

2010-11

Enrolled Student Survey Report



Department of Academic Effectiveness and
Assessment
St. Petersburg College

December 2010



Department of Academic
Effectiveness and
Assessment
St. Petersburg College
P.O. Box 13489
St. Petersburg, FL 33733
(727) 712-5237
FAX (727) 712-5411

**Enrolled Student Survey Report Produced by
Department of Academic Effectiveness and Assessment**

*Jane Benard, M.Ed.
Research Analyst*

*James Coraggio, Ph.D.
Director*

*Magaly Tymms, B.S.
Assessment Coordinator for Academic Programs*

St. Petersburg College is dedicated to the concept of equal opportunity. The College will not discriminate on the basis of race, color, religion, sex, age, national origin, or marital status, or against any qualified individual with disabilities, in its employment practices or in the admission and treatment of students. Recognizing that sexual harassment constitutes discrimination on the basis of sex and violates this rule, the College will not tolerate such conduct.

Data and information contained herein cannot be used without the express written authorization of St. Petersburg College. All inquiries about the use of this information should be directed to the Director of Academic Effectiveness and Assessment at St. Petersburg College.





Table of Contents

Executive Summary.....	1
SPC Mission Statement	5
Introduction.....	5
Institutional Effectiveness.....	5
Evaluation and Assessment Processes	6
Enrolled Student Survey	8
Student Demographic and Academic Information	10
Importance of Academic and Student Support Services	15
Level of Satisfaction with Academic and Student Support Services ..	17
Comparison of Importance and Level of Satisfaction	19
Usage of Student and Academic Services	21
Satisfaction Mean Differences	23
Comparison of Importance and Level of Satisfaction by Campus	26
Conclusion.....	37
Contact Information	40
Appendix A: Enrolled Student Survey.....	41
Appendix B: Performance Gaps by Campus.....	55
Appendix C: Performance Gap Priority by Campus.....	66
Appendix D: Satisfaction by Campus.....	68





Executive Summary

Introduction

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

Enrolled Student Survey

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey 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 (45%) were under the age of 25.
- Over two thirds (70%) were female.
- Self-reported race/ethnicity was as follows: 69% White, 15% Black/Non-Hispanic, 7% Hispanic, 4% Asian Pacific Islander, 4% Other, less than 1% American Indian, and less than 1% Alaskan Native.
- Over half (55%) graduated from high school or received their G.E.D. five or more years ago.
- Forty-two percent have been enrolled at the College only one semester.
- Over half (51%) have earned 15 or fewer credit hours at SPC.
- Almost all (99%) have access to a computer with Internet capabilities.
- Over eighty percent (84%) selected to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS) as their primary reason for enrolling at SPC.
- Eighty percent are enrolled in the AA and the AS/AAS program (40% in each program).
- The majority of survey respondents (71%) 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 are 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 1.11 spread among all scores for importance, ranging from 6.67 for "Ability to enroll in your first choice of classes" to 5.56 for "Student Activities".

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

- Ability to enroll in your first choice of classes (6.67),
- Convenience of times classes are offered (6.66),
- Overall quality of the educational programs (6.66),
- Personal safety and security (6.62), and



Variety of courses offered (6.61).
These were the same five services as last year.

The five lowest rated services in terms of importance were:

- Student activities (5.56),
- Student publications (5.62),
- Food services (5.65),
- Registering in person (5.69), and
- New student orientation (5.69).

The same five services were rated as the lowest five last year.

Level of Satisfaction with Academic and Student Support Services

On the ENSS, students indicated their level of satisfaction with the College's student and academic services on a 7-point scale ranging from "Very satisfied" (7) to "Not satisfied" (1). There was a 1.20 spread among all satisfaction scores, ranging from 6.14 for "Personal safety and security" to 4.94 for "Food services".

Those services ranked in the top five in terms of satisfaction were:

- Personal safety and security (6.14),
- Library (6.08),
- Out-of-class access to computers (5.98),
- Overall quality of educational programs (5.97), and
- Other online student services (5.96).

"Other online student services" replaced "Facilities" which was in the top five last year.

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

- Food services (4.94),
- Parking (4.98),
- Academic advising (5.10),
- Student activities (5.11), and
- Bookstore (5.15).

Three of the five were the same services rated as the lowest five last year with "Food services" and "Bookstore" replacing "Scholarships and Student Financial Assistance Office" and "Registering in person" 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 are represented by six ratings:

- Library (-0.27),
- Official mailings received from the College (-0.30),
- Student publications (-0.37),
- Business office (-0.40),
- Initial testing for placement in courses (-0.40), and
- Specialized academic support services (-0.40).



Five academic and student support services had performance gaps lower than -1.00 indicating the most disparity between importance and satisfaction. They were:

- Parking (-1.46),
- Academic Advising (-1.30),
- Scholarships and Student Financial Assistance Office (-1.22),
- Bookstore (-1.13), and
- Convenience of times courses are offered (-1.05).

All five of the items listed above were included in the lowest seven items in last year's survey. "MySPC Answer Place" and "Variety of courses offered" dropped off the above list of gaps lower than 1.00.

Usage of Student and Academic Services

Students were asked to select N/A if they had not used a student and/or academic service. The 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 (including N/A responses).

The top five services indicating the highest usage percentages were:

- Overall quality of the educational programs (96.6%),
- Variety of courses offered (95.4%),
- Ability to enroll in your first choice of classes (95.0%),
- Bookstore (94.9%), and
- Convenience of times courses are offered (94.8%).

The lowest five included

- Specialized academic support services (48.0%),
- Career assessment (55.1%),
- Career counseling (57.1%),
- Career Development Center resources (57.7%), and
- Student activities (59.0%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, twenty-two items demonstrated higher satisfaction scores than the previous year. The five areas with the highest year-to-year increase in mean satisfaction scores were:

- Scholarships and Student Financial Assistance Office (+0.43),
- MySPC Answer Place (+0.21),
- SPC OneCard Refund Process (+0.18),
- In person registration (+0.17), and
- Application/Admission process (+0.16%).

The six areas with the highest year-to-year decline in mean satisfaction scores were:

- Food services (-0.29),
- Overall rating of academic/educational support services (-0.16)
- Parking (-0.11),
- Bookstore (-0.09),
- Supplemental Instructional Centers/Tutoring, and
- Out-of-class access to computers (-0.07).



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 and globally, while retaining leadership as a comprehensive, sustainable, multi-campus postsecondary institution and as a creative partner with students, communities, and other educational institutions to deliver rich 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) 28 organizational units comprising 39 academic programs (lower division); (ii) 9 Colleges and Schools comprising 24 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 types of assessment reports as follows: the Academic Program Viability Report (APVR) is completed on an annual basis; the Academic Program Assessment Report (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 through the 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 college-wide student surveys are further refined and augmented through additional departmental-specific assessments.

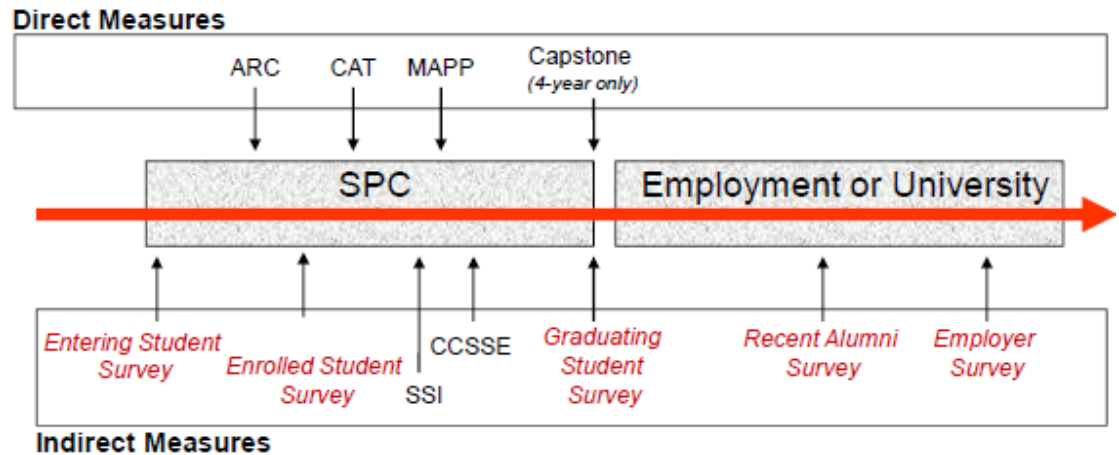


Figure 1: Student Assessment Points

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



Enrolled Student Survey

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purpose of this annual survey is to ascertain how our enrolled students perceive the College and determine both the importance and level of satisfaction of enrolled students with the College's academic and student support services. Subsequently, this information is to be used by the faculty and administration to establish quality improvement initiatives that benefit our students. This is the 16th annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 11 through November 1, 2010. To facilitate the planning process and minimize disruption in the classroom, the 2010-11 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. Over three thousand students (3,186) responded to the request to participate in the survey process and help 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 the level of Satisfaction with (7) "Very satisfied" being the highest rating and (1) "Not satisfied" the lowest possible rating.

Finally, students responded to an open-ended question related to how the quality of the College's academic and student support services, curriculum and academic programs can be improved. Student responses to this open-ended question will be forwarded to the various provosts sorted by campus. This survey report will be distributed broadly and the information herein is to be used by program managers as a catalyst to improve, reevaluate, and/or restructure their programs and services.

The College has established the following criteria to evaluate whether the College's academic and student services are meeting students' needs.



Each academic and student service should achieve:

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

Thirty-three of the thirty-four services met these criteria. One academic and student services area (Parking) had a Performance Gap less than or equal to a negative one and 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. Four 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, and Appendix D shows the "Satisfaction 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 St. Petersburg-Gibbs campus was selected by 23% of the students, followed by eCampus (18%), and Clearwater (17%).

Table 1
Survey Distribution by Reporting Campus (n=3134)

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	35	1
Clearwater	546	17
eCampus	554	18
EpiCenter	36	1
Health Center	156	5
SPC Downtown	233	7
St. Petersburg-Gibbs	703	23
SPC Mid-town	49	2
Seminole	418	13
Tarpon Springs	404	13



Student Demographic and Academic Information

The demographic profile and academic background of the 3,186 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” (25%), while 45% were under the age of 25.

Table 2
Age (n=3140)

Select your age category.		
	N	%
19 and under	797	25
20 – 24	624	20
25 – 29	426	14
30 - 39	520	17
40 - 49	490	16
50 - 59	246	8
60 and over	37	1

Gender

Over two thirds of the survey respondents were female (70%).

Table 3
Gender (n=3117)

Select your gender.		
	N	%
Female	2171	70
Male	946	30



Ethnicity

Over two-thirds (69%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 15% and Hispanic with 7%.

Table 4
Ethnicity (n=3128)

Select your ethnicity.		
	N	%
Alaskan Native	3	<1
American Indian	29	<1
Asian Pacific Islander	114	4
Black/Non-Hispanic	456	15
Hispanic	234	7
White	2172	69
Other	120	4

Time since High School

Over half (55%) 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=3094)

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
Less than 1 year ago	632	20
1 - 3 years ago	543	18
4 - 5 years ago	217	7
More than 5 years ago	1702	55



Number of Semester Hours

Forty-two percent of survey respondents have been enrolled at the College only one semester.

Table 6
Number of Semesters (n=2345)

How many semesters have you been enrolled at SPC?		
	N	%
1	976	42
2	349	15
3	460	20
4	358	15
5	202	9

Number of Credits Received

Over half (51%) of the survey respondents have earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=3067)

Number of credits you have earned at SPC?		
	N	%
0 - 15	1549	51
16 - 30	543	18
31 - 45	357	12
Over 45	618	20

Internet Access

Almost all (99%) of survey respondents have access to a computer with Internet capabilities.

Table 8
Internet Access (n=3077)

Do you have access to a computer with Internet capabilities?		
	N	%
No	39	1
Yes	3038	99



Enrollment Reasons

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

Table 9
Enrollment Reasons (n=3084)

What is the primary reason you enrolled at SPC?		
	N	%
For personal enrichment	80	3
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	2586	84
To take courses for a new career	237	8
To upgrade job skills	53	2
Other, please specify	128	4

Degree/Certificate Program

Forty percent of survey respondents are enrolled in the AA program and 40% are enrolled in the AS/AAS program.

Table 10
Degree Type (n=2486)

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	982	40
Associate in Science/Associate in Applied Science Degree	982	40
Baccalaureate Degree (SPC)	401	16
Baccalaureate Degree (University Partnership Center)	26	1
Certificate or Technical Diploma	85	3
Graduate Degree (University Partnership Center)	10	<1



Class Time Preference

Almost three quarters (71%) of survey respondents preferred to take most of their classes during the week. Over one-third (36%) would prefer to take most of their classes during the weekday mornings.

Table 11
Class Time Preference (n=3038)

When would you prefer to take most of your classes?		
	N	%
Online	871	29
Weekday afternoons	457	15
Weekday evenings	600	20
Weekday mornings	1090	36
Weekends	20	1

Enrollment Status

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

Table 12
Enrollment Status (n=3022)

What is your enrollment status?		
	N	%
Primarily for credit and full-time	1768	59
Primarily for credit and part-time	1215	40
Primarily not for credit	39	1

Working Status

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

Table 13
Working Status (n=3040)

How many hours are you working while attending SPC?		
	N	%
Not working	894	29
Working 15 or fewer hours per week	401	13
Working 16 to 30 hours per week	623	20
Working 31 to 39 hours per week	362	12
Working 40 or more hours per week	760	25



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 1.11 spread among all scores for importance. The range of the means was from 6.67 "Ability to enroll in your first choice of classes" to 5.56 "Student activities".

The top five ranked services in terms of importance to students were: "Ability to enroll in your first choice of classes" (6.67), "Convenience of times classes are offered" (6.66), "Overall quality of the educational programs" (6.66), "Personal safety and security" (6.62), and "Variety of courses offered" (6.61). These were the same top five services as last year with "Ability to enroll in your first choice of classes" moving from the second to the first position this year.

The five lowest rated services in terms of importance were: "Student activities" (5.56), "Student publications" (5.62), "Food services" (5.65), "Registering in person" (5.69), and "New student orientation" (5.69). All five were the same services rated in the lowest five last year.



Table 14

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you. <i>[Top five and bottom five mean scores are highlighted.]</i>		
	N	Mean
Ability to enroll in your first choice of classes	2647	6.67
Convenience of times courses are offered	2660	6.66
Overall quality of the educational programs	2667	6.66
Personal safety and security	2486	6.62
Variety of courses offered	2638	6.61
Other online student services	2710	6.55
Overall educational support services	2411	6.52
Scholarships and Student Financial Assistance Office	2436	6.50
Out-of-class access to computers	2183	6.48
Overall student support services	2414	6.46
Parking	2480	6.45
Use of technology for instruction	2539	6.44
Facilities	2487	6.40
Academic advising	2763	6.40
Registering online	2566	6.39
Library	2432	6.34
MySPC Answer Place	2100	6.33
Supplemental instructional centers/tutoring	1716	6.29
Bookstore	2751	6.28
General information about programs & services	2485	6.17
Career counseling	1651	6.12
SPC OneCard Refund Process	2324	6.07
Specialized academic support services	1320	6.03
Career assessment	1581	6.03
Application/admission process	2635	6.02
Career Development Center resources	1653	5.94
Initial testing for placement in courses	2311	5.90
Official mailings received from the College	2328	5.88
Business Office	2110	5.85
New student orientation	1954	5.69
Registering in person	1973	5.69
Food services	1918	5.65
Student publications	1674	5.62
Student activities	1687	5.56



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 satisfaction score. There was a 1.20 spread among all satisfaction scores, ranging from 6.14 for "Personal safety and security" to 4.94 for "Food services."

The top five rated student/academic services were "Personal safety and security" (6.14), "Library" (6.08), "Out-of-class access to computers" (5.98), "Overall quality of educational programs" (5.97), and "Other online student services" (5.96). Four of the five were also in the top five last year. "Other online student services" replaced "Facilities" which was in the top five last year.

The five-student/academic services with the lowest satisfaction ratings were "Food services" (4.94), "Parking" (4.98), "Academic advising" (5.10), "Student activities" (5.11), and "Bookstore" (5.15). Three of the five were the same services in the bottom five as last year with "Food services" and "Bookstore" replacing "Scholarship and Financial Assistance Office" and "Registering in person" 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. <i>[Top five and bottom five mean scores are highlighted.]</i>		
	N	Mean
Personal safety and security	2486	6.14
Library	2432	6.08
Out-of-class access to computers	2183	5.98
Overall quality of the educational programs	2667	5.97
Other online student services	2710	5.96
Facilities	2487	5.92
Use of technology for instruction	2539	5.86
Registering online	2566	5.85
Overall educational support services	2411	5.84
Ability to enroll in your first choice of classes	2647	5.76
Variety of courses offered	2638	5.67
Supplemental instructional centers/tutoring	1716	5.66
Overall student support services	2414	5.65
Specialized academic support services	1320	5.63
Convenience of times courses are offered	2660	5.61
Official mailings received from the College	2328	5.58
MySPC Answer Place	2100	5.53
Initial testing for placement in courses	2311	5.50
SPC OneCard Refund Process	2324	5.50
Application/admission process	2635	5.49
General information about programs & services	2485	5.48
Business Office	2110	5.45
Career Development Center resources	1653	5.41
Career assessment	1581	5.35
Scholarships and Student Financial Assistance Office	2436	5.27
Registering in person	1973	5.27
Student publications	1674	5.25
New student orientation	1954	5.23
Career counseling	1651	5.20
Bookstore	2751	5.15
Student activities	1687	5.11
Academic advising	2763	5.10
Parking	2480	4.98
Food services	1918	4.94



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 again no academic/support services with positive performance gaps. The five smallest gaps representing six services were "Library" (-0.27), "Official mailings received from the College" (-0.30), "Student publications" (-0.37), "Business Office" (-0.40), "Initial testing for placement in courses" (-0.40), and "Specialized academic support services" (-0.40).

Last year, four academic and student support services had performance gaps lower than -1.00. This year five academic and student support services had performance gaps lower than -1.00. These were: "Parking" (-1.46), "Academic Advising" (-1.30), "Scholarships and Student Financial Assistance Office" (-1.22), "Bookstore" (-1.13), and "Convenience of times courses are offered" (-1.05). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.

Two services received Satisfaction means less than 5.00: "Food Services" had a mean of 4.94, and the satisfaction mean for "Parking" was 4.98.



Table 16

Performance Gaps <i>[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]</i>				
	N	Importance	Satisfaction	Gap
Library	2432	6.34	6.08	-0.27
Official mailings received from the College	2328	5.88	5.58	-0.30
Student publications	1674	5.62	5.25	-0.37
Business Office	2110	5.85	5.45	-0.40
Initial testing for placement in courses	2311	5.90	5.50	-0.40
Specialized academic support services	1320	6.03	5.63	-0.40
Registering in person	1973	5.69	5.27	-0.42
New student orientation	1954	5.69	5.23	-0.46
Student activities	1687	5.56	5.11	-0.46
Facilities	2487	6.40	5.92	-0.48
Personal safety and security	2486	6.62	6.14	-0.48
Out-of-class access to computers	2183	6.48	5.98	-0.50
Career Development Center resources	1653	5.94	5.41	-0.53
Registering online	2566	6.39	5.85	-0.54
Application/admission process	2635	6.02	5.49	-0.54
SPC OneCard Refund Process	2324	6.07	5.50	-0.57
Use of technology for instruction	2539	6.44	5.86	-0.58
Other online student services	2710	6.55	5.96	-0.60
Supplemental instructional centers/tutoring	1716	6.29	5.66	-0.62
Career assessment	1581	6.03	5.35	-0.67
Overall quality of the educational programs	2667	6.66	5.97	-0.69
General information about programs & services	2485	6.17	5.48	-0.69
Overall educational support services	2411	6.52	5.84	-0.69
Food services	1918	5.65	4.94**	-0.71
Overall student support services	2414	6.46	5.65	-0.80
MySPC Answer Place	2100	6.33	5.53	-0.80
Ability to enroll in your first choice of classes	2647	6.67	5.76	-0.91
Career counseling	1651	6.12	5.20	-0.93
Variety of courses offered	2638	6.61	5.67	-0.94
Convenience of times courses are offered	2660	6.66	5.61	-1.05*
Bookstore	2751	6.28	5.15	-1.13*
Scholarships and Student Financial Assistance Office	2436	6.50	5.27	-1.22*
Academic advising	2763	6.40	5.10	-1.30*
Parking	2480	6.45	4.98**	-1.46*

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



Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated 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 (including N/A responses).

Two services had usage estimates greater than 95%. These included "Overall quality of the educational programs" (96.6%) and "Variety of courses offered" (95.4%). The three additional items making up the top five include: "Ability to enroll in your first choice of classes" (95.0%), "Bookstore" (94.9%), and "Convenience of times courses are offered" (94.8%). "Academic advising," a new addition to the top five last year, was in sixth place this year (94.7%).

The lowest five included "Specialized academic support services" (48.0%), "Career assessment" (55.1%), "Career counseling" (57.1%), "Career Development Center resources" (57.7%), and "Student activities" (59.0%). These were the same five lowest for the previous four years. Please see Table 17 for the usage estimates for all student and academic services.



Table 17

Estimated Usage of Student Services <i>[Top five and bottom five usage estimates are highlighted.]</i>			
	Total Responses	N/A responses	Usage Estimate
Overall quality of the educational programs	2766	94	96.6
Variety of courses offered	2772	127	95.4
Ability to enroll in your first choice of classes	2786	138	95.0
Bookstore	2904	147	94.9
Convenience of times courses are offered	2808	145	94.8
Academic advising	2924	155	94.7
Other online student services	2868	155	94.6
Use of technology for instruction	2765	221	92.0
Application/admission process	2920	265	90.9
Registering online	2864	297	89.6
Personal safety and security	2815	323	88.5
Facilities	2824	333	88.2
Parking	2821	335	88.1
General information about programs & services	2833	346	87.8
Overall educational support services	2779	364	86.9
Overall student support services	2824	406	85.6
Scholarships and Student Financial Assistance Office	2909	464	84.0
Library	2902	467	83.9
Official mailings received from the College	2838	500	82.4
SPC OneCard Refund Process	2907	576	80.2
Out-of-class access to computers	2805	616	78.0
Initial testing for placement in courses	2805	616	78.0
MySPC Answer Place	2763	658	76.2
Business Office	2903	787	72.9
Registering in person	2865	881	69.2
Food services	2830	906	68.0
New student orientation	2878	920	68.0
Supplemental instructional centers/tutoring	2767	1048	62.1
Student publications	2835	1158	59.2
Student activities	2861	1174	59.0
Career Development Center resources	2872	1215	57.7
Career counseling	2894	1241	57.1
Career assessment	2875	1291	55.1
Specialized academic support services	2762	1436	48.0



Satisfaction Mean Differences

Table 18 shows the mean satisfaction ratings for the 2006-07, 2007-08, 2008/09, 2009/10, and 2010/11 surveys. Table 19 shows the mean differences between the 2009/10 and 2010/11.

Of the thirty-four service areas addressed in the survey, twenty-two items demonstrated higher satisfaction scores than the previous year. The five areas with the highest year-to-year increase in mean satisfaction scores were "Scholarships and Student Financial Assistance Office" (+0.43), "MySPC Answer Place" (+0.21), "SPC OneCard Refund Process" (+0.18), "In person registration" (+0.17), and "Application/admission process" (+0.16) as shown in Tables 18 and 19.

The six areas with the highest year-to-year decline in mean satisfaction scores were "Food services" (-0.29), "Overall rating of academic/educational support" (-0.16), "Parking" (-0.11), "Bookstore" (-0.09), "Supplemental Instructional Centers/Tutoring" (-0.07), and "Out-of-class access to computers" (-0.07).



Table 18

History of Satisfaction Means	N=4045	N=3857	N=3778	N=1878	N=3186
	2006/07	2007/08	2008/09	2009/10	2010/11
Personal safety and security	6.09	5.97	6.03	6.10	6.14
Library	6.18	6.08	6.16	6.14	6.08
Out-of-class access to computers	6.01	5.91	6.02	6.05	5.98
Overall quality of educational program content	6.14	5.92	6.00	5.85	5.97
Other Online Services	6.25	5.83	6.00	5.83	5.96
Facilities	5.98	5.86	5.91	5.95	5.92
Use of technology during instruction	6.13	5.78	6.00	5.90	5.86
Online Registration	6.09	5.80	5.81	5.71	5.85
Overall rating of academic/educational support	5.91	5.81	5.90	6.00	5.84
Ability to enroll in your first choice of classes	5.94	5.70	5.75	5.77	5.76
Variety of courses offered	5.72	5.55	5.64	5.62	5.67
Supplemental Instructional Centers/Tutoring	5.69	5.70	5.71	5.73	5.66
Overall rating of student support services/offices	5.75	5.62	5.72	5.66	5.65
Specialized academic support services	5.37	5.42	5.43	5.56	5.63
Convenience of times classes are offered	5.70	5.49	5.59	5.65	5.61
Official mailings received from the College	5.53	5.46	5.43	5.48	5.58
MySPC Answer Place	*	*	*	5.32	5.53
Initial testing for placement in courses	5.71	5.27	5.35	5.41	5.50
SPC OneCard Refund Process	*	4.65	5.00	5.32	5.50
Application/admission process	6.12	5.56	5.44	5.33	5.49
General information about programs and services	5.60	5.46	5.48	5.45	5.48
Business office	5.75	5.40	5.29	5.31	5.45
Career Development Center resources	5.47	5.39	5.45	5.36	5.41
Career assessment	5.39	5.32	5.39	5.31	5.35
In person Registration	5.71	5.48	5.30	5.10	5.27
Scholarships and Student Financial Assistance Office	5.39	4.94	4.77	4.84	5.27
Student publications	5.08	5.08	5.14	5.21	5.25
New student orientation	5.26	5.03	5.15	5.19	5.23
Career counseling	5.34	5.20	5.21	5.18	5.20
Bookstore	5.56	5.29	5.35	5.24	5.15
Student activities	5.00	4.89	5.10	5.06	5.11
Academic advising	5.63	5.15	5.12	4.98	5.10
Parking	4.84	4.60	4.75	5.09	4.98
Food services	4.88	4.89	5.04	5.23	4.94

* Item not previously administered



Table 19

Satisfaction Mean Differences	N=1878	N=3186	Difference
	2009/10	2010/11	
Scholarships and Student Financial Assistance Office	4.84	5.27	0.43
MySPC Answer Place	5.32	5.53	0.21
SPC OneCard Refund Process	5.32	5.50	0.18
In person Registration	5.10	5.27	0.17
Application/admission process	5.33	5.49	0.16
Business office	5.31	5.45	0.14
Online Registration	5.71	5.85	0.14
Other Online Services	5.83	5.96	0.13
Academic advising	4.98	5.10	0.12
Overall quality of educational program content	5.85	5.97	0.12
Official mailings received from the College	5.48	5.58	0.10
Initial testing for placement in courses	5.41	5.50	0.09
Specialized academic support services	5.56	5.63	0.07
Career Development Center resources	5.36	5.41	0.05
Student activities	5.06	5.11	0.05
Variety of courses offered	5.62	5.67	0.05
Career assessment	5.31	5.35	0.04
New student orientation	5.19	5.23	0.04
Personal safety and security	6.10	6.14	0.04
Student publications	5.21	5.25	0.04
General information about programs and services	5.45	5.48	0.03
Career counseling	5.18	5.20	0.02
Ability to enroll in your first choice of classes	5.77	5.76	-0.01
Overall rating of student support services/offices	5.66	5.65	-0.01
Facilities	5.95	5.92	-0.03
Convenience of times classes are offered	5.65	5.61	-0.04
Use of technology during instruction	5.90	5.86	-0.04
Library	6.14	6.08	-0.06
Supplemental Instructional Centers/Tutoring	5.73	5.66	-0.07
Out-of-class access to computers	6.05	5.98	-0.07
Bookstore	5.24	5.15	-0.09
Parking	5.09	4.98	-0.11
Overall rating of academic/educational support services	6.00	5.84	-0.16
Food services	5.23	4.94	-0.29



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 the survey item 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 20-27. 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, the "Bookstore" had the lowest performance gap at the Allstate Center (-1.79) and received a Performance Gap Priority ranking of 1. "Scholarships and Student Financial Assistance" had the second lowest performance gap at the Allstate Center (-1.76) 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.



Allstate Center

The Allstate Center 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 the “Bookstore” (-1.79), followed by the “Scholarships and Student Financial Assistance Office” (-1.76), “Career counseling” (-1.40), and “MySPC Answer Place” (-1.38) as shown in Table 20. Figure 1 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 20

Performance Gaps Less Than -1: Allstate Center				
	N	Importance	Satisfaction	Gap
Bookstore	29	6.14	4.34	-1.79
Scholarships and Student Financial Assistance Office	25	6.36	4.60	-1.76
Career counseling	15	6.13	4.73	-1.40
MySPC Answer Place	21	5.95	4.57	-1.38
Academic advising	30	6.23	4.97	-1.27
General information about programs & services	25	6.04	4.88	-1.16
Overall student support services	21	6.29	5.14	-1.14
Convenience of times classes are offered	27	6.37	5.26	-1.11

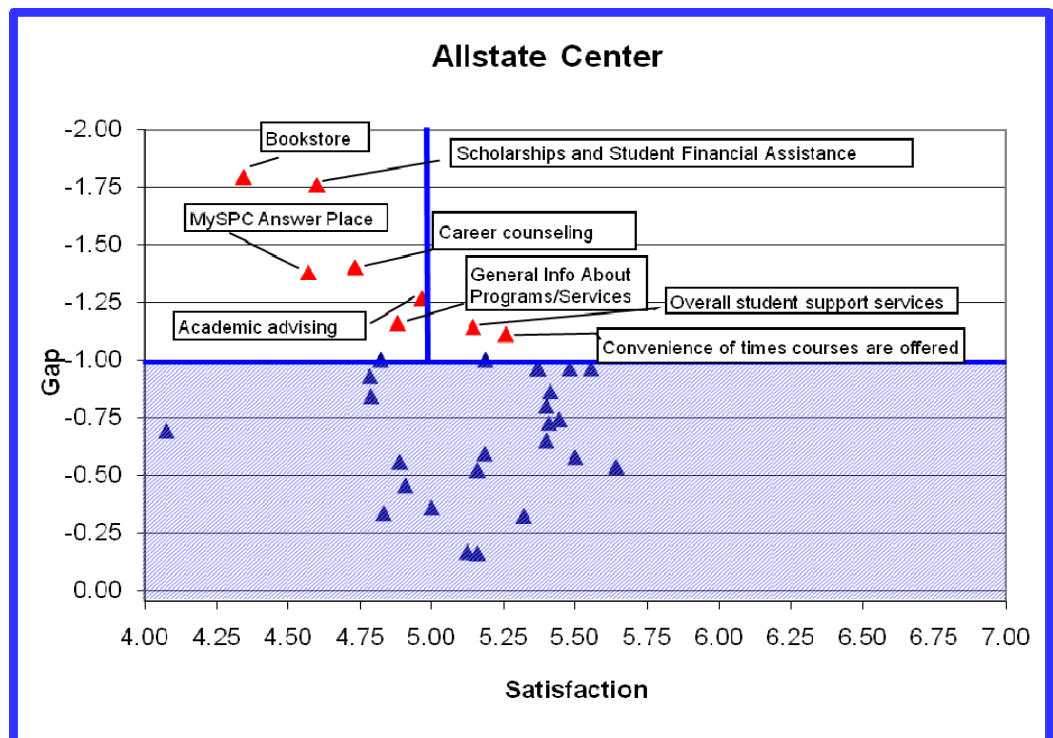


Figure 1: Allstate Center Performance Gap and Satisfaction Ratings



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” (-1.64) followed by the “Bookstore” (-1.42), and the “Scholarships and Student Financial Assistance Office” (-1.41) as shown in Table 21. Figure 2 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 21

Performance Gaps Less Than -1: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Academic advising	477	6.38	4.74	-1.64
Bookstore	489	6.23	4.81	-1.42
Scholarships and Student Financial Assistance Office	422	6.55	5.14	-1.41
Parking	471	6.54	5.22	-1.32
Convenience of times courses are offered	476	6.66	5.37	-1.29
Career counseling	294	6.28	5.14	-1.14
Variety of courses offered	466	6.61	5.52	-1.09
Ability to enroll in your first choice of classes	463	6.65	5.63	-1.02

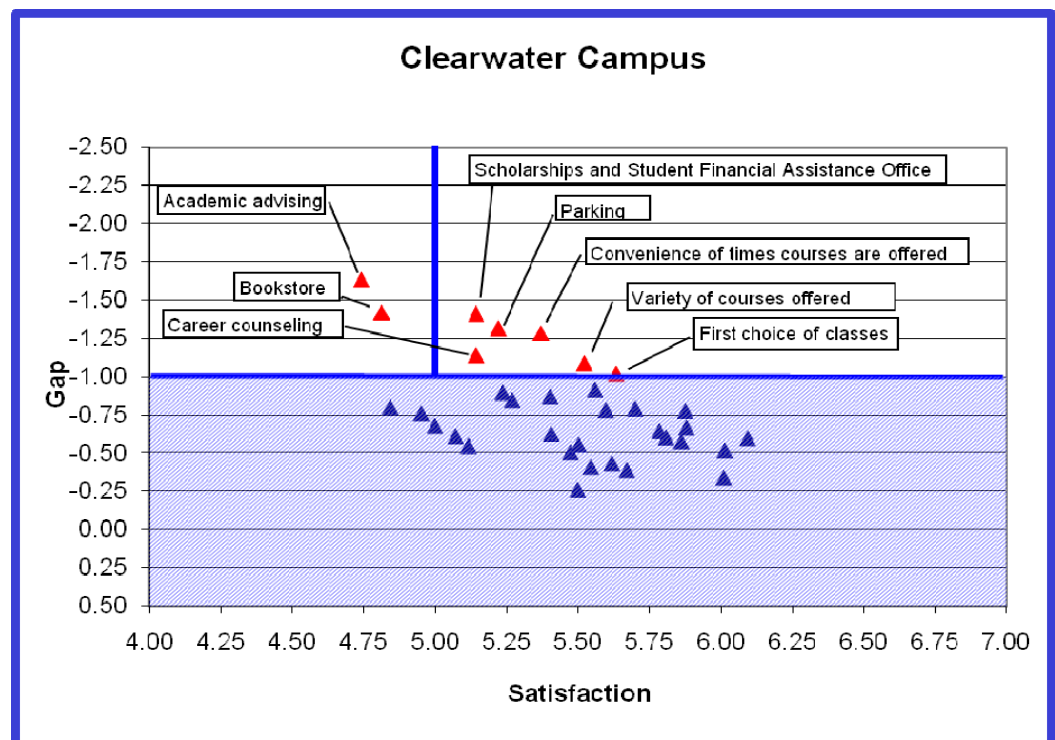


Figure 2: Clearwater Campus Performance Gap and Satisfaction Ratings



eCampus

ECampus had seven of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic advising” (-1.40), followed by “Scholarships and Student Financial Assistance Office” (-1.32) and “Parking” (-1.13) as shown in Table 22. Figure 3 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 22

Performance Gaps Less Than -1: eCampus				
	N	Importance	Satisfaction	Gap
Academic advising	489	6.43	5.03	-1.40
Scholarships and Student Financial Assistance Office	408	6.46	5.14	-1.32
Parking	331	6.12	4.99	-1.13
Bookstore	470	6.27	5.19	-1.09
Variety of courses offered	478	6.68	5.62	-1.06
Ability to enroll in your first choice of classes	483	6.80	5.79	-1.01
Career counseling	216	6.01	5.01	-1.01

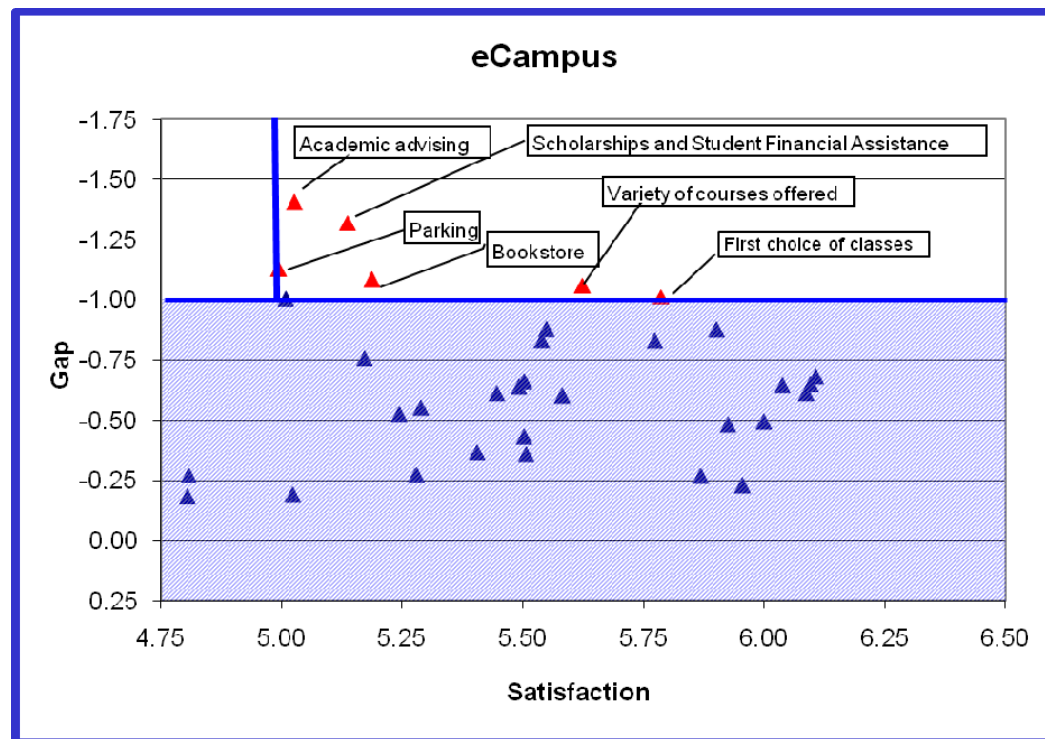


Figure 3: eCampus Performance Gap and Satisfaction Ratings



EpiCenter

The EpiCenter had eleven of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic advising” (-1.61), followed by “Variety of times courses are offered” (-1.47) and the “Bookstore” (-1.45) as shown in Table 23. Figure 4 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 23

Performance Gaps Less Than -1: EpiCenter				
	N	Importance	Satisfaction	Gap
Academic advising	28	6.39	4.79	-1.61
Variety of courses offered	30	6.47	5.00	-1.47
Bookstore	29	6.00	4.55	-1.45
Convenience of times courses are offered	30	6.53	5.10	-1.43
Supplemental instructional centers/tutoring	20	6.00	4.70	-1.30
Career assessment	18	6.00	4.78	-1.22
Overall student support services	24	6.17	5.00	-1.17
Career counseling	18	6.06	4.94	-1.11
Career Development Center resources	21	5.86	4.76	-1.10
Overall educational support services	25	6.40	5.32	-1.08
Registering online	28	6.86	5.82	-1.04

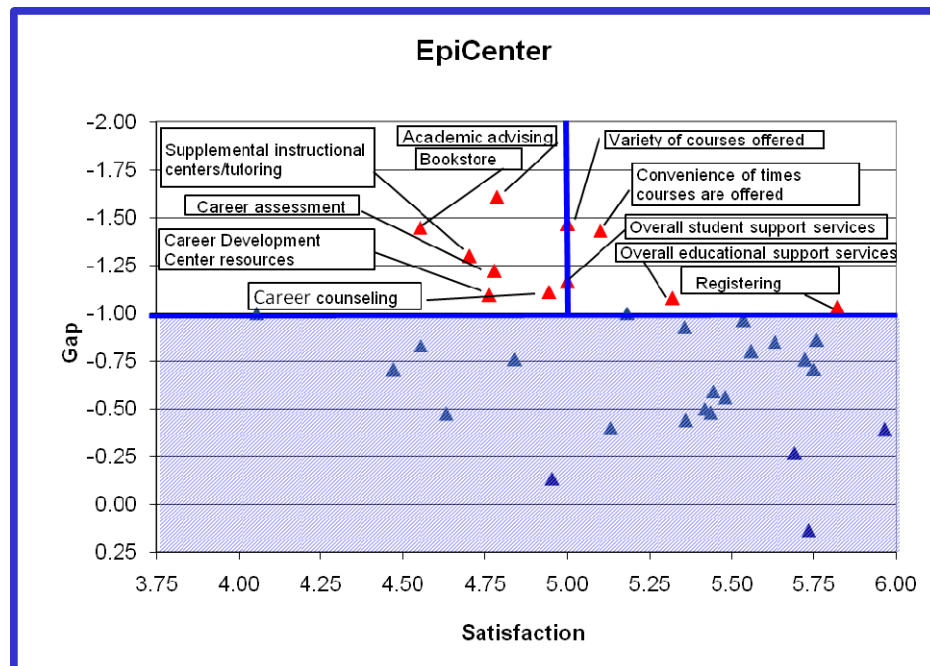


Figure 4: EpiCenter Performance Gap and Satisfaction Ratings



Health Education Center

The Health Education Center had nine of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-2.05) followed by "Academic advising" (-1.91), and "Food services" (-1.85) as shown in Table 24. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

Performance Gaps Less Than -1: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	132	6.55	4.50	-2.05
Academic advising	137	6.47	4.57	-1.91
Food services	122	5.72	3.87	-1.85
Career counseling	74	6.07	4.66	-1.41
Scholarships and Student Financial Assistance Office	118	6.33	4.96	-1.37
Convenience of times courses are offered	128	6.73	5.61	-1.13
Bookstore	142	6.08	4.96	-1.11
MySPC Answer Place	86	6.19	5.13	-1.06
Overall quality of the educational programs	136	6.71	5.68	-1.04

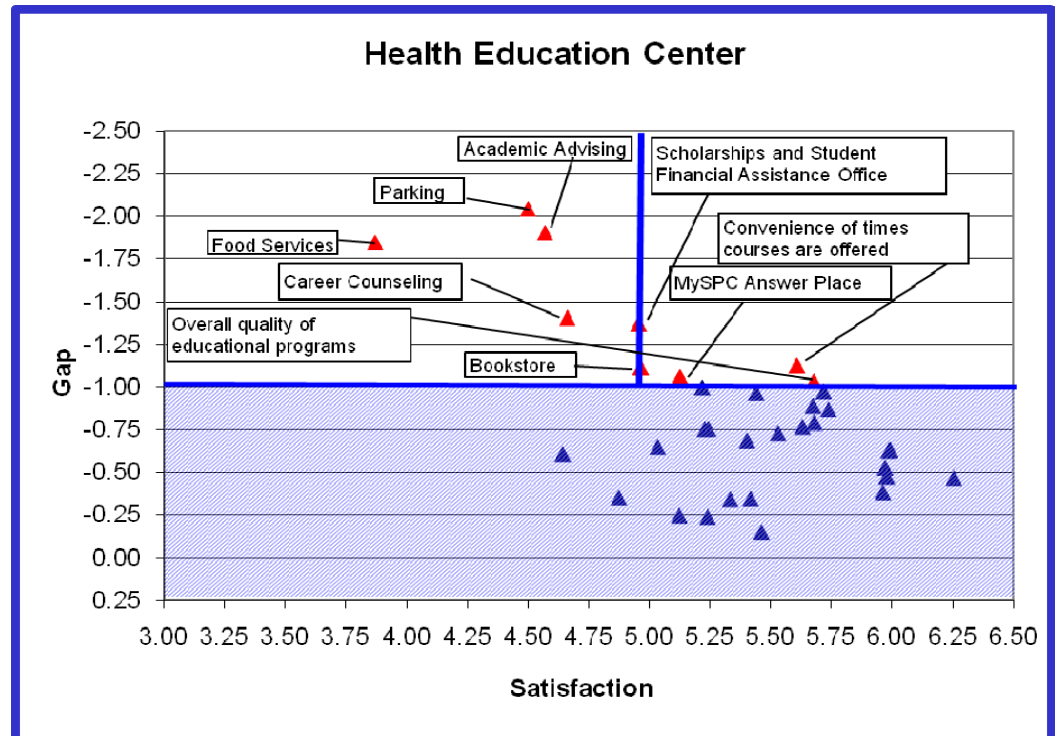


Figure 5: Health Education Center Performance Gap and Satisfaction Ratings



SPC Downtown

SPC Downtown had one of its thirty-four academic and student support services with a Performance Gap less than negative one; that was "Parking" (-1.64) as shown in Table 25. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

Performance Gaps Less Than -1: Downtown				
	N	Importance	Satisfaction	Gap
Parking	186	6.13	4.49	-1.64

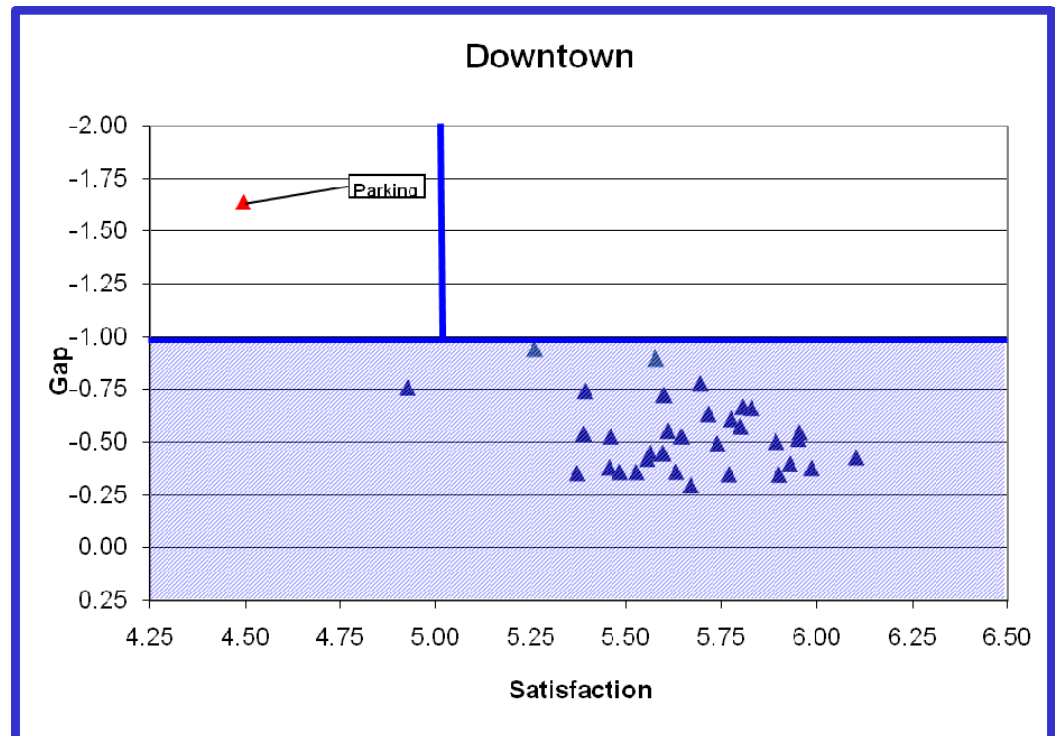


Figure 6: Downtown Performance Gap and Satisfaction Ratings



SPC Midtown

SPC Midtown had no academic and student support services with Performance Gaps less than negative one. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

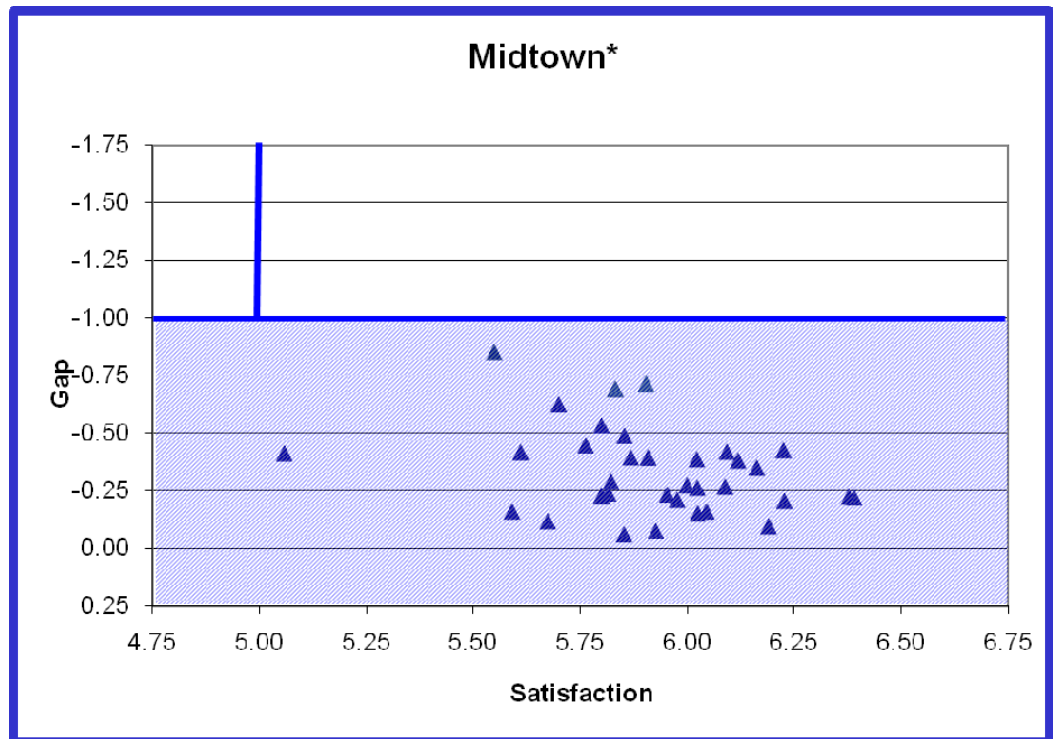


Figure 7: Midtown Performance Gap and Satisfaction Ratings



Seminole Campus

The Seminole Campus had no academic and student support services with Performance Gaps less than negative one. Figure 8 displays the relationship between the Performance Gaps and Satisfaction ratings.

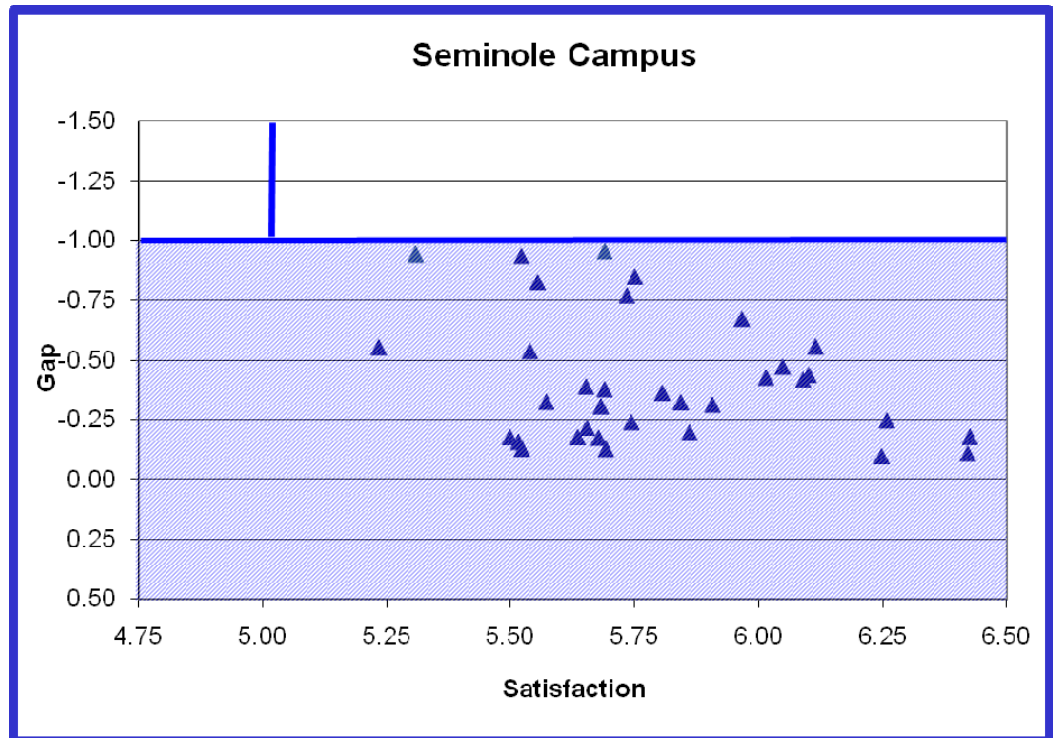


Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings



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" (-1.95) followed by "Scholarships and Student Financial Assistance Office" (-1.37) and "Academic advising" (-1.29) as shown in Table 26. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: St. Pete/Gibbs Campus	N	Importance	Satisfaction	Gap
Parking	555	6.55	4.61	-1.95
Scholarships and Student Financial Assistance Office	554	6.60	5.24	-1.37
Academic advising	609	6.37	5.08	-1.29
Bookstore	604	6.34	5.19	-1.15
Convenience of times courses are offered	593	6.63	5.50	-1.13

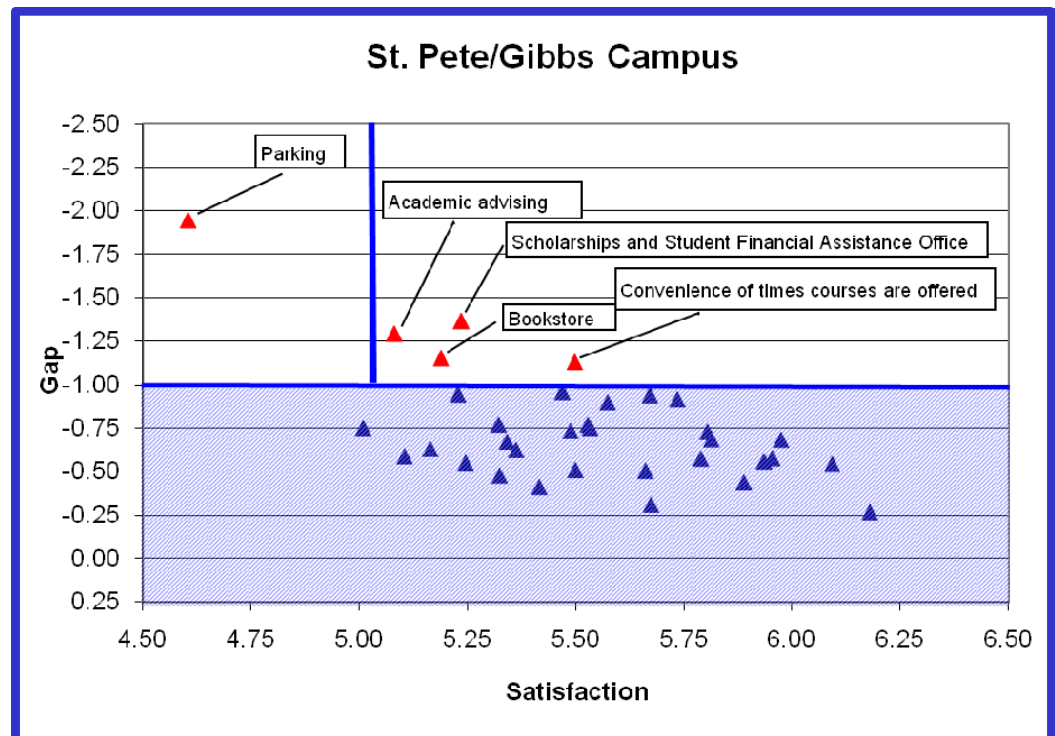


Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



Tarpon Springs Campus

The Tarpon Springs Campus had six of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-1.77) followed by "Academic advising" (-1.35) and "Scholarships and Student Financial Assistance Office" (-1.28) as shown in Table 27. Figure 10 displays the relationship between the Performance Gap and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Parking	343	6.56	4.79	-1.77
Academic advising	352	6.42	5.07	-1.35
Scholarships and Student Financial Assistance Office	315	6.54	5.26	-1.28
Convenience of times courses are offered	354	6.72	5.65	-1.07
Bookstore	358	6.42	5.37	-1.04
first choice of classes	347	6.73	5.71	-1.02

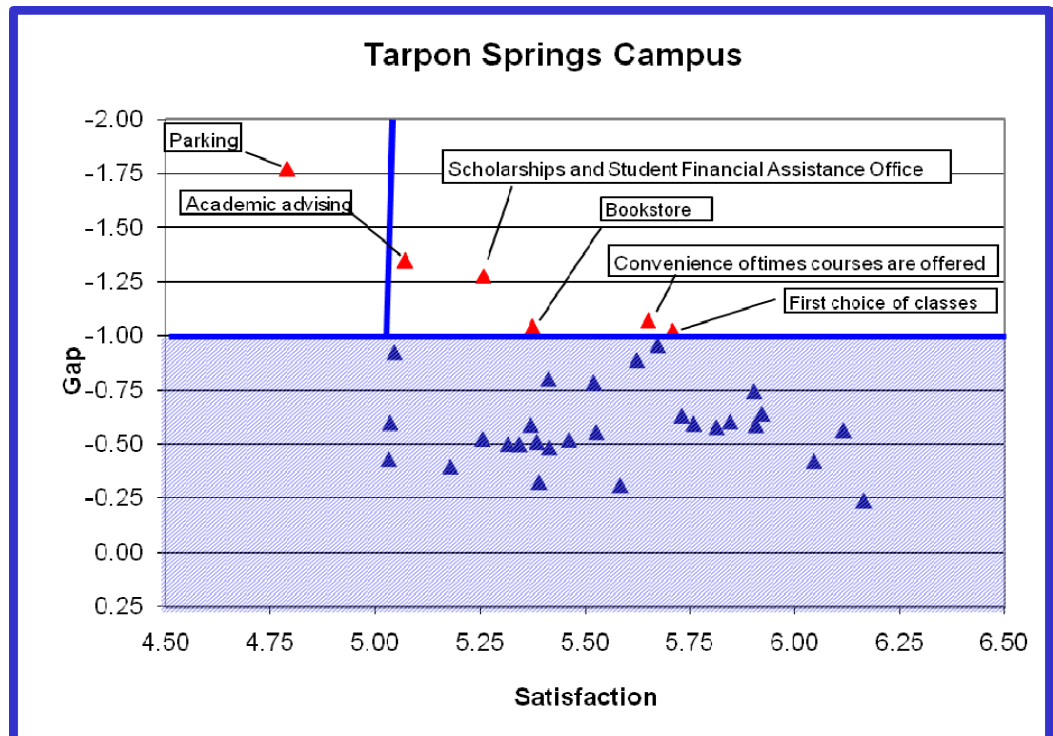


Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings



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: "Ability to enroll in your first choice of classes" (6.67), "Convenience of times classes are offered" (6.66), "Overall quality of the educational programs" (6.66), "Personal safety and security" (6.62), and "Variety of courses offered" (6.61). These were the same services in the top five last year, but last year "Convenience of times classes are offered" was first with "Ability to enroll in your first choice of classes" in second place. The five lowest rated services in terms of importance were: "Student activities" (5.56), "Student publications" (5.62), "Food services" (5.65), "Registering in person" (5.69), and "New student orientation" (5.69). These were the same five lowest ranked services as last year with one change in order; last year "Food services" was the fourth lowest on the list and "Registering in person" was third.

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 five top-rated student/academic services were "Personal safety and security" (6.14), "Library" (6.08), "Out-of-class access to computers" (5.98), "Overall quality of educational programs" (5.97), and "Other online student services" (5.96). "Other online student services" replaced "Facilities" which was in the top five last year. The five-student/academic services with the lowest satisfaction ratings were "Food services" (4.94), "Parking" (4.98), "Academic advising" (5.10), "Student activities" (5.11), and "Bookstore" (5.15). Three of the five were the same services in the bottom five as last year with "Food services" and "Bookstore" replacing "Scholarships and Student Financial Assistance Office" and "Registering in person" 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" (-0.27), "Official mailings received from the



College" (-0.30), "Student publications" (-0.37) "Business office" (-0.40), "Initial testing for placement in courses (-0.40), "Specialized academic support services" (-0.40), and "Registering in person" (-0.42). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services. Five academic and student support services had performance gaps lower than -1.00. They were: "Parking" (-1.46), "Academic Advising" (-1.30), "Scholarships and Student Financial Assistance Office" (-1.22), "Bookstore" (-1.13), and "Convenience of times courses are offered" (-1.05). All five of these items were in the lowest seven items in last year's survey. "MySPC Answer Place" and "Variety of courses offered" dropped off the list this year of gaps lower than -1.00.

Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated 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 (including N/A responses). The top five services indicating the highest usage percentages included "Overall quality of the educational programs" (96.6%), "Variety of courses offered" (95.4%), "Ability to enroll in your first choice of classes" (95.0%) - "Bookstore" (94.9%), "Convenience of times courses are offered" (94.8%). Last year, there were six services with usage of more than 95%. This year, there were two services that had a usage rate of higher than 95% - "Overall quality of educational programs" and "Variety of courses offered." The lowest five included "Specialized academic support services" (48.0%), "Career assessment" (55.1%), "Career counseling" (57.1%), "Career Development Center resources" (57.7%), and "Student activities" (59.0%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, twenty-two items demonstrated higher satisfaction scores than the previous year (five more than last year). The five areas with the highest year-to-year increase in mean satisfaction scores were "Scholarships and Student Financial Assistance Office" (+0.43), "MySPC Answer Place" (+0.21), "SPC OneCard Refund Process" (+0.18), "In person registration" (+0.17), and "Application/ Admission process" (+0.16). The five areas with the highest year-to-year decline in mean satisfaction scores were "Food services" (-0.29), "Overall rating of academic/educational support services" (-0.16), "Parking" (-0.11), "Bookstore" (-0.09), "Out-of-class access to



computers" (-0.07), and "Supplemental Instructional Centers/Tutoring" (-0.07). "Parking," "Overall rating of academic/educational support services," and "Food services" went from the list of the highest year-to-year increases last year to the list of highest declines this year.

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



Contact Information

Please address any questions or comments regarding this evaluation to:

James Thomas Coraggio, Ph.D.
Director of Academic Effectiveness and Assessment
St. Petersburg College, P.O. Box 13489, St. Petersburg, FL 33733
(727) 341-3084
coraggio.jesse@spcollege.edu



Appendix A: Enrolled Student Survey

Zoomerang



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
- 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

6 How many semesters have you been enrolled at SPC?

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

7 Select the 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

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).

13 When do you take most of your classes?

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

14 What is your enrollment status?

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



15 How many hours are you working while attending SPC?

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

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 NA

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

1 2 3 4 5 6 7

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

1 2 3 4 5 6 7

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

1 2 3 4 5 6 7 NA

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

1 2 3 4 5 6 7

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

1 2 3 4 5 6 7



18	Scholarships and Student Financial Assistance Office	1	2	3	4	5	6	7	NA
Importance of Scholarships and Student Financial Assistance Office (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Scholarships and Student Financial Assistance Office (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
19	SPC OneCard Refund Process	1	2	3	4	5	6	7	NA
Importance of SPC OneCard Refund Process (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with SPC OneCard Refund Process (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
20	Business Office	1	2	3	4	5	6	7	NA
Importance of Business Office (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Business Office (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
21	Initial testing for placement in courses	1	2	3	4	5	6	7	NA
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									



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 NA

Importance of Bookstore

(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7 NA

Satisfaction with Bookstore

(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7 NA

23 Library
1 2 3 4 5 6 7 NA

Importance of Library

(1 - Not Important to 7 - Very Important)

(1 - Not

1 2 3 4 5 6 7 NA

Satisfaction with Library

(1 - Not Satisfied to 7 - Very Satisfied)

(1 - Not

1 2 3 4 5 6 7 NA

24 Career Development Center resources (e.g., materials)
1 2 3 4 5 6 7 NA

Importance of Career Development Center resources

(1 - Not Important to 7 - Very Important)

1 2 3 4 5 6 7 NA

Satisfaction with Career Development Center resources

(1 - Not Satisfied to 7 - Very Satisfied)

1 2 3 4 5 6 7 NA



25	Career assessment	1	2	3	4	5	6	7	NA
Importance of Career assessment		<i>(1 - Not Important to 7 - Very Important)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>
Satisfaction with Career assessment		<i>(1 - Not Satisfied to 7 - Very Satisfied)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>

26	Career counseling	1	2	3	4	5	6	7	NA
Importance of Career counseling		<i>(1 - Not Important to 7 - Very Important)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>
Satisfaction with Career counseling		<i>(1 - Not Satisfied to 7 - Very Satisfied)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>

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	NA
Importance of Registering in-person		<i>(1 - Not Important to 7 - Very Important)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>
Satisfaction with Registering in-person		<i>(1 - Not Satisfied to 7 - Very Satisfied)</i>							
		1	2	3	4	5	6	7	<input type="checkbox"/>



28	Registering online	1	2	3	4	5	6	7	NA
Importance of Registering online <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
Satisfaction with Registering online <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
29	Other online student services (e.g., viewing grades, applying for graduation, requesting transcripts, making payments etc.)	1	2	3	4	5	6	7	NA
Importance of Other online student services <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
Satisfaction with Other online student services <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
30	Student activities (e.g., clubs/organizations/programs)	1	2	3	4	5	6	7	NA
Importance of Student activities <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
Satisfaction with Student activities <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
31	New student orientation	1	2	3	4	5	6	7	NA
Importance of New student orientation <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									
Satisfaction with New student orientation <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> NA									



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	NA
Importance of Official mailings received from the College <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
Satisfaction with Official mailings received from the College <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
33	General information about programs & services	1	2	3	4	5	6	7	NA
Importance of General information about programs & services <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
Satisfaction with General information about programs & services <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
34	Food services (e.g., cafeterias/snack bars/vending machines)	1	2	3	4	5	6	7	NA
Importance of Food services <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
Satisfaction with Food services <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
35	Student publications	1	2	3	4	5	6	7	NA
Importance of Student publications <i>(1 - Not Important to 7 - Very Important)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									
Satisfaction with Student publications <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>									
<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> NA									



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	NA
----	------------	---	---	---	---	---	---	---	----

Importance of Facilities

(1 - Not Important to 7 - Very Important)

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

Satisfaction with Facilities

(1 - Not Satisfied to 7 - Very Satisfied)

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

37	Parking	1	2	3	4	5	6	7	NA
----	---------	---	---	---	---	---	---	---	----

Importance of Parking

(1 - Not Important to 7 - Very Important)

(1 - Not

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

Satisfaction with Parking

(1 - Not Satisfied to 7 - Very Satisfied)

(1 - Not

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

38	Personal safety and security	1	2	3	4	5	6	7	NA
----	------------------------------	---	---	---	---	---	---	---	----

Importance of Personal safety and security

(1 - Not Important to 7 - Very Important)

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

Satisfaction with Personal safety and security

(1 - Not Satisfied to 7 - Very Satisfied)

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----



39 **Out-of-class access to computers**

1 2 3 4 5 6 7 NA

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

1 2 3 4 5 6 7

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

1 2 3 4 5 6 7

40 **Overall student support services**

1 2 3 4 5 6 7 NA

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

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, Disabilities Resources, NIPS)**

1 2 3 4 5 6 7 NA

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

1 2 3 4 5 6 7

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

1 2 3 4 5 6 7



42	Supplemental instructional centers/tutoring (e.g., Learning Support Centers and Information Commons)	1	2	3	4	5	6	7	NA
Importance of Supplemental instructional centers/tutoring (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Supplemental instructional centers/tutoring (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
43	Variety of courses offered	1	2	3	4	5	6	7	NA
Importance of Variety of courses offered (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Variety of courses offered (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
44	Ability to enroll in your "first choice" of classes	1	2	3	4	5	6	7	NA
Importance of Ability to enroll in your "first choice" of classes (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Ability to enroll in your "first choice" of classes (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									
45	Convenience of times courses are offered	1	2	3	4	5	6	7	NA
Importance of Convenience of times courses are offered (1 - Not Important to 7 - Very Important)									
1 2 3 4 5 6 7									
Satisfaction with Convenience of times courses are offered (1 - Not Satisfied to 7 - Very Satisfied)									
1 2 3 4 5 6 7									



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	NA
---	---	---	---	---	---	---	----

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	NA
---	---	---	---	---	---	---	----

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

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

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

1	2	3	4	5	6	7	
---	---	---	---	---	---	---	--

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

1	2	3	4	5	6	7	
---	---	---	---	---	---	---	--

49 Overall educational support services

1	2	3	4	5	6	7	NA
---	---	---	---	---	---	---	----

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

1	2	3	4	5	6	7	
---	---	---	---	---	---	---	--

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

1	2	3	4	5	6	7	
---	---	---	---	---	---	---	--



50

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



Appendix B: Performance Gaps by Campus

Performance Gaps were formulated for each of the thirty-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 28-37. 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 28

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Bookstore	29	6.14	4.34	-1.79
Scholarships and Student Financial Assistance Office	25	6.36	4.60	-1.76
Career counseling	15	6.13	4.73	-1.40
MvSPC Answer Place	21	5.95	4.57	-1.38
Academic advising	30	6.23	4.97	-1.27
General information about programs & services	25	6.04	4.88	-1.16
Overall student support services	21	6.29	5.14	-1.14
Convenience of times courses are offered	27	6.37	5.26	-1.11
Career assessment	16	6.19	5.19	-1.00
Career Development Center resources	17	5.82	4.82	-1.00
Personal safety and security	27	6.52	5.56	-0.96
Other online student services	27	6.44	5.48	-0.96
Parking	27	6.33	5.37	-0.96
Variety of courses offered	27	6.33	5.37	-0.96
Supplemental instructional centers/tutoring	14	5.71	4.79	-0.93
Overall quality of the educational programs	29	6.28	5.41	-0.86
New student orientation	19	5.63	4.79	-0.84
Ability to enroll in your first choice of classes	25	6.20	5.40	-0.80
Registering online	27	6.19	5.44	-0.74
Overall educational support services	22	6.14	5.41	-0.73
Food services	13	4.77	4.08	-0.69
Out-of-class access to computers	20	6.05	5.40	-0.65
Use of technology for instruction	27	5.78	5.19	-0.59
Facilities	26	6.08	5.50	-0.58
Registering in person	18	5.44	4.89	-0.56
Library	28	6.18	5.64	-0.54
Business Office	25	5.68	5.16	-0.52
Specialized academic support services	11	5.36	4.91	-0.45
Student activities	14	5.36	5.00	-0.36
Initial testing for placement in courses	18	5.17	4.83	-0.33
Application/admission process	28	5.64	5.32	-0.32
Official mailings received from the College	24	5.29	5.13	-0.17
SPC OneCard Refund Process	25	5.32	5.16	-0.16
Student publications	17	4.88	4.94	0.06



Table 29

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Academic advising	477	6.38	4.74	-1.64
Bookstore	489	6.23	4.81	-1.42
Scholarships and Student Financial Assistance Office	422	6.55	5.14	-1.41
Parking	471	6.54	5.22	-1.32
Convenience of times courses are offered	476	6.66	5.37	-1.29
Career counseling	294	6.28	5.14	-1.14
Variety of courses offered	466	6.61	5.52	-1.09
Ability to enroll in your first choice of classes	463	6.65	5.63	-1.02
Overall student support services	428	6.47	5.56	-0.91
Career assessment	278	6.13	5.24	-0.90
MvSPC Answer Place	374	6.28	5.40	-0.87
General information about programs & services	436	6.12	5.27	-0.85
Student activities	301	5.64	4.84	-0.80
Overall educational support services	422	6.49	5.70	-0.79
Supplemental instructional centers/tutoring	334	6.38	5.60	-0.78
Overall quality of the educational programs	464	6.65	5.88	-0.78
Food services	377	5.71	4.95	-0.76
New student orientation	329	5.68	5.00	-0.68
Other online student services	470	6.55	5.88	-0.67
Use of technology for instruction	449	6.43	5.79	-0.64
SPC OneCard Refund Process	410	6.03	5.41	-0.63
Registering in person	359	5.68	5.07	-0.61
Facilities	462	6.41	5.81	-0.60
Personal safety and security	461	6.69	6.10	-0.60
Registering online	453	6.44	5.86	-0.57
Career Development Center resources	288	6.06	5.50	-0.55
Student publications	298	5.66	5.12	-0.55
Out-of-class access to computers	406	6.53	6.01	-0.52
Application/admission process	459	5.98	5.47	-0.51
Initial testing for placement in courses	397	6.05	5.62	-0.43
Business Office	368	5.95	5.55	-0.41
Specialized academic support services	241	6.06	5.67	-0.39
Library	445	6.35	6.01	-0.34
Official mailings received from the College	410	5.76	5.50	-0.26



Table 30

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Academic advising	489	6.43	5.03	-1.40
Scholarships and Student Financial Assistance Office	408	6.46	5.14	-1.32
Parking	331	6.12	4.99	-1.13
Bookstore	470	6.27	5.19	-1.09
Variety of courses offered	478	6.68	5.62	-1.06
Ability to enroll in your first choice of classes	483	6.80	5.79	-1.01
Career counseling	216	6.01	5.01	-1.00
Overall student support services	404	6.43	5.55	-0.88
Convenience of times courses are offered	438	6.78	5.90	-0.88
MySPC Answer Place	326	6.37	5.54	-0.83
Overall educational support services	434	6.60	5.77	-0.83
Career assessment	197	5.93	5.17	-0.76
Overall quality of the educational programs	493	6.79	6.11	-0.68
Application/admission process	455	6.16	5.50	-0.66
Other online student services	505	6.75	6.10	-0.65
Registering online	495	6.68	6.04	-0.64
Supplemental instructional centers/tutoring	199	6.13	5.49	-0.64
Use of technology for instruction	446	6.70	6.09	-0.61
SPC OneCard Refund Process	394	6.06	5.45	-0.61
General information about programs & services	438	6.18	5.58	-0.60
Business Office	332	5.84	5.29	-0.55
Career Development Center resources	217	5.77	5.24	-0.53
Personal safety and security	316	6.49	6.00	-0.49
Out-of-class access to computers	243	6.41	5.93	-0.48
Specialized academic support services	153	5.93	5.50	-0.43
Initial testing for placement in courses	350	5.77	5.41	-0.37
Official mailings received from the College	396	5.87	5.51	-0.36
Food services	170	4.88	4.59	-0.29
New student orientation	293	5.55	5.28	-0.27
Student activities	193	5.08	4.81	-0.27
Facilities	329	6.14	5.87	-0.27
Library	337	6.18	5.96	-0.23
Student publications	211	5.21	5.02	-0.19
Registering in person	252	4.99	4.81	-0.18



Table 31

Performance Gaps: EpiCenter				
	N	Importance	Satisfaction	Gap
Academic advising	28	6.39	4.79	-1.61
Variety of courses offered	30	6.47	5.00	-1.47
Bookstore	29	6.00	4.55	-1.45
Convenience of times courses are offered	30	6.53	5.10	-1.43
Supplemental instructional centers/tutoring	20	6.00	4.70	-1.30
Career assessment	18	6.00	4.78	-1.22
Overall student support services	24	6.17	5.00	-1.17
Career counseling	18	6.06	4.94	-1.11
Career Development Center resources	21	5.86	4.76	-1.10
Overall educational support services	25	6.40	5.32	-1.08
Registering online	28	6.86	5.82	-1.04
MvSPC Answer Place	22	6.18	5.18	-1.00
Registering in person	18	5.06	4.06	-1.00
Use of technology for instruction	28	6.50	5.54	-0.96
Parking	28	6.29	5.36	-0.93
Ability to enroll in your first choice of classes	29	6.62	5.76	-0.86
Overall quality of the educational programs	27	6.48	5.63	-0.85
Student publications	18	5.39	4.56	-0.83
Out-of-class access to computers	25	6.36	5.56	-0.80
SPC OneCard Refund Process	25	5.60	4.84	-0.76
Other online student services	29	6.48	5.72	-0.76
Scholarships and Student Financial Assistance Office	24	6.46	5.75	-0.71
New student orientation	17	5.18	4.47	-0.71
Facilities	27	6.04	5.44	-0.59
General information about programs & services	25	6.04	5.48	-0.56
Business Office	24	5.92	5.42	-0.50
Official mailings received from the College	23	5.91	5.43	-0.48
Student activities	19	5.11	4.63	-0.47
Application/admission process	25	5.80	5.36	-0.44
Specialized academic support services	15	5.53	5.13	-0.40
Personal safety and security	28	6.36	5.96	-0.39
Library	26	5.96	5.69	-0.27
Food services	22	5.09	4.95	-0.14
Initial testing for placement in courses	15	5.60	5.73	0.13



Table 32

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	132	6.55	4.50	-2.05
Academic advising	137	6.47	4.57	-1.91
Food services	122	5.72	3.87	-1.85
Career counseling	74	6.07	4.66	-1.41
Scholarships and Student Financial Assistance Office	118	6.33	4.96	-1.37
Convenience of times courses are offered	128	6.73	5.61	-1.13
Bookstore	142	6.08	4.96	-1.11
MvSPC Answer Place	86	6.19	5.13	-1.06
Overall quality of the educational programs	136	6.71	5.68	-1.04
General information about programs & services	133	6.22	5.22	-1.00
Ability to enroll in your first choice of classes	124	6.69	5.72	-0.98
Overall student support services	125	6.41	5.44	-0.97
Registering online	138	6.57	5.67	-0.89
Overall educational support services	122	6.61	5.74	-0.87
Facilities	131	6.47	5.68	-0.79
Use of technology for instruction	130	6.40	5.63	-0.77
Career assessment	74	6.00	5.24	-0.76
Application/admission process	131	5.98	5.23	-0.76
Out-of-class access to computers	115	6.26	5.53	-0.73
Career Development Center resources	77	6.09	5.40	-0.69
SPC OneCard Refund Process	114	5.68	5.04	-0.65
Variety of courses offered	120	6.63	5.99	-0.63
Other online student services	140	6.61	5.99	-0.63
Registering in person	87	5.25	4.64	-0.61
Library	136	6.50	5.97	-0.53
Supplemental instructional centers/tutoring	88	6.45	5.98	-0.48
Personal safety and security	130	6.72	6.25	-0.47
Specialized academic support services	78	6.35	5.96	-0.38
Student activities	88	5.23	4.88	-0.35
Official mailings received from the College	127	5.76	5.42	-0.35
Business Office	99	5.68	5.33	-0.34
Student publications	89	5.37	5.12	-0.25
New student orientation	104	5.48	5.24	-0.24
Initial testing for placement in courses	106	5.61	5.46	-0.15



Table 33

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	186	6.13	4.49	-1.64
Bookstore	208	6.20	5.26	-0.94
Scholarships and Student Financial Assistance Office	206	6.48	5.58	-0.90
Convenience of times courses are offered	206	6.47	5.69	-0.78
Food services	178	5.69	4.93	-0.76
Career counseling	163	6.13	5.39	-0.74
Academic advising	214	6.32	5.60	-0.72
Ability to enroll in your first choice of classes	201	6.47	5.81	-0.67
Variety of courses offered	198	6.49	5.83	-0.66
MySPC Answer Place	186	6.35	5.72	-0.63
Overall student support services	200	6.39	5.78	-0.61
Other online student services	204	6.37	5.80	-0.57
General information about programs & services	197	6.16	5.61	-0.55
Out-of-class access to computers	194	6.50	5.95	-0.55
Career Development Center resources	165	5.93	5.39	-0.54
Career assessment	159	5.99	5.46	-0.53
Application/admission process	214	6.17	5.64	-0.53
Overall quality of the educational programs	201	6.47	5.95	-0.52
Overall educational support services	195	6.39	5.89	-0.50
Use of technology for instruction	195	6.23	5.74	-0.49
Registering in person	183	6.04	5.60	-0.45
Registering online	192	6.01	5.56	-0.45
Personal safety and security	205	6.53	6.10	-0.43
New student orientation	180	5.98	5.56	-0.42
Supplemental instructional centers/tutoring	169	6.33	5.93	-0.40
Student activities	158	5.84	5.46	-0.38
Facilities	207	6.36	5.99	-0.38
Official mailings received from the College	192	5.99	5.63	-0.36
Initial testing for placement in courses	195	5.84	5.48	-0.36
Business Office	190	5.88	5.53	-0.36
Student publications	170	5.72	5.37	-0.35
SPC OneCard Refund Process	204	6.12	5.77	-0.35
Library	199	6.25	5.90	-0.35
Specialized academic support services	139	5.96	5.67	-0.29



Table 34

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Parking	40	6.40	5.55	-0.85
Ability to enroll in your first choice of classes	42	6.62	5.90	-0.71
Variety of courses offered	42	6.52	5.83	-0.69
Career counseling	40	6.33	5.70	-0.63
General information about programs & services	45	6.33	5.80	-0.53
Out-of-class access to computers	41	6.34	5.85	-0.49
Career assessment	38	6.21	5.76	-0.45
MvSPC Answer Place	40	6.65	6.23	-0.43
Overall educational support services	43	6.51	6.09	-0.42
Career Development Center resources	36	6.03	5.61	-0.42
Food services	34	5.47	5.06	-0.41
Supplemental instructional centers/tutoring	38	6.26	5.87	-0.39
Specialized academic support services	33	6.30	5.91	-0.39
Bookstore	44	6.41	6.02	-0.39
Use of technology for instruction	42	6.50	6.12	-0.38
Convenience of times courses are offered	43	6.51	6.16	-0.35
Registering in person	45	6.11	5.82	-0.29
Application/admission process	44	6.27	6.00	-0.27
Facilities	45	6.36	6.09	-0.27
Academic advising	42	6.29	6.02	-0.26
New student orientation	38	6.05	5.82	-0.24
Scholarships and Student Financial Assistance Office	43	6.19	5.95	-0.23
Student publications	35	6.03	5.80	-0.23
Personal safety and security	45	6.60	6.38	-0.22
Overall quality of the educational programs	41	6.61	6.39	-0.22
Official mailings received from the College	43	6.19	5.98	-0.21
Overall student support services	44	6.43	6.23	-0.20
Business Office	44	5.75	5.59	-0.16
Other online student services	44	6.20	6.05	-0.16
Library	40	6.18	6.03	-0.15
Initial testing for placement in courses	43	5.79	5.67	-0.12
SPC OneCard Refund Process	42	6.29	6.19	-0.10
Registering online	41	6.00	5.93	-0.07
Student activities	34	5.91	5.85	-0.06



Table 35

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	360	6.64	5.69	-0.96
Bookstore	373	6.25	5.31	-0.94
Academic advising	380	6.46	5.52	-0.93
Variety of courses offered	356	6.60	5.75	-0.85
Scholarships and Student Financial Assistance Office	316	6.38	5.55	-0.83
Parking	361	6.50	5.73	-0.77
Ability to enroll in your first choice of classes	354	6.64	5.97	-0.67
Overall quality of the educational programs	349	6.67	6.11	-0.56
Food services	300	5.79	5.23	-0.55
Career counseling	223	6.08	5.54	-0.54
Other online student services	352	6.52	6.05	-0.47
Overall educational support services	308	6.54	6.10	-0.44
Use of technology for instruction	340	6.44	6.01	-0.43
Overall student support services	324	6.51	6.09	-0.42
Career assessment	221	6.04	5.65	-0.39
General information about programs & services	328	6.07	5.69	-0.38
Registering online	303	6.17	5.81	-0.36
SPC OneCard Refund Process	280	5.90	5.57	-0.33
Supplemental instructional centers/tutoring	235	6.17	5.84	-0.32
MySPC Answer Place	246	6.22	5.91	-0.31
Initial testing for placement in courses	339	5.99	5.68	-0.31
Facilities	356	6.51	6.26	-0.25
Application/admission process	350	5.98	5.74	-0.24
Official mailings received from the College	300	5.87	5.65	-0.22
Registering in person	279	6.06	5.86	-0.20
Personal safety and security	352	6.61	6.43	-0.18
Student publications	231	5.68	5.50	-0.18
Business Office	271	5.81	5.63	-0.18
Career Development Center resources	229	5.85	5.68	-0.17
Student activities	266	5.67	5.52	-0.16
New student orientation	295	5.65	5.52	-0.13
Specialized academic support services	172	5.82	5.69	-0.13
Out-of-class access to computers	332	6.53	6.42	-0.11
Library	339	6.35	6.25	-0.10



Table 36

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	555	6.55	4.61	-1.95
Scholarships and Student Financial Assistance Office	554	6.60	5.24	-1.37
Academic advising	609	6.37	5.08	-1.29
Bookstore	604	6.34	5.19	-1.15
Convenience of times courses are offered	593	6.63	5.50	-1.13
MvSPC Answer Place	531	6.43	5.47	-0.96
Career counseling	386	6.17	5.23	-0.95
Variety of courses offered	575	6.61	5.67	-0.94
Ability to enroll in your first choice of classes	573	6.65	5.73	-0.92
Overall student support services	528	6.47	5.57	-0.90
Career assessment	370	6.09	5.32	-0.77
Supplemental instructional centers/tutoring	377	6.30	5.53	-0.77
SPC OneCard Refund Process	527	6.29	5.53	-0.75
Food services	444	5.76	5.01	-0.75
General information about programs & services	547	6.22	5.49	-0.73
Out-of-class access to computers	500	6.53	5.80	-0.73
Overall educational support services	525	6.50	5.81	-0.69
Overall quality of the educational programs	579	6.66	5.97	-0.68
Application/admission process	589	6.02	5.34	-0.67
New student orientation	421	5.80	5.16	-0.63
Career Development Center resources	384	5.99	5.36	-0.63
Student activities	392	5.69	5.10	-0.59
Other online student services	587	6.53	5.95	-0.58
Use of technology for instruction	559	6.36	5.79	-0.58
Facilities	567	6.50	5.93	-0.56
Registering in person	460	5.80	5.25	-0.55
Personal safety and security	574	6.64	6.09	-0.54
Initial testing for placement in courses	531	6.01	5.50	-0.51
Specialized academic support services	304	6.17	5.66	-0.51
Student publications	395	5.80	5.32	-0.48
Registering online	564	6.33	5.89	-0.44
Business Office	469	5.83	5.42	-0.41
Official mailings received from the College	521	5.98	5.67	-0.31
Library	557	6.45	6.18	-0.27



Table 37

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Parking	343	6.56	4.79	-1.77
Academic advising	352	6.42	5.07	-1.35
Scholarships and Student Financial Assistance Office	315	6.54	5.26	-1.28
Convenience of times courses are offered	354	6.72	5.65	-1.07
Bookstore	358	6.42	5.37	-1.04
Ability to enroll in your first choice of classes	347	6.73	5.71	-1.02
Variety of courses offered	340	6.63	5.67	-0.96
Career counseling	220	5.97	5.05	-0.92
Overall student support services	311	6.51	5.62	-0.89
General information about programs & services	305	6.21	5.41	-0.80
MvSPC Answer Place	263	6.30	5.52	-0.78
Overall quality of the educational programs	342	6.65	5.90	-0.74
Overall educational support services	308	6.56	5.92	-0.64
Supplemental instructional centers/tutoring	238	6.36	5.73	-0.63
Facilities	332	6.45	5.85	-0.60
New student orientation	256	5.63	5.04	-0.60
Registering online	320	6.35	5.76	-0.59
Career Development Center resources	216	5.96	5.37	-0.59
Other online student services	347	6.50	5.91	-0.59
Use of technology for instruction	317	6.39	5.81	-0.58
Personal safety and security	343	6.68	6.12	-0.56
SPC OneCard Refund Process	298	6.08	5.53	-0.55
Food services	254	5.78	5.26	-0.52
Specialized academic support services	171	5.98	5.46	-0.52
Business Office	283	5.89	5.39	-0.51
Initial testing for placement in courses	313	5.81	5.32	-0.50
Career assessment	207	5.84	5.34	-0.50
Application/admission process	335	5.90	5.41	-0.48
Student activities	219	5.46	5.03	-0.43
Out-of-class access to computers	302	6.47	6.05	-0.42
Student publications	207	5.57	5.18	-0.40
Registering in person	269	5.71	5.39	-0.32
Official mailings received from the College	286	5.89	5.58	-0.31
Library	321	6.40	6.17	-0.24



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 the 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, the "Bookstore" had the lowest performance gap at the Allstate Center (-1.79) and received a Performance Gap Priority ranking of 1. The "Scholarships and Student Financial Assistance Office" had the second lowest performance gap at the Allstate Center (-1.76) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 38.

Table 38

Performance Gap Priority Rankings by Campus	AC	CL	EC	EPI	HEC	DT	MT	SEM	SPG	TS	Mean
Parking	11	4	3	15	1	1	1	6	1	1	4.4
Bookstore	1	2	4	3	7	2	14	2	4	5	4.4
Academic advising	5	1	1	1	2	7	20	3	3	2	4.5
Convenience of times courses are offered	8	5	9	4	6	4	16	1	5	4	6.2
Career counseling	3	6	7	8	4	6	4	10	7	8	6.3
Scholarships and Student Financial Assistance Office	2	3	2	22	5	3	22	5	2	3	6.9
Variety of courses offered	12	7	5	2	22	9	3	4	8	7	7.9
Ability to enroll in your first choice of classes	18	8	6	16	11	8	2	7	9	6	9.1
MySPC Answer Place	4	11	10	12	8	10	8	20	6	11	10.0
Overall student support services	7	9	8	7	12	11	27	14	10	9	11.4
Career assessment	9	10	12	6	17	16	7	15	11	27	13.0
General information about programs & services	6	12	20	25	10	13	5	16	15	10	13.2
Overall educational support services	20	14	11	10	14	19	9	12	17	13	13.9
Overall quality of the educational programs	16	16	13	17	9	18	25	8	18	12	15.2
Supplemental instructional centers/tutoring	15	15	17	5	26	25	12	19	12	14	16.0
Food services	21	17	28	33	3	5	11	9	14	23	16.4
Career Development Center resources	10	26	22	9	20	15	10	29	21	18	18.0
Use of technology for instruction	23	20	18	14	16	20	15	13	24	20	18.3
Other online student services	13	19	15	21	23	12	29	11	23	19	18.5
Registering online	19	25	16	11	13	22	33	17	31	17	20.4
Out-of-class access to computers	22	28	24	19	19	14	6	33	16	30	21.1
Facilities	24	23	31	24	15	27	19	22	25	15	22.5
Application/admission process	31	29	14	29	18	17	18	23	19	28	22.6
SPC OneCard Refund Process	33	21	19	20	21	32	32	18	13	22	23.1
New student orientation	17	18	29	23	33	24	21	31	20	16	23.2
Registering in person	25	22	34	13	24	21	17	25	26	32	23.9
Personal safety and security	14	24	23	31	27	23	24	26	27	21	24.0
Student activities	29	13	30	28	29	26	34	30	22	29	27.0
Specialized academic support services	28	32	25	30	28	34	13	32	29	24	27.5
Business Office	27	31	21	26	31	30	28	28	32	25	27.9
Student publications	34	27	33	18	32	31	23	27	30	31	28.6
Initial testing for placement in courses	30	30	26	34	34	29	31	21	28	26	28.9
Official mailings received from the College	32	34	27	27	30	28	26	24	33	33	29.4
Library	26	33	32	32	25	33	30	34	34	34	31.3



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 the question which states "Select the campus where you are receiving most of your services."

Table 39 contains a side-by-side comparison of the satisfaction scores for each student and academic service by campus.

Table 39

Satisfaction Score by Campus	AC	CL	EPI	HEC	DT	MT	SEM	SPG	TS	EC	Overall
Food services	4.08	4.95	4.59	4.95	3.87	4.93	5.06	5.23	5.01	5.26	4.79
Parking	5.37	5.22	4.99	5.36	4.50	4.49	5.55	5.73	4.61	4.79	5.06
Bookstore	4.34	4.81	5.19	4.55	4.96	5.26	6.02	5.31	5.19	5.37	5.10
Student activities	5.00	4.84	4.81	4.63	4.88	5.46	5.85	5.52	5.10	5.03	5.11
Registering in person	4.89	5.07	4.81	4.06	4.64	5.60	5.82	5.86	5.25	5.39	5.14
Academic advising	4.97	4.74	5.03	4.79	4.57	5.60	6.02	5.52	5.08	5.07	5.14
Career counseling	4.73	5.14	5.01	4.94	4.66	5.39	5.70	5.54	5.23	5.05	5.14
New student orientation	4.79	5.00	5.28	4.47	5.24	5.56	5.82	5.52	5.16	5.04	5.19
Student publications	4.94	5.12	5.02	4.56	5.12	5.37	5.80	5.50	5.32	5.18	5.19
Career Development Center resources	4.82	5.50	5.24	4.76	5.40	5.39	5.61	5.68	5.36	5.37	5.31
Career assessment	5.19	5.24	5.17	4.78	5.24	5.46	5.76	5.65	5.32	5.34	5.32
Scholarships and Student Financial Assistance Office	4.60	5.14	5.14	5.75	4.96	5.58	5.95	5.55	5.24	5.26	5.32
Business Office	5.16	5.55	5.29	5.42	5.33	5.53	5.59	5.63	5.42	5.39	5.43
General information about programs & services	4.88	5.27	5.58	5.48	5.22	5.61	5.80	5.69	5.49	5.41	5.44
SPC OneCard Refund Process	5.16	5.41	5.45	4.84	5.04	5.77	6.19	5.57	5.53	5.53	5.45
MySPC Answer Place	4.57	5.40	5.54	5.18	5.13	5.72	6.23	5.91	5.47	5.52	5.47
Initial testing for placement in courses	4.83	5.62	5.41	5.73	5.46	5.48	5.67	5.68	5.50	5.32	5.47
Application/admission process	5.32	5.47	5.50	5.36	5.23	5.64	6.00	5.74	5.34	5.41	5.50
Supplemental instructional centers/tutoring	4.79	5.60	5.49	4.70	5.98	5.93	5.87	5.84	5.53	5.73	5.55
Official mailings received from the College	5.13	5.50	5.51	5.43	5.42	5.63	5.98	5.65	5.67	5.58	5.55
Specialized academic support services	4.91	5.67	5.50	5.13	5.96	5.67	5.91	5.69	5.66	5.46	5.56
Convenience of times courses are offered	5.26	5.37	5.90	5.10	5.61	5.69	6.16	5.69	5.50	5.65	5.59
Overall student support services	5.14	5.56	5.55	5.00	5.44	5.78	6.23	6.09	5.57	5.62	5.60
Variety of courses offered	5.37	5.52	5.62	5.00	5.99	5.83	5.83	5.75	5.67	5.67	5.63
Ability to enroll in your first choice of classes	5.40	5.63	5.79	5.76	5.72	5.81	5.90	5.97	5.73	5.71	5.74
Use of technology for instruction	5.19	5.79	6.09	5.54	5.63	5.74	6.12	6.01	5.79	5.81	5.77
Overall educational support services	5.41	5.70	5.77	5.32	5.74	5.89	6.09	6.10	5.81	5.92	5.78
Registering online	5.44	5.86	6.04	5.82	5.67	5.56	5.93	5.81	5.89	5.76	5.78
Facilities	5.50	5.81	5.87	5.44	5.68	5.99	6.09	6.26	5.93	5.85	5.84
Out-of-class access to computers	5.40	6.01	5.93	5.56	5.53	5.95	5.85	6.42	5.80	6.05	5.85
Other online student services	5.48	5.88	6.10	5.72	5.99	5.80	6.05	6.05	5.95	5.91	5.89
Overall quality of the educational programs	5.41	5.88	6.11	5.63	5.68	5.95	6.39	6.11	5.97	5.90	5.90
Library	5.64	6.01	5.96	5.69	5.97	5.90	6.03	6.25	6.18	6.17	5.98
Personal safety and security	5.56	6.10	6.00	5.96	6.25	6.10	6.38	6.43	6.09	6.12	6.10

This page is intentionally left blank.



Data and information contained herein cannot be used without the express written authorization of the St. Petersburg College. All inquiries about the use of this information should be directed to the Director of Academic Effectiveness and Assessment at St. Petersburg College.

© Copyright St. Petersburg College, December 2010. All rights reserved.