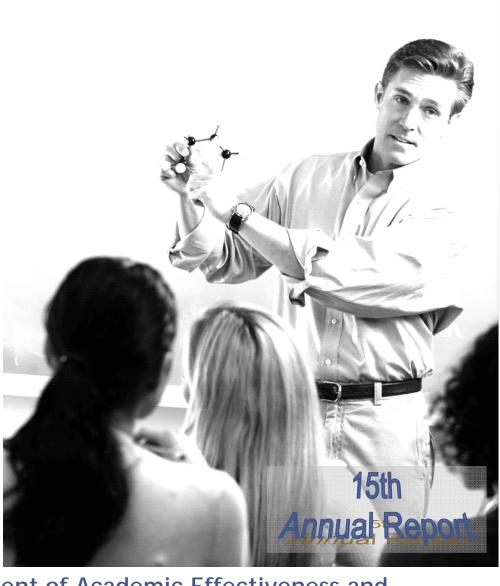Annual Report

Department of Academic Effectiveness and Assessment
St. Petersburg College

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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 on-going 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 are 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 (48%) were under the age of 25
- Over two thirds (71%) were female
- Self-reported race/ethnicity was as follows: 69% White, 12% Black/Non-Hispanic, 9% Hispanic, 5% Asian Pacific Islander, 5% Other, 1% American Indian, and less than 1% Alaskan Native
- Over half (52%) graduated from high school or received their G.E.D. five or more years ago
- Forty-five percent (45%) have been enrolled at the College only one semester
- Almost half (48%) have earned 15 or fewer credit hours at SPC
- Almost all (98%) have access to a computer with Internet capabilities
- Over eighty percent (83%) selected to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS) as their primary reason for enrolling at SPC
- Over forty percent (43%) are enrolled in the AA program
- The majority of survey respondents (74%) preferred to take most of their classes during the week
- Over half (59%) are enrolled full-time and taking classes primarily for credit
- Almost three-quarters (71%) 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 1.09 spread among all scores.

The top five ranked services in terms of importance to students were:
- ☐ 'Convenience of times classes are offered' (6.68),
- ☐ 'First choice of classes' (6.68),
- ☐ 'Overall quality of the educational programs' (6.66),
- ☐ 'Personal safety and security' (6.64), and
- ☐ 'Variety of courses offered' (6.63).

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These were the same five services, and order as last year.

The five lowest rated services in terms of importance were:
- ☐ 'Student activities' (5.59),
- ☐ 'Student publications' (5.68),
- ☐ 'Registering in-person' (5.74),
- ☐ 'Food Services' (5.74), and
- ☐ 'New student orientation' (5.78).

Four of the five were the same services in the bottom five as last year with 'Food Services' replacing 'SPC OneCard Refund Process' this 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 1.30 spread among all scores, ranging from (6.14) for the 'Library' to (4.84) 'Scholarships and Student Financial Assistance Office'.

The top five rated student/academic services were:
- ☐ 'Library' (6.14),
- ☐ 'Personal safety and security' (6.10),
- ☐ 'Out-of-class access to computers' (6.05),
- ☐ 'Overall quality of educational programs' (6.00), and
- ☐ 'Facilities' (5.95).

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

The five student/academic services with the lowest satisfaction ratings were:
- ☐ 'Scholarships and Student Financial Assistance Office' (4.84),
- ☐ 'Academic Advising' (4.98),
- ☐ 'Student activities' (5.06),
- ☐ 'Parking' (5.09), and
- ☐ 'Registering in-person' (5.10).

Three of the five were the same services in the bottom five as last year with 'Academic Advising', and 'Registering in-person' replacing 'SPC OneCard Refund Process' and 'Food services' this year.

Comparison of Importance and Level of Satisfaction
Performance Gaps are formulated for each of the thirty-four 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' (-0.26),
- ☐ 'Out-of-class access to computers' (-0.41),
- ☐ 'Specialized academic support services' (-0.44),
- ☐ 'Official mailings received from the College' (-0.47), and
- ☐ 'Student publications' (-0.47).

Seven academic and student support services had performance gaps greater than -1.00. They were:
- ☐ 'Scholarships and Student Financial Assistance Office' (-1.56),
- ☐ 'Parking' (-1.41),
- ☐ 'Academic Advising' (-1.37),
- ☐ 'MySPC Answer Place' (-1.06),
- ☐ 'Convenience of times courses are offered' (-1.04),
- ☐ 'Bookstore' (-1.03), and
- ☐ 'Variety of courses offered' (-1.01).

Six of the seven items listed above were also the lowest six items in last year's survey. MySPC Answer Place was the only additional item this year.

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).

Six services had usage estimates greater than 95%. These included:
- ☐ 'Overall quality of the educational programs' (96.7%),
- ☐ 'First choice of classes' (96.3%),
- ☐ 'Bookstore' (95.9%),
- ☐ 'Variety of courses offered' (95.7%),
- ☐ 'Academic Advising' (95.3%), and
- ☐ 'Convenience of times courses are offered' (95.1%).

The lowest five included
- ☐ 'Specialized academic support services' (44.1%),
- ☐ 'Career assessment' (54.5%),
- ☐ 'Student activities' (56.3%),
- ☐ 'Career Development Center resources' (56.6%), and
- ☐ 'Career counseling' (57.1%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, seventeen items demonstrated higher satisfaction scores than the previous year. The five areas with the highest year over year increase in mean satisfaction scores were:
- ☐ 'Parking' (+0.34),
- ☐ 'SPC OneCard Refund Process' (+0.32),
- ☐ 'Food services' (+0.19),
- ☐ 'Specialized academic support services' (+0.13), and
- ☐ 'Overall rating of academic/educational support services' (+0.10%).

The six areas with the highest year over year decline in mean satisfaction scores were:
- ☐ 'In person Registration' (-0.20),
- ☐ 'Other Online Services' (-0.17),
- ☐ 'Overall quality of educational program content' (-0.15),
- ☐ 'Academic advising' (-0.14)
- ☐ 'Application/admission process' (-0.11), and
- ☐ 'Bookstore' (-0.11).

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) 30 organizational units comprising 41 academic programs (lower division); (ii) 7 Colleges and Schools comprising 23 baccalaureate programs (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.

QEP Student Assessment Points

Direct Measures

ARC   iSkills   MAPP   Capstone (4-year only)

SPC | Employment or University

Entering Student Survey   Enrolled Student Survey   CCSSE   Exiting Student Survey   Recent Alumni Survey   Employer Survey

SSI

Indirect Measures

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 15th annual administration of the survey.

The survey was available to all enrolled students for a three week period from October 1st through October 25th, 2009. To facilitate the planning process and minimize disruption in the classroom, the 2009-10 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 two thousand students (1,878) 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. A new service, 'MySPC Answer Place' was included in the 2009-10 survey for the first time.

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-seven of the thirty-four services met these criteria. Seven 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 and St. Pete-Gibbs campuses were selected by 22% of the students, followed by Tarpon Springs (18%), and eCampus (16%).

Table 1
Survey Distribution by Reporting Campus (n=1845)

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	4	<1
Clearwater	403	22
EpiCenter	14	1
Health Center	66	4
SPC Downtown	43	2
SPC Mid-town	7	<1
Seminole	270	15
St. Pete-Gibbs	403	22
Tarpon Springs	334	18
eCampus	301	16

Student Demographic and Academic Information

The demographic profile and academic background of the 1,878 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' (28%), while almost (48%) were under the age of 25.

Table 2
Age (n=1846)

Select your age category.		
	N	%
19 and under	514	28
20 - 24	371	20
25 - 29	232	13
30 - 39	287	16
40 - 49	282	15
50 - 59	136	7
60 and over	24	1

Gender
Over two thirds of the survey respondents were female (71%).

Table 3
Gender (n=1835)

Select your gender.		
	N	%
Female	1301	71
Male	534	29

Ethnicity

Over two-thirds (69%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 12% and Hispanic with 9%.

Table 4
Ethnicity (n=1837)

Select your ethnicity.	N	%
Alaskan Native	1	<1
American Indian	17	1
Asian Pacific Islander	83	5
Black/Non-Hispanic	217	12
Hispanic	159	9
White	1275	69
Other	85	5

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=1831)

How long has it been since you graduated from high school or received your G.E.D.?	N	%
1 - 3 years ago	373	20
4 - 5 years ago	123	7
Less than 1 year ago	383	21
More than 5 years ago	952	52

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=1831)

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

Almost half (48%) of survey respondents have earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=1379)

Number of credits you have earned at SPC?		
	N	%
0 - 15	659	48
16 - 30	228	17
31 - 45	217	16
Over 45	171	12

Internet Access

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

Table 8
Internet Access (n=1817)

Do you have access to a computer with Internet capabilities?		
	N	%
No	29	2
Yes	1788	98

Enrollment Reasons

Over eighty percent (83%) 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=1819)

What is the primary reason you enrolled at SPC?	N	%
For personal enrichment	43	2
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	1515	83
To take courses for a new career	143	8
To upgrade job skills	49	3
Other, please specify	69	4

Degree/Certificate Program

Over forty percent (43%) of survey respondents are enrolled in the AA program.

Table 10
Degree Type (n=1461)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	623	43
Associate in Science/Associate in Applied Science Degree	521	36
Baccalaureate Degree	238	16
Baccalaureate Degree (University Partnership Center)	19	1
Certificate or Technical Diploma	50	3
Graduate Degree (University Partnership Center)	10	1

Class Time Preference

The majority of survey respondents (74%) preferred to take the most of their classes during the week. Almost a quarter (22%) would prefer to take most of their classes during the weekday evenings.

Table 11
Class Time Preference (n=1795)

When would you prefer to take most of your classes?	N	%
Online	468	26
Weekday afternoons	263	15
Weekday evenings	392	22
Weekday mornings	660	37
Weekends	12	1

Enrollment Status

Over half (59%) of survey respondents are enrolled full-time and taking classes primarily for credit.

Table 12
Enrollment Status (n=1795)

What is your enrollment status?	N	%
Primarily for credit and full-time	1055	59
Primarily for credit and part-time	706	39
Primarily not for credit	34	2

Working Status

Almost three quarters (71%) of survey respondents indicated that they are working while attending the College

Table 13
Working Status (n=1798)

How many hours are you working while attending SPC?	N	%
Not working	521	29
Working 15 or fewer hours per week	226	13
Working 16 to 30 hours per week	394	22
Working 31 to 39 hours per week	175	10
Working 40 or more hours per week	482	27

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 34 student and academic support services ranked in order of mean score. There was a 1.09 spread among all scores. The range of the means was from (6.68) 'Convenience of times courses are offered' and 'First choice of classes' to (5.59) 'Student activities'.

The top five ranked services in terms of importance to students were: 'Convenience of times classes are offered' (6.68), 'First choice of classes' (6.68), 'Overall quality of the educational programs' (6.66), 'Personal safety and security' (6.64), and 'Variety of courses offered' (6.63). These were the same services and the same order as last year.

The five lowest rated services in terms of importance were: 'Student activities' (5.59), 'Student publications' (5.68), 'Registering in-person' (5.74), 'Food services' (5.74) and 'New student orientation' (5.78). Four of the five were the same services in the bottom five as last year with 'Food Services' replacing 'SPC OneCard Refund Process' this 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	1552	6.68
First choice of classes	1565	6.68
Overall quality of the educational programs	1564	6.66
Personal safety and security	1473	6.64
Variety of courses offered	1556	6.63
Other online student services	1576	6.57
Overall educational support services	1401	6.55
Parking	1489	6.50
Overall student support services	1413	6.48
Facilities	1483	6.47
Use of technology for instruction	1507	6.46
Out-of-class access to computers	1323	6.46
Scholarships and Student Financial Assistance Office	1423	6.40
Library	1442	6.40
Registering online	1499	6.39
MySPC Answer Place	1241	6.37
Academic advising	1650	6.35
Supplemental instructional centers/tutoring	998	6.33
Bookstore	1643	6.27
General information about programs & services	1437	6.24
Career counseling	973	6.12
Application/admission process	1597	6.04
Career assessment	919	6.01
Specialized academic support services	710	6.00
Initial testing for placement in courses	1360	5.97
Official mailings received from the College	1336	5.96
SPC OneCard Refund Process	1319	5.95
Career Development Center resources	956	5.92
Business Office	1285	5.85
New student orientation	1121	5.78
Food services	1174	5.74
Registering in-person	1241	5.74
Student publications	1013	5.68
Student activities	947	5.59

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 1.30 spread among all scores, ranging from (6.14) for 'Library' to (4.84) for 'Scholarships and Student Financial Assistance Office'.

The top five rated student/academic services were 'Library' (6.14), 'Personal safety and security' (6.10), 'Out-of-class access to computers' (6.05), 'Overall quality of educational programs' (6.00), and 'Facilities' (5.95). Four of the five were also in the top five last year. 'Facilities' replaced 'Use of technology for instruction' which was in the top five last year.

The five-student/academic services with the lowest satisfaction ratings were 'Scholarships and Student Financial Assistance Office' (4.84), 'Academic Advising' (4.98), 'Student activities' (5.06), 'Parking' (5.09), and 'Registering in-person' (5.10). Three of the five were the same services in the bottom five as last year with 'Academic Advising', and 'Registering in-person' replacing 'SPC OneCard Refund Process' and 'Food services' this 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	1442	6.14
Personal safety and security	1473	6.10
Out-of-class access to computers	1323	6.05
Overall quality of the educational programs	1564	6.00
Facilities	1483	5.95
Use of technology for instruction	1507	5.90
Overall educational support services	1401	5.85
Other online student services	1576	5.83
first choice of classes	1565	5.77
Supplemental instructional centers/tutoring	998	5.73
Registering online	1499	5.71
Overall student support services	1413	5.66
Convenience of times courses are offered	1552	5.65
Variety of courses offered	1556	5.62
Specialized academic support services	710	5.56
Official mailings received from the College	1336	5.48
General information about programs & services	1437	5.45
Initial testing for placement in courses	1360	5.41
Career Development Center resources	956	5.36
Application/admission process	1597	5.33
SPC OneCard Refund Process	1319	5.32
MySPC Answer Place	1241	5.32
Business Office	1285	5.31
Career assessment	919	5.31
Bookstore	1643	5.24
Food services	1174	5.23
Student publications	1013	5.21
New student orientation	1121	5.19
Career counseling	973	5.18
Registering in-person	1241	5.10
Parking	1489	5.09
Student activities	947	5.06
Academic advising	1650	4.98
Scholarships and Student Financial Assistance Office	1423	4.84

Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the thirty-four 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' (-0.26), 'Out-of-class access to computers' (-0.41), 'Specialized academic support services' (-0.44), 'Official mailings received from the College' (-0.47), and 'Student publications' (-0.47).

Last year, four academic and student support services had performance gaps greater than -1.00. This year seven academic and student support services had performance gaps greater than -1.00. They were: 'Scholarships and Student Financial Assistance Office' (-1.56), 'Parking' (-1.41), 'Academic Advising' (-1.37), 'MySPC Answer Place' (-1.06), 'Convenience of times courses are offered' (-1.04), 'Bookstore' (-1.03), and 'Variety of courses offered' (-1.01). 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
Scholarships and Student Financial Assistance Office	1423	6.40	4.84**	-1.56*
Parking	1489	6.50	5.09	-1.41*
Academic advising	1650	6.35	4.98**	-1.37*
MySPC Answer Place	1241	6.37	5.32	-1.06*
Convenience of times courses are offered	1552	6.68	5.65	-1.04*
Bookstore	1643	6.27	5.24	-1.03*
Variety of courses offered	1556	6.63	5.62	-1.01*
Career counseling	973	6.12	5.18	-0.94
first choice of classes	1565	6.68	5.77	-0.91
Overall student support services	1413	6.48	5.66	-0.82
General information about programs & services	1437	6.24	5.45	-0.79
Other online student services	1576	6.57	5.83	-0.75
Application/admission process	1597	6.04	5.33	-0.72
Career assessment	919	6.01	5.31	-0.71
Overall educational support services	1401	6.55	5.85	-0.71
Registering online	1499	6.39	5.71	-0.68
Overall quality of the educational programs	1564	6.66	6.00	-0.66
Registering in-person	1241	5.74	5.10	-0.64
SPC OneCard Refund Process	1319	5.95	5.32	-0.62
Supplemental instructional centers/tutoring	998	6.33	5.73	-0.60
New student orientation	1121	5.78	5.19	-0.59
Use of technology for instruction	1507	6.46	5.90	-0.57
Career Development Center resources	956	5.92	5.36	-0.57
Initial testing for placement in courses	1360	5.97	5.41	-0.56
Personal safety and security	1473	6.64	6.10	-0.54
Business Office	1285	5.85	5.31	-0.54
Student activities	947	5.59	5.06	-0.53
Facilities	1483	6.47	5.95	-0.52
Food services	1174	5.74	5.23	-0.51
Student publications	1013	5.68	5.21	-0.47
Official mailings received from the College	1336	5.96	5.48	-0.47
Specialized academic support services	710	6.00	5.56	-0.44
Out-of-class access to computers	1323	6.46	6.05	-0.41
Library	1442	6.40	6.14	-0.26

*Performance gap less than -1. **Satisfaction rating less than 5.00.

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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).

Six services had usage estimates greater than 95%. These included 'Overall quality of the educational programs' (96.7%), 'First choice of classes' (96.3%), 'Bookstore' (95.9%), 'Variety of courses offered' (95.7%), 'Academic advising' (95.3), and 'Convenience of times courses are offered' (95.1%). Five of the six were in the top five the last three years, although the order has changed. 'Academic advising' is a new addition to the top five this year.

The lowest five included 'Specialized academic support services' (44.1%), 'Career assessment' (54.5%), 'Student activities' (56.3%), 'Career Development Center resources' (56.6%), and 'Career counseling' (57.1%). These were the same five lowest the previous three years. Please see Table 17 for the usage estimates for all student and academic services.

Table 17

Estimated Usage of Student Services *[Top five and bottom five usage estimates are highlighted.]*	Total Responses	N/A responses	Usage Estimate
Overall quality of the educational programs	1622	53	96.7%
First choice of classes	1629	60	96.3%
Bookstore	1718	71	95.9%
Variety of courses offered	1627	70	95.7%
Academic advising	1739	81	95.3%
Convenience of times courses are offered	1636	80	95.1%
Other online student services	1690	113	93.3%
Use of technology for instruction	1621	113	93.0%
Application/admission process	1735	124	92.9%
Parking	1660	164	90.1%
Personal safety and security	1653	174	89.5%
Facilities	1662	176	89.4%
Registering online	1688	180	89.3%
General information about programs & services	1660	219	86.8%
Overall educational support services	1622	216	86.7%
Overall student support services	1654	236	85.7%
Library	1711	264	84.6%
Scholarships and Student Financial Assistance Office	1731	304	82.4%
Official mailings received from the College	1658	318	80.8%
Out-of-class access to computers	1657	328	80.2%
Initial testing for placement in courses	1730	365	78.9%
MySPC Answer Place	1610	366	77.3%
SPC OneCard Refund Process	1723	396	77.0%
Business Office	1727	434	74.9%
Registering in-person	1690	443	73.8%
Food services	1663	485	70.8%
New student orientation	1691	567	66.5%
Supplemental instructional centers/tutoring	1611	609	62.2%
Student publications	1667	650	61.0%
Career counseling	1710	734	57.1%
Career Development Center resources	1700	737	56.6%
Student activities	1683	735	56.3%
Career assessment	1694	771	54.5%
Specialized academic support services	1615	902	44.1%

Satisfaction Mean Differences

Table 18 shows the mean satisfaction ratings for the 2009-10, 2008/09, 2007/08, 2006/07, and 2005/06, surveys and Table 19 shows the mean differences between the 2009/10 and 2008/09.

Of the thirty-four service areas addressed in the survey, seventeen items demonstrated higher satisfaction scores than the previous year. The five areas with the highest year over year increase in mean satisfaction scores were 'Parking' (+0.34), 'SPC OneCard Refund Process' (+0.32), 'Food Services' (+0.19), 'Specialized academic support services' (+0.13), and 'Overall rating of academic/educational support services' (+0.10) as shown in Table 18 and Table 19.

The six areas with the highest year over year decline in mean satisfaction scores were 'In person Registration' (-0.20), 'Other Online Services' (-0.17), 'Overall quality of educational program content' (-0.15), 'Academic advising' (-0.14), 'Application/admission process' (-0.11), and 'Bookstore' (-0.11).

Table 18

Satisfaction Mean Differences	N=3757	N=4045	N=3857	N=3778	N=1878
	2005/06	2006/07	2007/08	2008/09	2009/10
Ability to get their "First choice" of classes	5.44	5.94	5.70	5.75	5.77
Academic advising	5.03	5.63	5.15	5.12	4.98
Application/admission process	5.54	6.12	5.56	5.44	5.33
Bookstore	4.95	5.56	5.29	5.35	5.24
Business office	5.35	5.75	5.40	5.29	5.31
Career assessment	5.15	5.39	5.32	5.39	5.31
Career counseling	5.04	5.34	5.20	5.21	5.18
Career Development Center resources	5.30	5.47	5.39	5.45	5.36
Convenience of times classes are offered	5.26	5.70	5.49	5.59	5.65
Facilities	5.74	5.98	5.86	5.91	5.95
Food services	4.26	4.88	4.89	5.04	5.23
General information about programs and services	5.21	5.60	5.46	5.48	5.45
In person Registration	5.39	5.71	5.48	5.30	5.10
Initial testing for placement in courses	5.41	5.71	5.27	5.35	5.41
Library	6.01	6.18	6.08	6.16	6.14
MySPC Answer Place	*	*	*	*	5.32
New student orientation	5.00	5.26	5.03	5.15	5.19
Official mailings received from the College	5.18	5.53	5.46	5.43	5.48
Online Registration	5.66	6.09	5.80	5.81	5.71
Other Online Services	*	6.25	5.83	6.00	5.83
Out-of-class access to computers	5.91	6.01	5.91	6.02	6.05
Overall quality of educational program content	5.80	6.14	5.92	6.00	5.85
Overall rating of academic/educational support services	5.58	5.91	5.81	5.90	6.00
Overall rating of student support services/offices	5.44	5.75	5.62	5.72	5.66
Parking	4.54	4.84	4.60	4.75	5.09
Personal safety and security	5.90	6.09	5.97	6.03	6.10
Scholarships and Student Assistance Office	4.76	5.39	4.94	4.77	4.84
SPC OneCard Refund Process	*	*	4.65	5.00	5.32
Specialized academic support services	5.33	5.37	5.42	5.43	5.56
Student activities	4.91	5.00	4.89	5.10	5.06
Student publications	5.52	5.08	5.08	5.14	5.21
Supplemental Instructional Centers/Tutoring	5.53	5.69	5.70	5.71	5.73
Use of technology during instruction	5.82	6.13	5.78	6.00	5.90
Variety of courses offered	5.35	5.72	5.55	5.64	5.62

Item not previously administered

Table 19

Satisfaction Mean Differences	N=3778	N=1878	Difference
	2008/09	2009/10	
Ability to get their "First choice" of classes	5.75	5.77	0.02
Academic advising	5.12	4.98	-0.14
Application/admission process	5.44	5.33	-0.11
Bookstore	5.35	5.24	-0.11
Business office	5.29	5.31	0.02
Career assessment	5.39	5.31	-0.08
Career counseling	5.21	5.18	-0.03
Career Development Center resources	5.45	5.36	-0.09
Convenience of times classes are offered	5.59	5.65	0.06
Facilities	5.91	5.95	0.04
Food services	5.04	5.23	0.19
General information about programs and services	5.48	5.45	-0.03
In person Registration	5.30	5.10	-0.20
Initial testing for placement in courses	5.35	5.41	0.06
Library	6.16	6.14	-0.02
'MySPC Answer Place	*	5.32	*
New student orientation	5.15	5.19	0.04
Official mailings received from the College	5.43	5.48	0.05
Online Registration	5.81	5.71	-0.10
Other Online Services	6.00	5.83	-0.17
Out-of-class access to computers	6.02	6.05	0.03
Overall quality of educational program content	6.00	5.85	-0.15
Overall rating of academic/educational support services	5.90	6.00	0.10
Overall rating of student support services/offices	5.72	5.66	-0.06
Parking	4.75	5.09	0.34
Personal safety and security	6.03	6.10	0.07
Scholarships and Student Assistance Office	4.77	4.84	0.07
SPC OneCard Refund Process	5.00	5.32	0.32
Specialized academic support services	5.43	5.56	0.13
Student activities	5.10	5.06	-0.04
Student publications	5.14	5.21	0.07
Supplemental Instructional Centers/Tutoring	5.71	5.73	0.02
Use of technology during instruction	6.00	5.90	-0.10
Variety of courses offered	5.64	5.62	-0.02

Comparison of Importance and Level of satisfaction by Campus

As previously mentioned, 'Performance Gaps' were formulated for each of the thirty-four 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 thirty-four 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, 'Academic advising' had the lowest performance gap at Clearwater (-1.50) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.47) 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 eight of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of 'Academic advising' (-1.50) followed by the 'Scholarships and Student Financial Assistance Office' (-1.47), and the 'Bookstore' (-1.22) 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
Academic advising	346	6.30	4.80	-1.50
Scholarships and Student Financial Assistance Office	298	6.38	4.91	-1.47
Bookstore	353	6.17	4.95	-1.22
Convenience of times courses are offered	336	6.66	5.51	-1.15
Variety of courses offered	327	6.58	5.50	-1.09
MySPC Answer Place	255	6.20	5.13	-1.07
Parking	333	6.49	5.45	-1.04
Career counseling	205	6.08	5.06	-1.01

Figure 2: Clearwater Campus Performance Gap and Satisfaction Ratings

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Allstate Center

Academic and student support services with response counts of less than five are not included as part of the Enrolled Student Survey analysis. Due to the low number of responses from the Allstate Center in this year's survey, campus Table 21 and Figure 3 were not produced.

EpiCenter

The EpiCenter had thirty-three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was the 'MySPC Answer Place (-3.44), followed by 'Convenience of times courses are offered (-3.27) and 'Academic advising' (-3.23) 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
MySPC Answer Place	9	6.78	3.33	-3.44
Convenience of times courses are offered	11	6.82	3.55	-3.27
Academic advising	13	6.85	3.62	-3.23
Career counseling	8	6.63	3.63	-3.00
Registering in-person	7	6.57	3.57	-3.00
First choice of classes	11	6.91	4.00	-2.91

Figure 4: EpiCenter Performance Gap and Satisfaction Ratings

Health Education Center

The Health Education Center had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was 'Scholarships and Student Financial Assistance Office' (-1.96) followed by 'Convenience of times courses are offered' (-1.32), and 'Parking' (-1.15) 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
Scholarships and Student Financial Assistance Office	49	6.61	4.65	-1.96
Convenience of times courses are offered	57	6.89	5.58	-1.32
Parking	55	6.53	5.38	-1.15
Food services	51	5.84	4.80	-1.04

Figure 5: Health Education Center Performance Gap and Satisfaction Ratings

SPC Downtown

SPC Downtown had three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-2.27) followed by 'Scholarships and Student Financial Assistance Office' (-1.69), and the 'Bookstore' (-1.32) 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	33	6.30	4.03	-2.27
Scholarships and Student Financial Assistance Office	35	6.54	4.86	-1.69
Bookstore	38	6.29	4.97	-1.32

Figure 6: Downtown Performance Gap and Satisfaction Ratings

SPC Midtown

SPC Midtown had fourteen of its twenty-three available academic and student support services with Performance Gaps less than negative one. Academic and student support services with response counts of less than five are not included as part of the analysis. The widest gap (with five or more responses) was 'Parking' (-2.67) followed by 'Overall student support services) (-1.33) and 'Personal safety and security' (-1.00) 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
Parking	6	7.00	4.33	-2.67
Overall student support services	6	7.00	5.67	-1.33
Personal safety and security	6	7.00	6.00	-1.00

Figure 7: Midtown Performance Gap and Satisfaction Ratings

Seminole Campus

The Seminole Campus had two of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was 'Scholarships and Student Financial Assistance Office' (-1.36) followed by 'Academic advising' (-1.02) 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	210	6.42	5.06	-1.36
Academic advising	245	6.33	5.31	-1.02

Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings

St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.90) followed by 'Scholarships and Student Financial Assistance Office' (-1.74) and 'MySPC Answer Place' (-1.46) 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	347	6.51	4.61	-1.90
Scholarships and Student Financial Assistance Office	327	6.36	4.61	-1.74
MySPC Answer Place	318	6.42	4.96	-1.46
Academic advising	363	6.25	4.83	-1.43
Application/admission process	355	6.12	5.08	-1.04

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

Tarpon Springs Campus

The Tarpon Springs Campus had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was 'Parking' (-1.91) followed by 'Academic advising' (-1.45) and 'Scholarships and Student Financial Assistance Office' (-1.34) 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	295	6.64	4.74	-1.91
Academic advising	303	6.43	4.98	-1.45
Scholarships and Student Financial Assistance Office	263	6.29	4.95	-1.34
Convenience of times courses are offered	290	6.71	5.53	-1.18
Variety of courses offered	289	6.65	5.52	-1.14

Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings

eCampus

ECampus had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was 'Scholarships and Student Financial Assistance Office' (-1.71) followed by Academic advising' (-1.51) and 'MySPC Answer Place' (-1.19) 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	218	6.55	4.84	-1.71
Academic advising	272	6.48	4.97	-1.51
MySPC Answer Place	181	6.52	5.33	-1.19
Parking	174	6.25	5.14	-1.11
Career counseling	124	5.94	4.84	-1.10
Bookstore	258	6.38	5.29	-1.08

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' (6.68), 'First choice of classes' (6.68), 'Overall quality of the educational programs' (6.66), 'Personal safety and security' (6.64), and 'Variety of courses offered' (6.63). These were the same services and the same order as last year. The five lowest rated services in terms of importance were: 'Student activities' (5.59), 'Student publications' (5.68), 'Registering in-person' (5.74), 'Food services' (5.74) and 'New student orientation' (5.78). Four of the five were the same services in the bottom five as last year with 'Food Services' replacing 'SPC OneCard Refund Process' this 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' (6.14), 'Personal safety and security' (6.10), 'Out-of-class access to computers' (6.05), 'Overall quality of educational programs' (6.00), and 'Facilities' (5.95). 'Facilities' replaced 'Use of technology for instruction' which was in the top five last year. The five-student/academic services with the lowest satisfaction ratings were 'Scholarships and Student Financial Assistance Office' (4.84), 'Academic Advising' (4.98), 'Student activities' (5.06), 'Parking' (5.09), and 'Registering in-person' (5.10). Three of the five were the same services in the bottom five as last year with 'Academic Advising', and 'Registering in-person' replacing 'SPC OneCard Refund Process' and 'Food services' this year.

Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the thirty-four 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' (-0.26), 'Out-of-class access to computers' (-0.41), 'Specialized academic support services' (-0.44), 'Official mailings received from the College' (-0.47), and 'Student publications' (-0.47). A

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large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services. Seven academic and student support services had performance gaps greater than -1.00. They were: 'Scholarships and Student Financial Assistance Office' (-1.56), 'Parking' (-1.41), 'Academic Advising' (-1.37), 'MySPC Answer Place' (-1.06), 'Convenience of times courses are offered' (-1.04), 'Bookstore' (-1.03), and 'Variety of courses offered' (-1.01). Six of the seven items were also the lowest six items in last year's survey. In addition, a new item 'MySPC Answer Place' was the seventh.

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). Six services had usage estimates greater than 95%. These included 'Overall quality of the educational programs' (96.7%), 'First choice of classes' (96.3%), 'Bookstore' (95.9%), 'Variety of courses offered' (95.7%), 'Academic advising' (95.3), and 'Convenience of times courses are offered' (95.1%). Five of the six were in the top five the last three years, although the order has changed. 'Academic advising' is a new addition to the top five this year. The lowest five included 'Specialized academic support services' (44.1%), 'Career assessment' (54.5%), 'Student activities' (56.3%), 'Career Development Center resources' (56.6%), and 'Career counseling' (57.1%). These were the same five lowest the previous three years.

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, seventeen items demonstrated higher satisfaction scores than the previous year. The five areas with the highest year over year increase in mean satisfaction scores were 'Parking' (+0.34), 'SPC OneCard Refund Process' (+0.32), 'Food Services' (+0.19), 'Specialized academic support services' (+0.13), and 'Overall rating of academic/educational support services' (+0.10). The six areas with the highest year over year decline in mean satisfaction scores were 'In person Registration' (-0.20), 'Other Online Services' (-0.17), 'Overall quality of educational program content' (-0.15), 'Academic advising' (-0.14), 'Application/admission process' (-0.11), and 'Bookstore' (-0.11).

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

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
- White

http://app.zoomerang.com/Report/print_survey_body.zgi?ID=L23ZT4RJPZFN   12/10/2009

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

SUBMIT

Survey Page 1

Enrolled Student Survey

Demographics (Continued)

6   How many semesters have you been enrolled at SPC?

1

2

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■ 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]

[SUBMIT →]

Survey Page 2

Enrolled Student Survey

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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).

SUBMIT

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
- [ ]

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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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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)**

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```
       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

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(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] [ ]

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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.

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)

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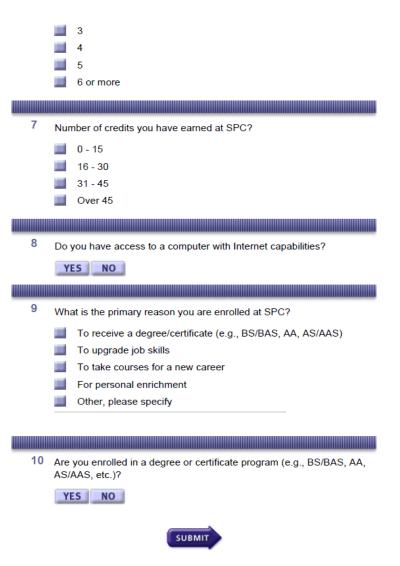
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

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)

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[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] [ ]

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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.

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

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(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]   [   ]

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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

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(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 | |

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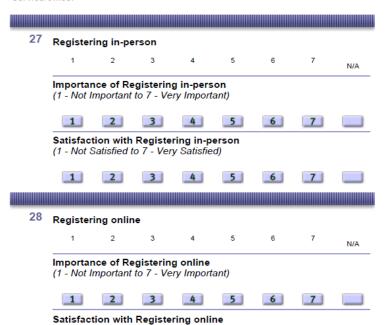
College Services and Offices (Continued)

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.
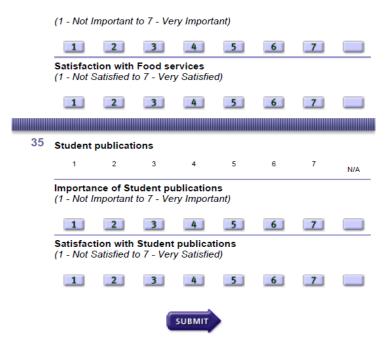
36 Facilities

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |

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

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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

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| 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 | 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 |

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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]   [___]

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)

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| 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 **MySPC Answer Place (MAP)**

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |

Importance of MySPC Answer Place (MAP)
(1 - Not Important to 7 - Very Important)

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

Satisfaction with MySPC Answer Place (MAP)
(1 - Not Satisfied to 7 - Very Satisfied)

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | |

47 **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 | |

48 **Overall quality of the educational programs**

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| 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 | |

49 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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50 How can SPC improve services, curriculum, and academic programs for students?

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Appendix B: Performance Gaps by Campus

'Performance Gaps' were formulated for each of the thirty-four 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 thirty-four 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
Academic advising	346	6.30	4.80	-1.50
Scholarships and Student Financial Assistance Office	298	6.38	4.91	-1.47
Bookstore	353	6.17	4.95	-1.22
Convenience of times courses are offered	336	6.66	5.51	-1.15
Variety of courses offered	327	6.58	5.50	-1.09
MySPC Answer Place	255	6.20	5.13	-1.07
Parking	333	6.49	5.45	-1.04
Career counseling	205	6.08	5.06	-1.01
First choice of classes	333	6.64	5.76	-0.88
General information about programs & services	304	6.12	5.25	-0.88
New student orientation	233	5.70	4.84	-0.85
Application/admission process	333	6.04	5.22	-0.82
Student activities	210	5.58	4.78	-0.80
Career assessment	198	5.98	5.20	-0.78
Overall quality of the educational programs	334	6.63	5.85	-0.78
Overall student support services	308	6.43	5.65	-0.77
Other online student services	331	6.54	5.77	-0.77
Overall educational support services	296	6.50	5.75	-0.75
Registering in-person	275	5.84	5.09	-0.75
Food services	281	5.75	5.02	-0.73
Personal safety and security	332	6.68	5.95	-0.73
Registering online	322	6.39	5.73	-0.66
Career Development Center resources	195	5.90	5.24	-0.66
Facilities	332	6.47	5.83	-0.64
Business Office	265	5.80	5.17	-0.63
Supplemental instructional centers/tutoring	234	6.34	5.74	-0.60
Use of technology for instruction	323	6.40	5.80	-0.59
Official mailings received from the College	283	5.83	5.25	-0.58
Initial testing for placement in courses	291	5.93	5.37	-0.57
Student publications	224	5.46	4.92	-0.54
SPC OneCard Refund Process	267	5.71	5.20	-0.51
Specialized academic support services	148	6.02	5.53	-0.49
Out-of-class access to computers	302	6.46	6.05	-0.41
Library	316	6.36	6.10	-0.26

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Table 31
Performance Gaps: Allstate Center

There were too few responses for any one item to report. Only the academic and student support services with five or more responses are shown in the table.

Table 32

Performance Gaps: EpiCenter	N	Importance	Satisfaction	Gap
MySPC Answer Place	9	6.78	3.33	-3.44
Convenience of times courses are offered	11	6.82	3.55	-3.27
Academic advising	13	6.85	3.62	-3.23
Career counseling	8	6.63	3.63	-3.00
Registering in-person	7	6.57	3.57	-3.00
First choice of classes	11	6.91	4.00	-2.91
New student orientation	5	5.60	2.80	-2.80
Variety of courses offered	11	6.82	4.18	-2.64
Supplemental instructional centers/tutoring	8	6.88	4.25	-2.63
Scholarships and Student Financial Assistance Office	14	6.57	4.00	-2.57
Official mailings received from the College	9	6.44	3.89	-2.56
Career Development Center resources	8	6.75	4.25	-2.50
Career assessment	6	6.50	4.00	-2.50
Overall quality of the educational programs	11	6.91	4.55	-2.36
Overall educational support services	9	6.78	4.56	-2.22
Use of technology for instruction	11	6.73	4.55	-2.18
Other online student services	13	6.85	4.69	-2.15
Registering online	13	6.77	4.69	-2.08
Parking	14	6.57	4.57	-2.00
Overall student support services	13	6.69	4.77	-1.92
Facilities	12	6.83	5.08	-1.75
Student activities	6	5.33	3.67	-1.67
Application/admission process	10	6.20	4.60	-1.60
General information about programs & services	12	6.67	5.25	-1.42
Bookstore	10	5.00	3.60	-1.40
Out-of-class access to computers	10	6.60	5.30	-1.30
SPC OneCard Refund Process	12	5.33	4.17	-1.17
Food services	8	5.88	4.88	-1.00
Personal safety and security	13	6.77	6.08	-0.69
Business Office	11	5.73	5.09	-0.64
Library	11	5.73	5.45	-0.27

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

Table 33

Performance Gaps: Health Education Center	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	49	6.61	4.65	-1.96
Convenience of times courses are offered	57	6.89	5.58	-1.32
Parking	55	6.53	5.38	-1.15
Food services	51	5.84	4.80	-1.04
Other online student services	60	6.87	5.93	-0.93
First choice of classes	57	6.86	5.93	-0.93
Career counseling	27	6.00	5.07	-0.93
Career assessment	24	6.00	5.08	-0.92
Bookstore	59	6.29	5.37	-0.92
Academic advising	57	6.30	5.42	-0.88
Overall educational support services	54	6.81	5.96	-0.85
Variety of courses offered	54	6.69	5.87	-0.81
Career Development Center resources	33	6.24	5.45	-0.79
Registering online	57	6.63	5.86	-0.77
MySPC Answer Place	45	6.38	5.64	-0.73
Overall quality of the educational programs	58	6.88	6.16	-0.72
Overall student support services	53	6.72	6.00	-0.72
Facilities	59	6.66	6.00	-0.66
General information about programs & services	54	6.46	5.91	-0.56
Official mailings received from the College	52	6.37	5.83	-0.54
Library	60	6.53	6.00	-0.53
Personal safety and security	58	6.72	6.22	-0.50
Out-of-class access to computers	50	6.50	6.04	-0.46
Initial testing for placement in courses	40	6.10	5.65	-0.45
Specialized academic support services	37	6.54	6.11	-0.43
SPC OneCard Refund Process	48	5.73	5.40	-0.33
Use of technology for instruction	56	6.61	6.29	-0.32
Supplemental instructional centers/tutoring	33	6.33	6.03	-0.30
Student publications	34	5.56	5.32	-0.24
Business Office	46	5.61	5.41	-0.20
New student orientation	45	6.00	5.87	-0.13
Application/admission process	55	6.00	5.89	-0.11
Student activities	28	5.21	5.11	-0.11
Registering in-person	34	4.74	4.76	0.03

Table 34

Performance Gaps: Downtown	N	Importance	Satisfaction	Gap
Parking	33	6.30	4.03	-2.27
Scholarships and Student Financial Assistance Office	35	6.54	4.86	-1.69
Bookstore	38	6.29	4.97	-1.32
Initial testing for placement in courses	32	6.28	5.38	-0.91
Overall student support services	37	6.54	5.65	-0.89
MySPC Answer Place	36	6.61	5.75	-0.86
Career counseling	27	6.22	5.41	-0.81
Student activities	25	6.16	5.40	-0.76
Academic advising	39	6.36	5.62	-0.74
General information about programs & services	36	6.06	5.36	-0.69
Convenience of times courses are offered	38	6.68	6.05	-0.63
First choice of classes	38	6.55	5.92	-0.63
SPC OneCard Refund Process	32	6.22	5.63	-0.59
Other online student services	38	6.58	6.03	-0.55
Food services	31	5.58	5.03	-0.55
Supplemental instructional centers/tutoring	28	6.50	5.96	-0.54
Use of technology for instruction	38	6.24	5.74	-0.50
Registering online	34	6.12	5.62	-0.50
Variety of courses offered	37	6.57	6.08	-0.49
Student publications	30	5.73	5.30	-0.43
Overall educational support services	38	6.39	5.97	-0.42
Business Office	31	5.97	5.55	-0.42
Specialized academic support services	24	5.79	5.38	-0.42
Overall quality of the educational programs	38	6.58	6.18	-0.39
Personal safety and security	36	6.61	6.22	-0.39
Career assessment	27	5.78	5.41	-0.37
Facilities	38	6.42	6.08	-0.34
New student orientation	26	5.81	5.50	-0.31
Official mailings received from the College	35	5.86	5.60	-0.26
Application/admission process	37	6.11	5.86	-0.24
Registering in-person	36	5.69	5.47	-0.22
Out-of-class access to computers	32	6.69	6.56	-0.13
Library	31	6.39	6.29	-0.10
Career Development Center resources	27	5.67	5.85	0.19

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Table 35

Performance Gaps: Midtown	N	Importance	Satisfaction	Gap
Parking	6	7.00	4.33	-2.67
Overall student support services	6	7.00	5.67	-1.33
Personal safety and security	6	7.00	6.00	-1.00
first choice of classes	6	7.00	6.33	-0.67
Facilities	6	6.67	6.00	-0.67
Scholarships and Student Financial Assistance Office	5	6.00	5.40	-0.60
Registering online	5	5.60	5.00	-0.60
MySPC Answer Place	7	6.14	5.57	-0.57
Application/admission process	7	6.00	5.43	-0.57
Bookstore	6	6.83	6.33	-0.50
Convenience of times courses are offered	6	7.00	6.67	-0.33
Registering in-person	6	6.83	6.50	-0.33
Variety of courses offered	5	6.40	6.20	-0.20
Out-of-class access to computers	5	7.00	7.00	0.00
Overall quality of the educational programs	7	7.00	7.00	0.00
Overall educational support services	7	6.14	6.14	0.00
Initial testing for placement in courses	7	6.00	6.00	0.00
Other online student services	5	6.00	6.00	0.00
New student orientation	5	6.00	6.00	0.00
Business Office	5	5.40	5.40	0.00
SPC OneCard Refund Process	7	6.43	6.57	0.14
Use of technology for instruction	6	6.67	7.00	0.33
Academic advising	6	5.33	5.83	0.50

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	210	6.42	5.06	-1.36
Academic advising	245	6.33	5.31	-1.02
Variety of courses offered	235	6.63	5.64	-0.99
Bookstore	242	6.29	5.33	-0.97
Convenience of times courses are offered	235	6.65	5.75	-0.89
Career counseling	138	6.13	5.28	-0.85
first choice of classes	227	6.65	5.81	-0.84
Career assessment	135	6.01	5.21	-0.79
General information about programs & services	208	6.13	5.40	-0.73
Overall student support services	199	6.52	5.79	-0.72
SPC OneCard Refund Process	188	5.94	5.22	-0.72
Parking	228	6.52	5.84	-0.68
Overall educational support services	200	6.51	5.89	-0.62
Other online student services	227	6.48	5.88	-0.61
Overall quality of the educational programs	230	6.63	6.07	-0.57
MySPC Answer Place	174	6.26	5.71	-0.55
Student activities	149	5.61	5.07	-0.54
Registering online	201	6.05	5.51	-0.54
Registering in-person	201	5.92	5.41	-0.51
Supplemental instructional centers/tutoring	147	6.23	5.73	-0.50
Use of technology for instruction	229	6.48	5.99	-0.49
New student orientation	179	5.64	5.18	-0.46
Specialized academic support services	107	5.98	5.52	-0.46
Official mailings received from the College	194	5.87	5.42	-0.44
Application/admission process	243	5.98	5.57	-0.42
Career Development Center resources	142	5.89	5.48	-0.42
Student publications	158	5.58	5.18	-0.41
Personal safety and security	228	6.74	6.34	-0.40
Out-of-class access to computers	215	6.64	6.26	-0.38
Business Office	186	5.82	5.45	-0.37
Initial testing for placement in courses	221	5.93	5.57	-0.36
Facilities	230	6.58	6.29	-0.30
Food services	188	5.82	5.67	-0.15
Library	206	6.33	6.20	-0.12

Table 37

Performance Gaps: St. Pete/Gibbs Campus	N	Importance	Satisfaction	Gap
Parking	347	6.51	4.61	-1.90
Scholarships and Student Financial Assistance Office	327	6.36	4.61	-1.74
MySPC Answer Place	318	6.42	4.96	-1.46
Academic advising	363	6.25	4.83	-1.43
Application/admission process	355	6.12	5.08	-1.04
Convenience of times courses are offered	347	6.62	5.63	-0.99
Career counseling	252	6.22	5.27	-0.95
Bookstore	365	6.28	5.35	-0.93
first choice of classes	342	6.65	5.73	-0.92
Variety of courses offered	341	6.60	5.70	-0.90
Registering in-person	292	5.71	4.83	-0.88
General information about programs & services	323	6.30	5.48	-0.82
Overall student support services	314	6.46	5.65	-0.81
SPC OneCard Refund Process	317	5.99	5.27	-0.72
Other online student services	342	6.51	5.80	-0.71
Overall educational support services	301	6.55	5.87	-0.68
New student orientation	270	5.85	5.17	-0.68
Career assessment	232	6.12	5.45	-0.67
Initial testing for placement in courses	322	6.03	5.37	-0.66
Business Office	310	5.85	5.21	-0.64
Use of technology for instruction	330	6.41	5.79	-0.61
Registering online	331	6.32	5.71	-0.61
Supplemental instructional centers/tutoring	233	6.27	5.67	-0.61
Overall quality of the educational programs	339	6.61	6.01	-0.60
Student activities	231	5.83	5.24	-0.58
Food services	279	5.80	5.25	-0.55
Student publications	249	5.89	5.35	-0.54
Out-of-class access to computers	298	6.40	5.87	-0.53
Personal safety and security	346	6.61	6.09	-0.53
Career Development Center resources	239	5.92	5.43	-0.49
Facilities	344	6.42	5.93	-0.49
Official mailings received from the College	296	6.06	5.57	-0.48
Specialized academic support services	182	6.05	5.62	-0.43
Library	337	6.48	6.16	-0.33

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Table 38

Performance Gaps: Tarpon Springs Campus	N	Importance	Satisfaction	Gap
Parking	295	6.64	4.74	-1.91
Academic advising	303	6.43	4.98	-1.45
Scholarships and Student Financial Assistance Office	263	6.29	4.95	-1.34
Convenience of times courses are offered	290	6.71	5.53	-1.18
Variety of courses offered	289	6.65	5.52	-1.14
Bookstore	306	6.31	5.36	-0.95
first choice of classes	287	6.71	5.77	-0.94
Overall student support services	256	6.48	5.60	-0.88
Other online student services	286	6.53	5.68	-0.86
General information about programs & services	259	6.29	5.44	-0.85
Career counseling	183	6.13	5.33	-0.80
MySPC Answer Place	213	6.41	5.67	-0.74
Overall educational support services	254	6.52	5.82	-0.69
Overall quality of the educational programs	280	6.61	5.93	-0.69
Registering online	264	6.31	5.63	-0.69
Initial testing for placement in courses	255	5.91	5.24	-0.66
Supplemental instructional centers/tutoring	199	6.48	5.83	-0.65
Registering in-person	240	5.89	5.25	-0.64
Facilities	284	6.52	5.89	-0.63
Application/admission process	292	5.87	5.27	-0.60
Career assessment	176	5.93	5.33	-0.60
Career Development Center resources	186	5.92	5.34	-0.58
Use of technology for instruction	274	6.36	5.80	-0.56
Business Office	225	5.81	5.28	-0.54
SPC OneCard Refund Process	228	5.98	5.45	-0.53
Student publications	186	5.83	5.32	-0.51
Personal safety and security	280	6.64	6.14	-0.50
New student orientation	199	5.84	5.37	-0.47
Food services	231	5.87	5.41	-0.46
Official mailings received from the College	234	6.02	5.59	-0.43
Out-of-class access to computers	257	6.47	6.11	-0.37
Student activities	186	5.60	5.27	-0.33
Library	282	6.56	6.29	-0.27
Specialized academic support services	122	5.87	5.62	-0.25

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Table 39

Performance Gaps: eCampus	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	218	6.55	4.84	-1.71
Academic advising	272	6.48	4.97	-1.51
MySPC Answer Place	181	6.52	5.33	-1.19
Parking	174	6.25	5.14	-1.11
Career counseling	124	5.94	4.84	-1.10
Bookstore	258	6.38	5.29	-1.08
Variety of courses offered	254	6.68	5.72	-0.96
first choice of classes	261	6.74	5.82	-0.93
Overall student support services	224	6.44	5.58	-0.86
Registering online	268	6.77	5.94	-0.83
Convenience of times courses are offered	229	6.74	5.93	-0.81
Career Development Center resources	119	5.92	5.17	-0.75
Overall educational support services	237	6.67	5.92	-0.75
Application/admission process	258	6.18	5.44	-0.74
Career assessment	113	6.02	5.31	-0.71
SPC OneCard Refund Process	215	6.15	5.45	-0.70
Other online student services	271	6.75	6.05	-0.70
General information about programs & services	234	6.29	5.62	-0.68
Supplemental instructional centers/tutoring	110	6.21	5.57	-0.64
Overall quality of the educational programs	262	6.77	6.15	-0.62
Use of technology for instruction	235	6.71	6.14	-0.58
Specialized academic support services	82	5.83	5.27	-0.56
Business Office	200	6.03	5.52	-0.51
Initial testing for placement in courses	183	6.01	5.52	-0.49
New student orientation	157	5.78	5.34	-0.45
Personal safety and security	171	6.43	5.99	-0.44
Facilities	173	6.25	5.86	-0.39
Official mailings received from the College	227	5.89	5.56	-0.34
Student publications	121	5.55	5.26	-0.29
Out-of-class access to computers	152	6.23	5.95	-0.28
Registering in-person	144	5.26	4.99	-0.27
Student activities	108	5.01	4.75	-0.26
Food services	102	5.11	4.88	-0.23
Library	191	6.10	5.88	-0.22

Appendix C: Performance Gap Priority by Campus

'Performance Gaps' were formulated for each of the thirty-four 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, 'Academic advising' had the lowest performance gap at Clearwater (-1.50) and received a Performance Gap Priority ranking of 1. 'Scholarships and Student Financial Assistance Office' had the second lowest performance gap at Clearwater (-1.47) 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 (*Only the academic and student support services with five or more responses are shown.*)

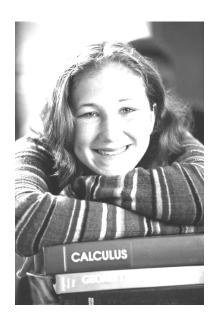| Performance Gap Priority Rankings by Campus	AC*	CL	EPI	HEC	DT	MT*	SEM	SPG	TS	EC	Mean
Scholarships and Student Financial Assistance Office		2	11	1	2	6	1	2	3	1	3.2
Parking		7	20	3	1	1	12	1	1	4	5.6
Academic advising		1	3	10	9	23	2	4	2	2	6.2
Convenience of times courses are offered		4	2	2	11	11	5	6	4	11	6.2
Career counseling		8	4	7	7		6	7	11	5	6.9
First choice of classes		9	6	6	12	4	7	9	7	8	7.6
MySPC Answer Place		6	1	15	6	8	16	3	12	3	7.8
Bookstore		3	27	9	3	10	4	8	6	6	8.4
Variety of courses offered		5	9	12	19	13	3	10	5	7	9.2
Overall student support services		16	21	17	5	2	10	13	8	9	11.2
Other online student services		17	18	5	14	14	14	15	9	17	13.7
General information about programs & services		10	26	19	10		9	12	10	18	14.3
Overall educational support services		18	16	11	21	14	13	16	13	13	15.0
Career assessment		14	13	8	26		8	18	21	15	15.4
Registering online		22	19	14	17	6	18	22	15	10	15.9
Overall quality of the educational programs		15	15	16	24	14	15	24	14	20	17.4
Application/admission process		12	24	32	30	9	25	5	20	14	19.0
Registering in-person		19	4	34	31	11	19	11	18	31	19.8
Supplemental instructional centers/tutoring		26	10	28	16		20	23	17	19	19.9
New student orientation		11	7	31	28	14	22	17	28	25	20.3
SPC OneCard Refund Process		31	29	26	13	21	11	14	25	16	20.7
Career Development Center resources		23	13	13	34		26	30	22	12	21.6
Initial testing for placement in courses		29	34	24	4	14	31	19	16	24	21.7
Use of technology for instruction		27	17	27	17	22	21	21	23	21	21.8
Facilities		24	22	18	27	4	32	31	19	27	22.7
Student activities		13	23	33	8		17	25	32	32	22.9
Personal safety and security		21	31	22	25	3	28	29	27	26	23.6
Food services		20	30	4	15		33	26	29	33	23.8
Business Office		25	32	30	22	14	30	20	24	23	24.4
Specialized academic support services		32	8	25	23		23	33	34	22	25.0
Official mailings received from the College		28	12	20	29		24	32	30	28	25.4
Student publications		30	25	29	20		27	27	26	29	26.6
Out-of-class access to computers		33	28	23	32	14	29	28	31	30	27.6
Library		34	33	21	33		34	34	33	34	32.0

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

Satisfaction Score by Campus	AC*	CL	EPI	HEC	DT	MT*	SEM	SPG	TS	EC	Overall
Academic advising		4.80	3.62	5.42	5.62	5.83	5.31	4.83	4.98	4.97	5.04
Application/admission process		5.22	4.60	5.89	5.86	5.43	5.57	5.08	5.27	5.44	5.37
Bookstore		4.95	3.60	5.37	4.97	6.33	5.33	5.35	5.36	5.29	5.17
Business Office		5.17	5.09	5.41	5.55	5.40	5.45	5.21	5.28	5.52	5.34
Career assessment		5.20	4.00	5.08	5.41		5.21	5.45	5.33	5.31	5.12
Career counseling		5.06	3.63	5.07	5.41		5.28	5.27	5.33	4.84	4.99
Career Development Center resources		5.24	4.25	5.45	5.85		5.48	5.43	5.34	5.17	5.28
Convenience of times courses are offered		5.51	3.55	5.58	6.05	6.67	5.75	5.63	5.53	5.93	5.58
Facilities		5.83	5.08	6.00	6.08	6.00	6.29	5.93	5.89	5.86	5.89
first choice of classes		5.76	4.00	5.93	5.92	6.33	5.81	5.73	5.77	5.82	5.67
Food services		5.02	4.88	4.80	5.03		5.67	5.25	5.41	4.88	5.12
General information about programs & services		5.25	5.25	5.91	5.36		5.40	5.48	5.44	5.62	5.46
Initial testing for placement in courses		5.37	5.50	5.65	5.38	6.00	5.57	5.37	5.24	5.52	5.51
Library		6.10	5.45	6.00	6.29		6.20	6.16	6.29	5.88	6.05
MySPC Answer Place		5.13	3.33	5.64	5.75	5.57	5.71	4.96	5.67	5.33	5.23
New student orientation		4.84	2.80	5.87	5.50	6.00	5.18	5.17	5.37	5.34	5.12
Official mailings received from the College		5.25	3.89	5.83	5.60		5.42	5.57	5.59	5.56	5.34
Other online student services		5.77	4.69	5.93	6.03	6.00	5.88	5.80	5.68	6.05	5.76
Out-of-class access to computers		6.05	5.30	6.04	6.56	7.00	6.26	5.87	6.11	5.95	6.13
Overall educational support services		5.75	4.56	5.96	5.97	6.14	5.89	5.87	5.82	5.92	5.77
Overall quality of the educational programs		5.85	4.55	6.16	6.18	7.00	6.07	6.01	5.93	6.15	5.99
Overall student support services		5.65	4.77	6.00	5.65	5.67	5.79	5.65	5.60	5.58	5.60
Parking		5.45	4.57	5.38	4.03	4.33	5.84	4.61	4.74	5.14	4.90
Personal safety and security		5.95	6.08	6.22	6.22	6.00	6.34	6.09	6.14	5.99	6.11
Registering in-person		5.09	3.57	4.76	5.47	6.50	5.41	4.83	5.25	4.99	5.10
Registering online		5.73	4.69	5.86	5.62	5.00	5.51	5.71	5.63	5.94	5.52
Scholarships and Student Financial Assistance Office		4.91	4.00	4.65	4.86	5.40	5.06	4.61	4.95	4.84	4.81
SPC OneCard Refund Process		5.20	4.17	5.40	5.63	6.57	5.22	5.27	5.45	5.45	5.37
Specialized academic support services		5.53	4.33	6.11	5.38		5.52	5.62	5.62	5.27	5.42
Student activities		4.78	3.67	5.11	5.40		5.07	5.24	5.27	4.75	4.91
Student publications		4.92	4.25	5.32	5.30		5.18	5.35	5.32	5.26	5.11
Supplemental instructional centers/tutoring		5.74	4.25	6.03	5.96		5.73	5.67	5.83	5.57	5.60
Use of technology for instruction		5.80	4.55	6.29	5.74	7.00	5.99	5.79	5.80	6.14	5.90
Variety of courses offered		5.50	4.18	5.87	6.08	6.20	5.64	5.70	5.52	5.72	5.60