

2011-12

# Enrolled Student Survey Report



Institutional Research and Effectiveness  
St. Petersburg College



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Department of Institutional  
Research and Effectiveness  
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 Institutional Research and Effectiveness

Amy Eggers, M.A.

*Research Analyst, Academic Effectiveness and Assessment*

Magaly Tymms, B.S.

*Associate Director, Academic Effectiveness and Assessment*

James Coraggio, Ph.D.

*Executive Director, Institutional Research and Effectiveness*

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2011-12 Enrolled Student Survey Report  
Institutional Research and Effectiveness

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## Executive Summary

### *Introduction*

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

### *Enrolled Student Survey*

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey 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 (41%) were under the age of 25.
- Over two-thirds (68%) were female.
- Self-reported race/ethnicity was as follows: 67% White, 15% Black/Non-Hispanic, 8% Hispanic, 3% Asian Pacific Islander, 5% Other, 1% American Indian, and less than 1% Alaskan Native.
- Over half (58%) graduated from high school or received their G.E.D. more than five years ago.
- Thirty-one percent have been enrolled at the College only one semester.
- Almost half (49%) have earned 15 or fewer credit hours at SPC.
- Almost all (98%) have access to a computer with Internet capabilities.
- Over eighty percent (84%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)" as their primary reason for enrolling at SPC.
- Seventy-six percent are enrolled in the AA or in an AS/AAS program (38% in each program).
- The majority of survey respondents (63%) preferred to take most of their classes during the week.
- Over half (56%) 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 0.98 spread among all scores for importance, ranging from 6.65 for "First choice of classes" and "Overall quality of the educational programs" to 5.57 for "Registering in person."

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

- First choice of classes (6.65),
- Overall quality of the educational programs (6.65),



- Convenience of times classes are offered (6.63),
- Personal safety and security (6.61), and
- Variety of courses offered (6.60).

These were the same top five services as last year.

The five lowest rated services in terms of importance were:

- Registering in-person (5.67),
- Food services (5.69),
- Student activities (5.71),
- New student orientation (5.73), and
- Student publications (5.77).

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 1.08 spread among all satisfaction scores, ranging from 6.10 for "Personal safety and security" and "Out-of-class access to computers" to 5.02 for "Food services."

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

- Personal safety and security (6.10),
- Out-of-class computers (6.10),
- Library (6.05),
- Facilities (5.98), and
- Overall quality of the educational programs (5.94).

Four of these five services were rated in the top five last year.

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

- Food services (5.02),
- Parking (5.04),
- Academic advising (5.21),
- Bookstore (5.23), and
- Student publications (5.27).

Four of these five services were rated in the lowest five last 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 below:

- Official mailings received from the College (-0.24),
- Library (-0.30),
- Registering in-person (-0.34),
- New student orientation (-0.39), and
- Out-of-class access to computers (-0.39).



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

- Parking (-1.38),
- Academic Advising (-1.16),
- Scholarships and Student Financial Assistance Office (-1.15),
- Convenience of times courses are offered (-1.11), and
- Bookstore (-1.01).

All five of the items listed above were included in the lowest five items in last year's survey.

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

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

The top five services indicating the highest usage percentages were:

- Overall quality of the educational programs (96.1%),
- Variety of courses offered (94.7%),
- Academic advising (94.2%),
- First choice of classes (94.0%), and
- Other online student services (93.8%).

The lowest five included:

- Specialized academic support services (46.0%),
- Career assessment (53.0%),
- Student publications (53.2%),
- Career Development Center resources (53.2%), and
- Career counseling (54.0%).

#### *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, representing six services, with the highest year-to-year increase in mean satisfaction scores were:

- Student Activities (+0.16),
- Out-of-class access to computers (+0.12),
- New student orientation (+0.12),
- Specialized academic support services (+0.11),
- Academic advising (+0.11), and
- Career counseling (+0.11).

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

- Convenience of times classes are offered (-0.09),
- First choice of classes (-0.09)
- Other online student services (-0.06),
- Personal safety and security (-0.04),
- Overall educational support services (-0.03),
- Library (-0.03), and
- Overall quality of educational programs (-0.03).



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### *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 Proficiency Profile, formerly known as 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.

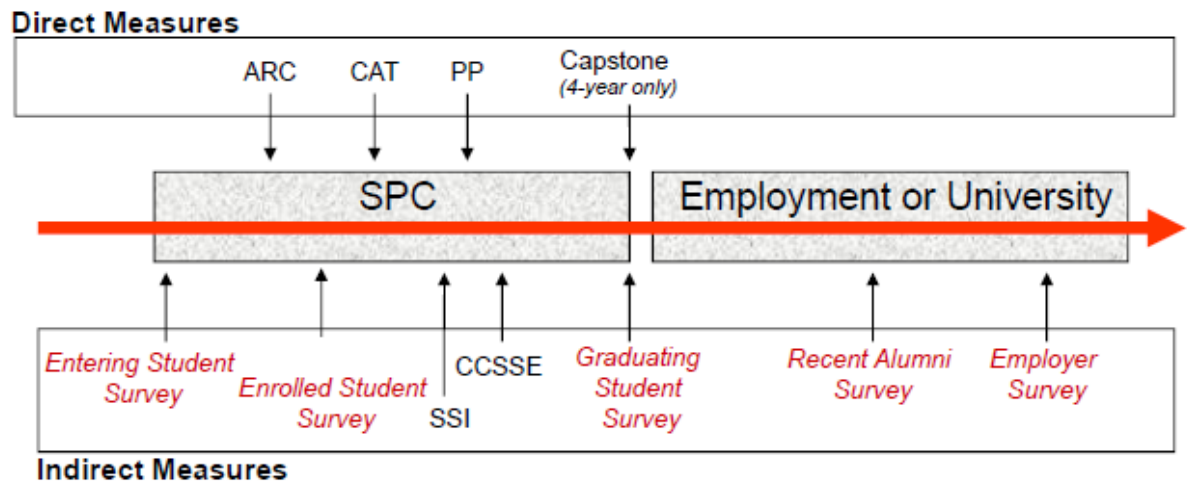


Figure 1: Student Assessment Points

Other Assessments include the State Accountability Measures, environmental scan/trends analysis, other department/function-specific assessments, and various ad hoc surveys.



## 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 17th annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 17 through November 7, 2011. To facilitate the planning process and minimize disruption in the classroom, the 2011-12 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 nineteen-hundred students (1,901) 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.

All thirty-four services met these criteria.

The remainder of this document presents the findings from the ENSS in both text and chart format. Four appendices are included with this document. Appendix A shows the 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 25% of the students, followed by eCampus (22%), and Clearwater (18%).

**Table 1**  
*Survey Distribution by Reporting Campus (n=1877)*

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	37	2
Clearwater	334	18
eCampus	413	22
EpiCenter	29	2
Health Center	68	4
SPC Downtown	122	7
St. Petersburg-Gibbs	464	25
SPC Mid-town	27	1
Seminole	203	11
Tarpon Springs	180	10



## Student Demographic and Academic Information

The demographic profile and academic background of the 1,901 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” (21%), while 41% of respondents were under the age of 25.

Table 2  
*Age (n=1880)*

Select your age category.		
	N	%
19 and under	402	21
20 - 24	368	20
25 - 29	262	14
30 - 39	375	20
40 - 49	299	16
50 - 59	145	8
60 and over	29	2

### *Gender*

Over two-thirds of the survey respondents were female (68%).

Table 3  
*Gender (n=1874)*

Select your gender.		
	N	%
Female	1274	68
Male	600	32



### *Ethnicity*

Over two-thirds (67%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 15% and Hispanic with 8%.

**Table 4**  
*Ethnicity (n=1879)*

Select your ethnicity.		
	N	%
Alaskan Native	1	<1
American Indian	15	1
Asian Pacific Islander	61	3
Black/Non-Hispanic	287	15
Hispanic	156	8
White	1259	67
Other	100	5

### *Time since High School*

Over half (58%) of survey respondents graduated from high school or received their G.E.D. more than five years ago.

**Table 5**  
*Time since High School (n=1860)*

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
Less than 1 year ago	340	18
1 - 3 years ago	304	16
4 - 5 years ago	134	7
More than 5 years ago	1082	58



### *Number of Semester Hours*

Thirty-one percent of survey respondents have been enrolled at the College only one semester, while over half (56%) have been enrolled fewer than four semesters.

**Table 6**  
*Number of Semesters (n=1863)*

How many semesters have you been enrolled at SPC?		
	N	%
1	581	31
2	187	10
3	271	15
4	199	11
5	145	8
6 or more	480	26

### *Number of Credits Received*

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

**Table 7**  
*Number of Credits Received (n=1863)*

Number of credits you have earned at SPC?		
	N	%
0 - 15	918	49
16 - 30	309	17
31 - 45	224	12
Over 45	412	22



### *Internet Access*

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

**Table 8**  
*Internet Access (n=1855)*

Do you have access to a computer with Internet capabilities?		
	N	%
No	28	2
Yes	1827	98

### *Enrollment Reasons*

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

**Table 9**  
*Enrollment Reasons (n=1866)*

What is the primary reason you enrolled at SPC?		
	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	1572	84
To take courses for a new career	128	7
To upgrade job skills	49	3
For personal enrichment	37	2
Other, please specify	80	4





### *Degree/Certificate Program*

Thirty-eight percent of survey respondents are enrolled in the AA program at SPC, and thirty-eight percent are enrolled in an AS/AAS program.

**Table 10**  
*Degree Type (n=1587)*

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	601	38
Associate in Science/Associate in Applied Science Degree	606	38
Baccalaureate Degree (SPC)	314	20
Baccalaureate Degree (University Partnership Center)	13	1
Certificate or Technical Diploma	48	3
Graduate Degree (University Partnership Center)	5	<1

### *Class Time Preference*

Almost two-thirds (63%) of survey respondents preferred to take most of their classes during the week, while over one-third (36%) would prefer to take most of their classes online.

**Table 11**  
*Class Time Preference (n=1852)*

When would you prefer to take most of your classes?		
	N	%
Online	673	36
Weekday mornings	624	34
Weekday evenings	300	16
Weekday afternoons	244	13
Weekends	11	<1



### *Enrollment Status*

Over half (56%) of survey respondents are taking classes primarily for credit and are enrolled full-time.

Table 12  
*Enrollment Status (n=1848)*

What is your enrollment status?		
	N	%
Primarily for credit and full-time	1036	56
Primarily for credit and part-time	792	43
Primarily not for credit	20	1

### *Working Status*

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

Table 13  
*Working Status (n=1854)*

How many hours are you working while attending SPC?		
	N	%
Not working	541	29
Working 15 or fewer hours per week	203	11
Working 16 to 30 hours per week	326	18
Working 31 to 39 hours per week	196	10
Working 40 or more hours per week	588	32



## 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 scores. There was a 0.98 spread among all scores for importance. The means ranged from "First choice of classes" and "Overall quality of the educational programs" (6.65) to "Registering in-person (5.67)."

The top five ranked services in terms of importance to students were: "First choice of classes" and "Overall quality of the educational programs" with the highest mean (6.65), "Convenience of times courses are offered" (6.63), "Personal safety and security" (6.61), and "Variety of courses offered" (6.60). These were the same top five services as last year with "Overall quality of the educational programs" ranked slightly higher than "Convenience of times courses are offered" this year.

The five lowest rated services in terms of importance were: "Registering in-person" (5.67), "Food services" (5.69), "Student activities" (5.71), "New student orientation" (5.73), and "Student publications" (5.77). 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. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
First choice of classes	1642	6.65
Overall quality of the educational programs	1673	6.65
Convenience of times courses are offered	1638	6.63
Personal safety and security	1475	6.61
Variety of courses offered	1656	6.60
Other online student services	1674	6.54
Overall educational support services	1482	6.51
Out-of-class access to computers	1290	6.49
Registering online	1631	6.48
Overall student support services	1515	6.48
Scholarships and Student Financial Assistance Office	1468	6.47
Use of technology for instruction	1587	6.44
Parking	1476	6.42
Supplemental instructional centers/tutoring	1050	6.40
Facilities	1482	6.39
Academic advising	1696	6.37
Library	1441	6.35
MySPC Answer Place	1259	6.32
Bookstore	1654	6.24
Specialized academic support services	800	6.20
General information about programs & services	1534	6.19
Career counseling	967	6.18
SPC OneCard Refund Process	1405	6.10
Career assessment	939	6.05
Application/admission process	1599	6.05
Career Development Center resources	943	6.04
Initial testing for placement in courses	1390	5.91
Business Office	1297	5.84
Official mailings received from the College	1427	5.83
Student publications	939	5.77
New student orientation	1135	5.73
Student activities	964	5.71
Food services	1130	5.69
Registering in-person	1137	5.67



## 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 1.08 spread among all satisfaction scores, ranging from "Personal safety and security" and "Out-of-class access to computers" (6.10) to "Food services (5.02)."

The top five rated student/academic services were "Personal safety and security" and "Out-of-class access to computers", with the highest mean (6.10), "Library" (6.05), "Facilities" (5.98), and "Overall quality of the educational programs" (5.94). Four of these top five services were a part of last year's top five services with "Facilities" replacing "Other online student services" this year.

The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.02), "Parking" (5.04), "Academic advising" (5.21), "Bookstore" (5.23), and "Student publications" (5.27). Four of the five services were the same services rated in the lowest five last year.



**Table 15**

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
Personal safety and security	1475	6.10
Out-of-class access to computers	1290	6.10
Library	1441	6.05
Facilities	1482	5.98
Overall quality of the educational programs	1673	5.94
Other online student services	1674	5.90
Registering online	1631	5.87
Use of technology for instruction	1587	5.84
Overall educational support services	1482	5.81
Specialized academic support services	800	5.74
Supplemental instructional centers/tutoring	1050	5.70
Overall student support services	1515	5.70
First choice of classes	1642	5.67
Variety of courses offered	1656	5.65
Official mailings received from the College	1427	5.59
SPC OneCard Refund Process	1405	5.58
Application/admission process	1599	5.54
MySPC Answer Place	1259	5.52
Convenience of times courses are offered	1638	5.52
General information about programs & services	1534	5.51
Initial testing for placement in courses	1390	5.50
Career Development Center resources	943	5.48
Business Office	1297	5.45
Career assessment	939	5.38
New student orientation	1135	5.35
Registering in-person	1137	5.33
Scholarships and Student Financial Assistance Office	1468	5.32
Career counseling	967	5.31
Student activities	964	5.27
Student publications	939	5.27
Bookstore	1654	5.23
Academic advising	1696	5.21
Parking	1476	5.04
Food services	1130	5.02



## 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 this year were "Official mailings received from the College" (-0.24), "Library" (-0.30), "Registering in-person" (-0.34), "New student orientation" (-0.39), and "Out-of-class access to computers" (-0.39).

Last year, five academic and student support services had performance gaps lower than -1.00. This year the same five academic and student support services had performance gaps lower than -1.00. These were: "Parking" (-1.38), "Academic Advising" (-1.16), "Scholarships and Student Financial Assistance Office" (-1.15), "Convenience of times courses are offered" (-1.11), and "Bookstore" (-1.01). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.



**Table 16**

Performance Gaps <i>[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]</i>				
	N	Importance	Satisfaction	Gap
Official mailings received from the College	1427	5.83	5.59	-0.24
Library	1441	6.35	6.05	-0.30
Registering in-person	1137	5.67	5.33	-0.34
New student orientation	1135	5.73	5.35	-0.39
Out-of-class access to computers	1290	6.49	6.10	-0.39
Business Office	1297	5.84	5.45	-0.40
Initial testing for placement in courses	1390	5.91	5.50	-0.41
Facilities	1482	6.39	5.98	-0.41
Student activities	964	5.71	5.27	-0.44
Specialized academic support services	800	6.20	5.74	-0.46
Student publications	939	5.77	5.27	-0.50
Personal safety and security	1475	6.61	6.10	-0.51
Application/admission process	1599	6.05	5.54	-0.51
SPC OneCard Refund Process	1405	6.10	5.58	-0.53
Career Development Center resources	943	6.04	5.48	-0.56
Use of technology for instruction	1587	6.44	5.84	-0.60
Registering online	1631	6.48	5.87	-0.61
Other online student services	1674	6.54	5.90	-0.64
Career assessment	939	6.05	5.38	-0.67
Food services	1130	5.69	5.02	-0.67
General information about programs & services	1534	6.19	5.51	-0.68
Overall educational support services	1482	6.51	5.81	-0.70
Supplemental instructional centers/tutoring	1050	6.40	5.70	-0.70
Overall quality of the educational programs	1673	6.65	5.94	-0.71
Overall student support services	1515	6.48	5.70	-0.78
MySPC Answer Place	1259	6.32	5.52	-0.80
Career counseling	967	6.18	5.31	-0.88
Variety of courses offered	1656	6.60	5.65	-0.96
First choice of classes	1642	6.65	5.67	-0.98
Bookstore	1654	6.24	5.23	-1.01*
Convenience of times courses are offered	1638	6.63	5.52	-1.11*
Scholarships and Student Financial Assistance Office	1468	6.47	5.32	-1.15*
Academic advising	1696	6.37	5.21	-1.16*
Parking	1476	6.42	5.04	-1.38*

*\*Performance gap less than -1.*





## 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).

One service had a usage estimate greater than 95%. This service was "Overall quality of the educational programs" (96.1%). The four additional items making up the top five included: "Variety of classes offered" (94.7%), "Academic advising" (94.2%), "First choice of classes" (94.0%) and "Other online student services" (93.8%). "Academic advising" and "Other online student services," new additions to the top five this year, moved up from the sixth and seventh places last year, respectively.

The lowest five included "Specialized academic support services" (46.0%), "Career assessment" (53.0%), "Student publications" (53.2%), "Career Development Center resources" (53.2%), and "Career counseling" (54.0%). "Student publications" moved into the bottom five this year from its position last year. Please see Table 17 for the usage estimates for all student and academic services.



**Table 17**

Estimated Usage of Student Services <i>[Top five and bottom five usage estimates are highlighted.]</i>			
	Total Responses	N/A responses	Usage Estimate
Overall quality of the educational programs	1743	68	96.1%
Variety of courses offered	1751	93	94.7%
Academic advising	1802	104	94.2%
First choice of classes	1752	105	94.0%
Other online student services	1786	110	93.8%
Convenience of times courses are offered	1762	122	93.1%
Bookstore	1797	136	92.4%
Registering online	1783	151	91.5%
Use of technology for instruction	1739	150	91.4%
Application/admission process	1805	197	89.1%
General information about programs & services	1771	231	87.0%
Overall student support services	1765	248	86.0%
Overall educational support services	1749	261	85.1%
Facilities	1760	271	84.6%
Parking	1755	275	84.3%
Personal safety and security	1754	276	84.3%
Scholarships and Student Financial Assistance Office	1794	321	82.1%
Official mailings received from the College	1773	342	80.7%
Library	1790	347	80.6%
SPC OneCard Refund Process	1796	386	78.5%
Initial testing for placement in courses	1809	417	77.0%
Out-of-class access to computers	1750	455	74.0%
MySPC Answer Place	1734	472	72.8%
Business Office	1804	505	72.0%
Food services	1766	633	64.2%
Registering in-person	1780	642	63.9%
New student orientation	1790	649	63.7%
Supplemental instructional centers/tutoring	1742	687	60.6%
Student activities	1780	812	54.4%
Career counseling	1792	824	54.0%
Career Development Center resources	1776	831	53.2%
Student publications	1772	829	53.2%
Career assessment	1776	835	53.0%
Specialized academic support services	1746	944	46.0%



## Satisfaction Mean Differences

Table 18 shows the mean satisfaction ratings for the 2007/08, 2008/09, 2009/10, 2010/11, and 2011/12 surveys. Table 19 shows the mean differences between the 2010/11 and 2011/12 surveys.

Of the thirty-four service areas addressed in the survey, twenty-two items demonstrated higher satisfaction scores than the previous year. The six services with the highest year-to-year increase in mean satisfaction scores were "Student Activities" (+0.16), "Out-of-class access to computers" (+0.12), "New student orientation" (+0.12), "Specialized academic support services" (+0.11), "Academic Advising" (+0.11), and "Career counseling" (+0.11) as shown in Tables 18 and 19.

The seven services with the highest year-to-year decline in mean satisfaction scores were "Convenience of times classes are offered" (-0.09), "First choice of classes" (-0.09), "Other online student services" (-0.06), "Personal safety and security" (-0.04), "Overall educational support services" (-0.03), "Library" (-0.03) and "Overall quality of educational programs" (-0.03).



Table 18

History of Satisfaction Means	N=3857	N=3778	N=1878	N=3186	N=1901
	2007/08	2008/09	2009/10	2010/11	2011/12
Personal safety and security	5.97	6.03	6.10	6.14	6.10
Library	6.08	6.16	6.14	6.08	6.05
Out-of-class access to computers	5.91	6.02	6.05	5.98	6.10
Overall quality of educational programs	5.92	6.00	5.85	5.97	5.94
Other Online Student Services	5.83	6.00	5.83	5.96	5.90
Facilities	5.86	5.91	5.95	5.92	5.98
Use of technology for instruction	5.78	6.00	5.90	5.86	5.84
Registering Online	5.80	5.81	5.71	5.85	5.87
Overall educational support services	5.81	5.90	6.00	5.84	5.81
First choice of classes	5.70	5.75	5.77	5.76	5.67
Variety of courses offered	5.55	5.64	5.62	5.67	5.65
Supplemental Instructional Centers/Tutoring	5.70	5.71	5.73	5.66	5.70
Overall student support services	5.62	5.72	5.66	5.65	5.70
Specialized academic support services	5.42	5.43	5.56	5.63	5.74
Convenience of times classes are offered	5.49	5.59	5.65	5.61	5.52
Official mailings received from the College	5.46	5.43	5.48	5.58	5.59
MySPC Answer Place	*	*	5.32	5.53	5.52
Initial testing for placement in courses	5.27	5.35	5.41	5.50	5.50
SPC OneCard Refund Process	4.65	5.00	5.32	5.50	5.58
Application/admission process	5.56	5.44	5.33	5.49	5.54
General information about programs and services	5.46	5.48	5.45	5.48	5.51
Business office	5.40	5.29	5.31	5.45	5.45
Career Development Center resources	5.39	5.45	5.36	5.41	5.48
Career assessment	5.32	5.39	5.31	5.35	5.38
Registering in-person	5.48	5.30	5.10	5.27	5.33
Scholarships and Student Financial Assistance Office	4.94	4.77	4.84	5.27	5.32
Student publications	5.08	5.14	5.21	5.25	5.27
New student orientation	5.03	5.15	5.19	5.23	5.35
Career counseling	5.20	5.21	5.18	5.20	5.31
Bookstore	5.29	5.35	5.24	5.15	5.23
Student activities	4.89	5.10	5.06	5.11	5.27
Academic advising	5.15	5.12	4.98	5.10	5.21
Parking	4.60	4.75	5.09	4.98	5.04
Food services	4.89	5.04	5.23	4.94	5.02

\* Item not previously administered



Table 19

Satisfaction Mean Differences	N=3186	N=1901	Difference
	2010/11	2011/12	
Student activities	5.11	5.27	0.16
Out-of-class access to computers	5.98	6.10	0.12
New student orientation	5.23	5.35	0.12
Specialized academic support services	5.63	5.74	0.11
Academic advising	5.10	5.21	0.11
Career counseling	5.20	5.31	0.11
SPC OneCard Refund Process	5.50	5.58	0.08
Bookstore	5.15	5.23	0.08
Food services	4.94	5.02	0.08
Career Development Center resources	5.41	5.48	0.07
Facilities	5.92	5.98	0.06
Registering in-person	5.27	5.33	0.06
Parking	4.98	5.04	0.06
Scholarships and Student Financial Assistance Office	5.27	5.32	0.05
Overall student support services	5.65	5.70	0.05
Application/admission process	5.49	5.54	0.05
Supplemental Instructional Centers/Tutoring	5.66	5.70	0.04
Career assessment	5.35	5.38	0.03
General information about programs and services	5.48	5.51	0.03
Registering Online	5.85	5.87	0.02
Student publications	5.25	5.27	0.02
Official mailings received from the College	5.58	5.59	0.01
Initial testing for placement in courses	5.50	5.50	0.00
Business office	5.45	5.45	0.00
MySPC Answer Place	5.53	5.52	-0.01
Variety of courses offered	5.67	5.65	-0.02
Use of technology for instruction	5.86	5.84	-0.02
Overall quality of educational programs	5.97	5.94	-0.03
Library	6.08	6.05	-0.03
Overall educational support services	5.84	5.81	-0.03
Personal safety and security	6.14	6.10	-0.04
Other Online Student Services	5.96	5.90	-0.06
First choice of classes	5.76	5.67	-0.09
Convenience of times classes are offered	5.61	5.52	-0.09



## 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 to 28. 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 (-1.16) and received a Performance Gap Priority ranking of 1. "Scholarships and Student Financial Assistance" had the second lowest performance gap at the Allstate Center (-1.11) 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 three 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” (-1.16), followed by the “Scholarships and Student Financial Assistance Office” (-1.11), and “Personal Safety and Security” (-1.10) as shown in Table 20. Figure 2 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 20

Performance Gaps Less Than -1: Allstate Center				
	N	Importance	Satisfaction	Gap
Bookstore	32	5.84	4.69	-1.16
Scholarships and Student Financial Assistance Office	28	6.43	5.32	-1.11
Personal Safety and Security	20	6.80	5.70	-1.10

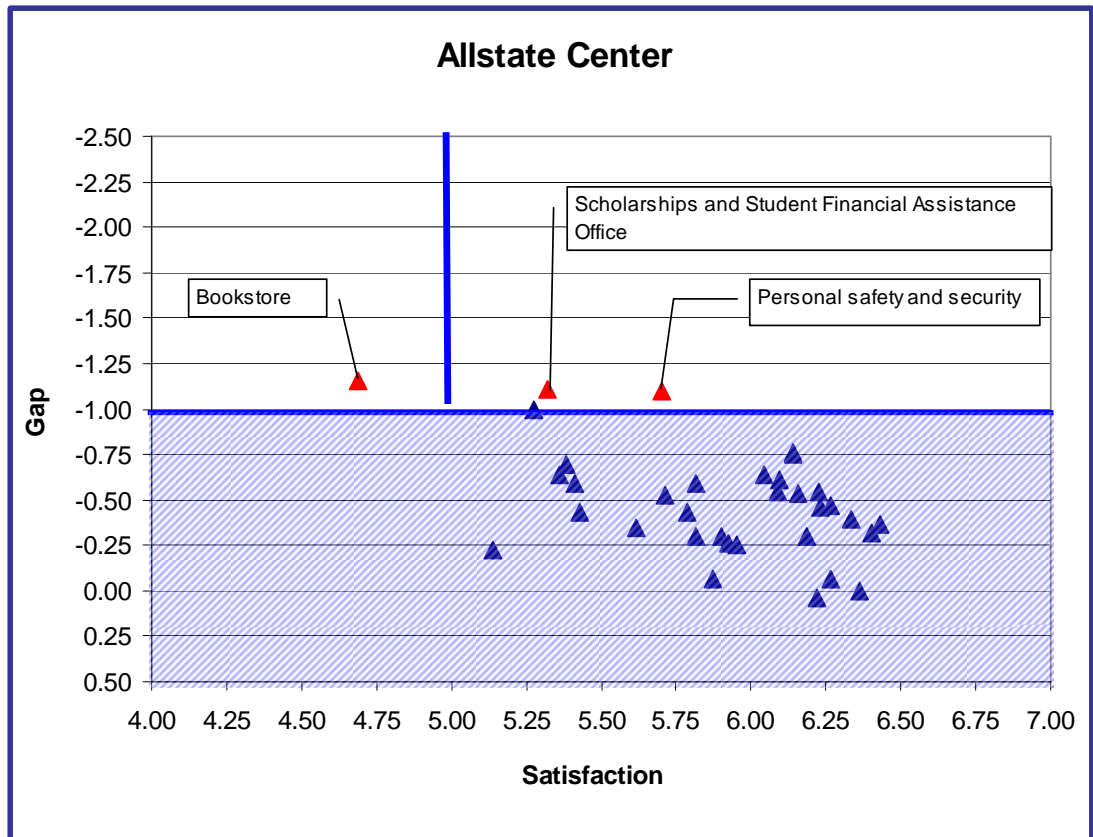


Figure 2: Allstate Center Performance Gap and Satisfaction Ratings



### Clearwater Campus

The Clearwater campus had seven of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Parking" (-1.48) followed by "Convenience of times courses are offered" (-1.32), and "Academic Advising" (-1.23) as shown in Table 21. Figure 3 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 21

Performance Gaps Less Than -1: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	286	6.56	5.08	-1.48
Convenience of times courses are offered	299	6.68	5.36	-1.32
Academic Advising	297	6.36	5.13	-1.23
Variety of courses offered	295	6.70	5.50	-1.20
Bookstore	299	6.23	5.04	-1.19
Scholarships and Student Financial Assistance Office	262	6.47	5.34	-1.13
First choice of classes	293	6.70	5.65	-1.05

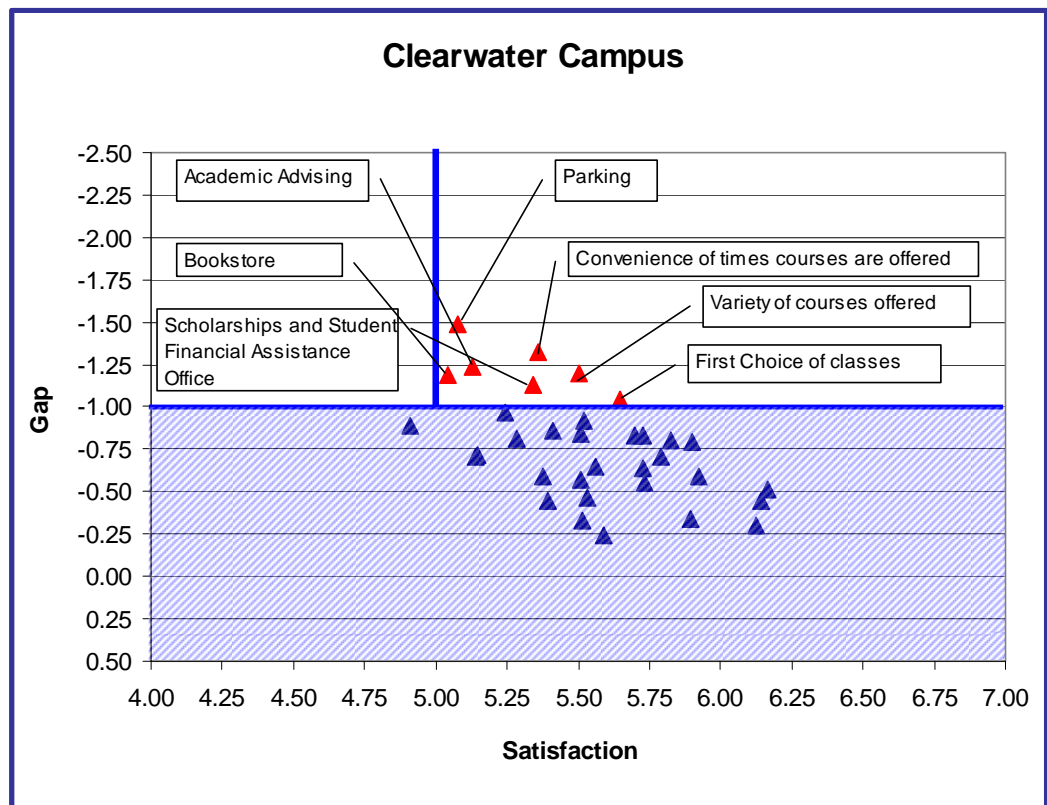


Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings





### *eCampus*

ECampus had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Parking” (-1.39), followed by “Scholarships and Student Financial Assistance Office” (-1.31) and “Academic Advising” (-1.31) as shown in Table 22. Figure 4 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 22

Performance Gaps Less Than -1: eCampus				
	N	Importance	Satisfaction	Gap
Parking	218	6.24	4.85	-1.39
Scholarships and Student Financial Assistance Office	285	6.46	5.15	-1.31
Academic Advising	373	6.39	5.08	-1.31
Bookstore	341	6.24	5.12	-1.13

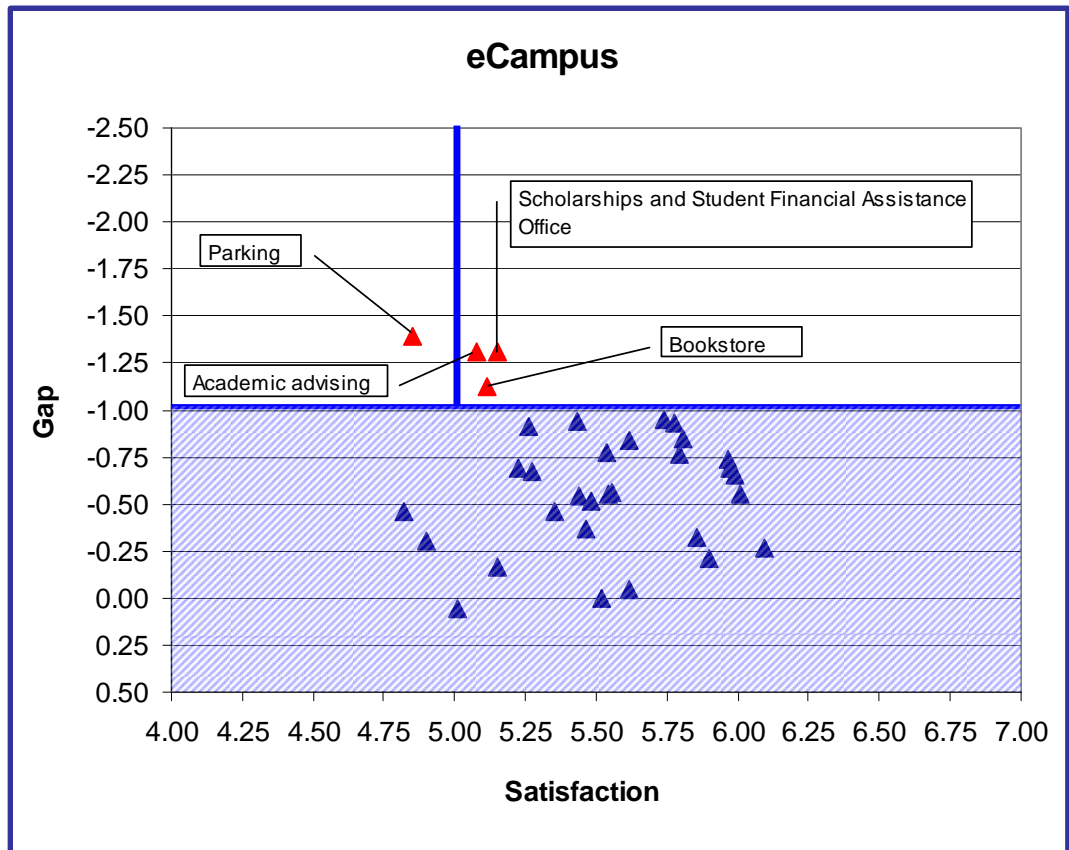


Figure 4: *eCampus* Performance Gap and Satisfaction Ratings



## EpiCenter

The EpiCenter had eight of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Convenience of times courses are offered” (-1.72), followed by “Academic Advising” (-1.65) and the “Bookstore” (-1.63) as shown in Table 23. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 23

Performance Gaps Less Than -1: EpiCenter				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	29	6.79	5.07	-1.72
Academic Advising	26	6.58	4.92	-1.65
Bookstore	27	6.15	4.52	-1.63
First choice of classes	28	6.82	5.29	-1.54
Variety of courses offered	29	6.66	5.28	-1.38
Registering online	29	6.76	5.38	-1.38
Career counseling	17	6.35	5.06	-1.29
Scholarships and Student Financial Assistance Office	24	6.42	5.29	-1.13

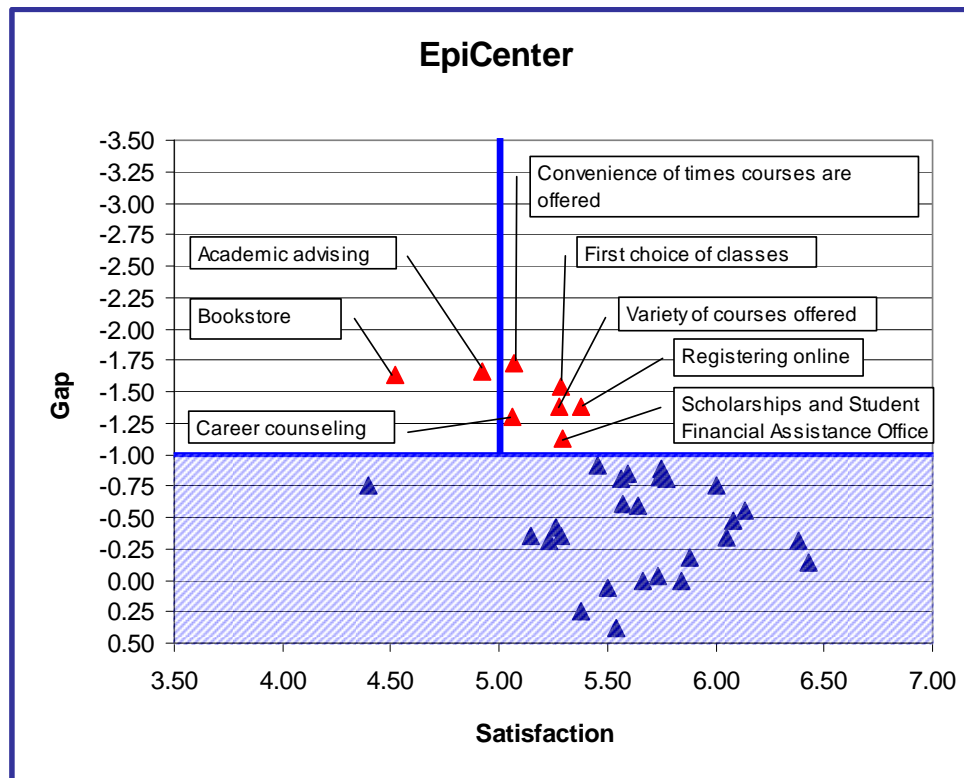


Figure 5: EpiCenter Performance Gap and Satisfaction Ratings



### Health Education Center

The Health Education Center had eight of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic Advising” (-1.90) followed by “Career counseling” (-1.74), and “Scholarships and Student Financial Assistance Office” (-1.71) as shown in Table 24. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

Performance Gaps Less Than -1: Health Education Center				
	N	Importance	Satisfaction	Gap
Academic advising	63	6.52	4.62	-1.90
Career counseling	35	6.17	4.43	-1.74
Scholarships and Student Financial Assistance Office	51	6.53	4.82	-1.71
Food services	44	6.11	4.59	-1.52
Parking	62	6.56	5.18	-1.39
Overall student support services	60	6.52	5.37	-1.15
Career Assessment	31	5.97	4.84	-1.13
Bookstore	63	6.21	5.08	-1.13

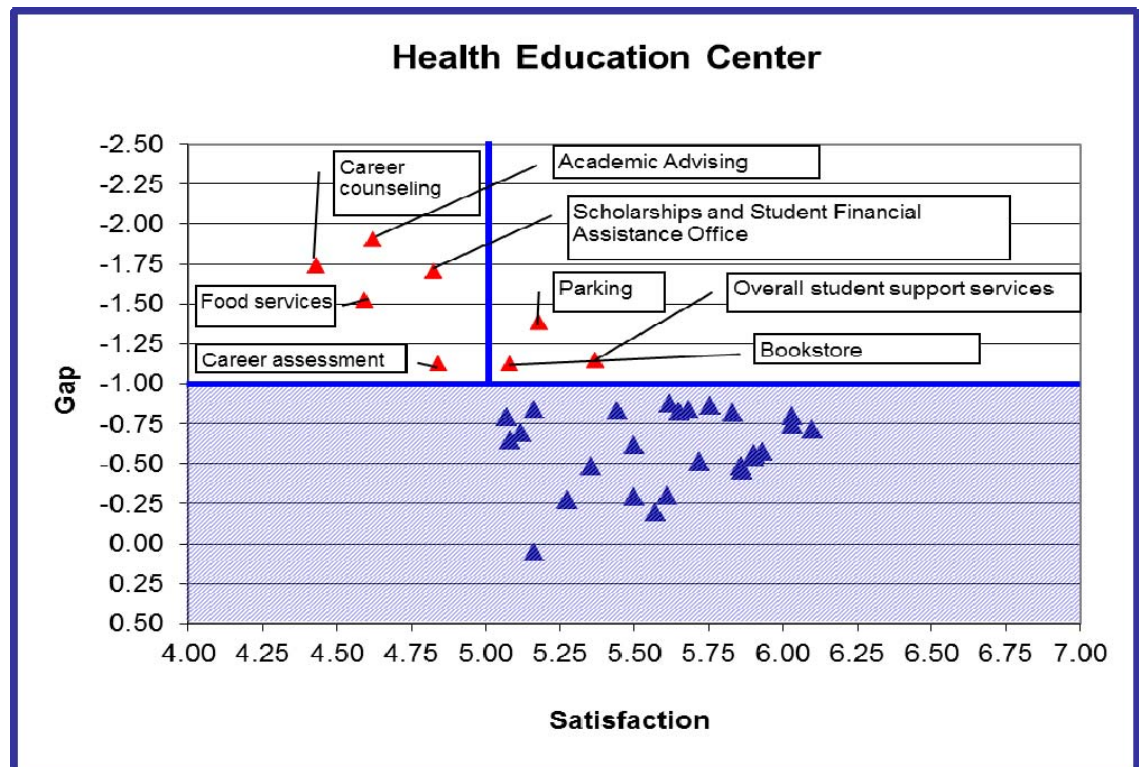


Figure 6: Health Education Center Performance Gap and Satisfaction Ratings



### 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" (-1.42) as shown in Table 25. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

Performance Gaps Less Than -1: Downtown				
	N	Importance	Satisfaction	Gap
Parking	112	6.26	4.84	-1.42

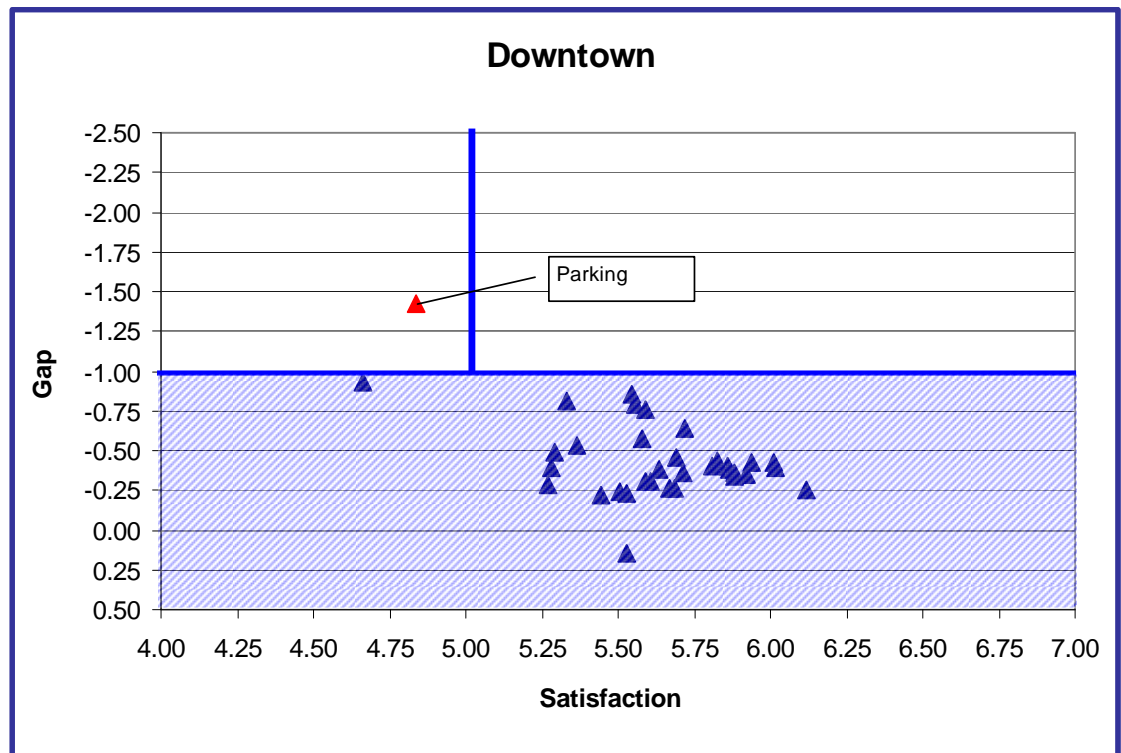


Figure 7: Downtown Performance Gap and Satisfaction Ratings



### *SPC Midtown*

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

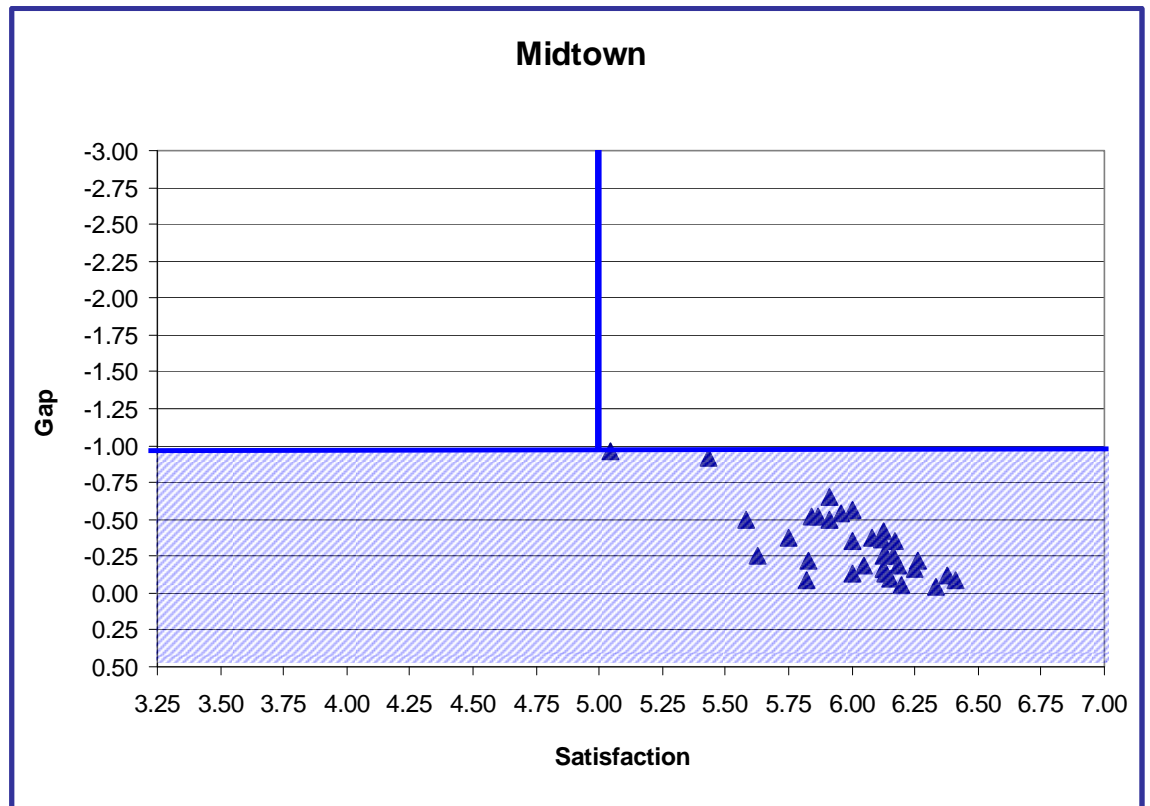


Figure 8: Midtown Performance Gap and Satisfaction Ratings



### *Seminole Campus*

Seminole Campus had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Convenience of times courses are offered” (-1.21) followed by “Scholarships and Student Financial Assistance Office” (-1.16), and “First choice of classes” (-1.13), as shown in Table 26. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	174	6.63	5.43	-1.21
Scholarships and Student Financial Assistance Office	162	6.38	5.22	-1.16
First choice of classes	175	6.73	5.61	-1.13
Variety of courses offered	175	6.57	5.45	-1.11
Academic advising	181	6.46	5.43	-1.03

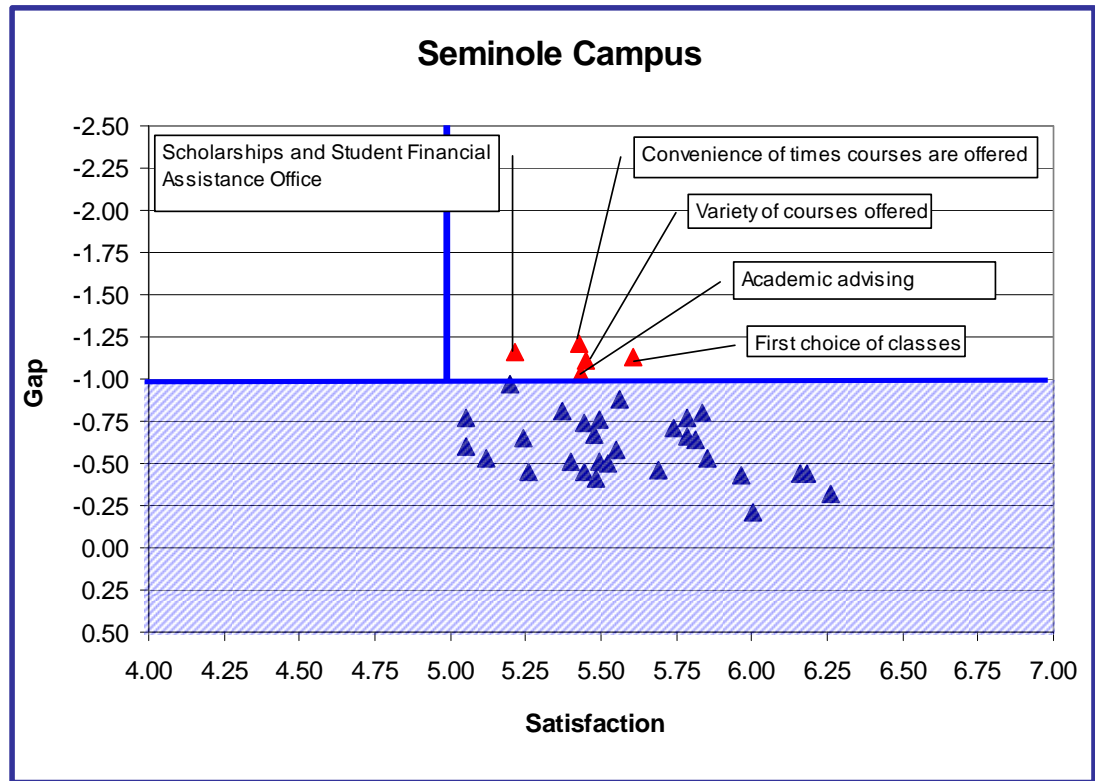


Figure 9: Seminole Campus Performance Gap and Satisfaction Ratings



### 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" (-1.72) followed by "Convenience of times courses are offered" (-1.16) and "Academic advising" (-1.08) as shown in Table 27. Figure 10 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: St. Pete/Gibbs Campus	N	Importance	Satisfaction	Gap
Parking	395	6.38	4.66	-1.72
Convenience of times courses are offered	402	6.58	5.42	-1.16
Academic Advising	414	6.27	5.18	-1.08
First choice of classes	395	6.63	5.55	-1.08
Scholarships and Student Financial Assistance Office	376	6.47	5.45	-1.02

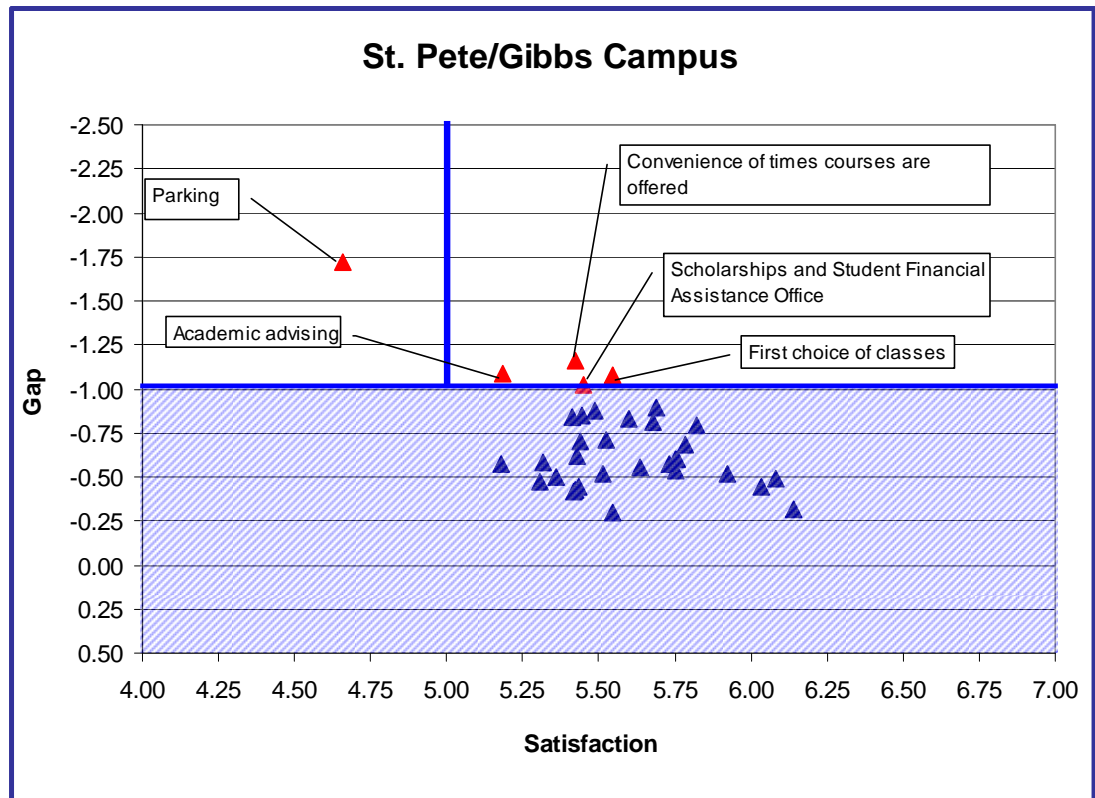


Figure 10: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



### 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 “Academic Advising” (-1.36) followed by “Scholarships and Student Financial Assistance Office” (-1.26) and “Convenience of times courses are offered” (-1.20) as shown in Table 28. Figure 11 displays the relationship between the Performance Gap and Satisfaction ratings.

Table 28

Performance Gaps Less Than -1: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	166	6.55	5.19	-1.36
Scholarships and Student Financial Assistance Office	146	6.60	5.34	-1.26
Convenience of times courses are offered	158	6.69	5.49	-1.20
Career counseling	94	6.21	5.02	-1.19
Parking	152	6.59	5.44	-1.14
Variety of courses offered	158	6.61	5.54	-1.06

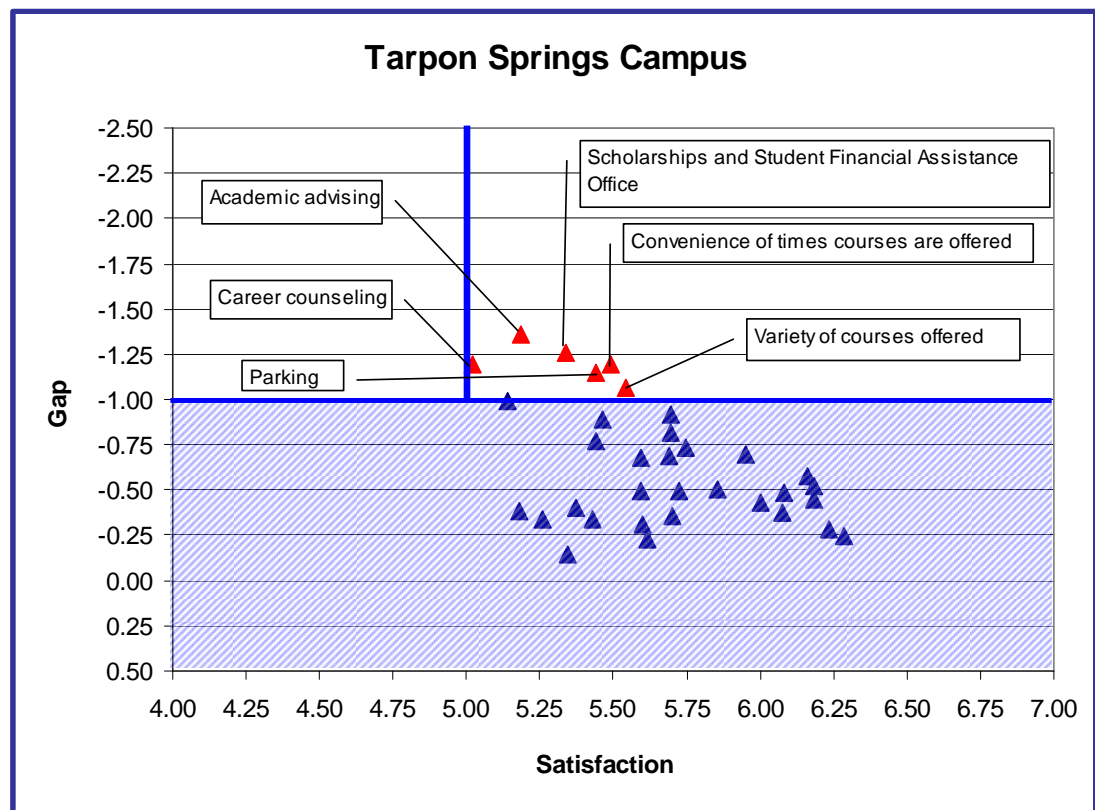


Figure 11: Tarpon Springs Campus Performance Gap and Satisfaction Ratings





## 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: "First choice of classes" (6.65), "Overall quality of the educational programs" (6.65), "Convenience of times courses are offered" (6.63), "Personal safety and security" (6.61), and "Variety of courses offered" (6.60). These were the same top five services as last year with "Overall quality of the educational programs" ranked slightly higher than "Convenience of times courses are offered" this year. The five lowest rated services in terms of importance were: "Registering in-person" (5.67), "Food services" (5.69), "Student activities" (5.71), "New student orientation" (5.73), and "Student publications" (5.77). All five were the same services rated in the lowest five last year.

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

Students indicated their level of satisfaction with the College's student and academic services on a 7-point scale ranging from "Very satisfied" (7) to "Not satisfied" (1). The five top-rated student/academic services were "Personal safety and security" and "Out-of-class access to computers" with the highest mean (6.10), "Library" (6.05), "Facilities" (5.98), and "Overall quality of the educational programs" (5.94). Four of these top five services were a part of last year's top five services with "Facilities" replacing "Other online student services" this year. The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.02), "Parking" (5.04), "Academic advising" (5.21), "Bookstore" (5.23), and "Student publications" (5.27). Four of the five services were the same services rated in the lowest five last 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 "Official mailings received from the College" (-0.24), "Library" (-0.30), "Registering in-person" (-0.34), "New student orientation" (-0.39), and "Out-of-class access to computers" (-0.39). 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" (-1.38), "Academic Advising" (-1.16), "Scholarships and Student Financial Assistance Office" (-1.15), "Convenience of times courses are offered" (-1.11), and "Bookstore" (-1.01).

### *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" (96.1%), "Variety of courses offered" (94.7%), "Academic advising" (94.2%), "First choice of classes" (94.0%), "Other online student services" (93.8%). Last year, there were two services with usage of more than 95%. This year, "Overall quality of educational programs" was the only service with a usage rate higher than 95%. The lowest five included "Specialized academic support services" (46.0%), "Career assessment" (53.0%), "Student publications" (53.2%), "Career Development Center resources" (53.2%), and "Career counseling" (54.0%).

### *Satisfaction Mean Differences*

Of the thirty-four service areas addressed in the survey, twenty-two items demonstrated higher satisfaction scores than the previous year (same as last year). The six services with the highest year-to-year increase in mean satisfaction scores were "Student Activities" (+0.16), "Out-of-class access to computers" (+0.12), "New student orientation" (+0.12), "Specialized academic support services" (+0.11), "Academic Advising" (+0.11), and "Career counseling" (+0.11).

The seven services with the highest year-to-year decline in mean satisfaction scores were "Convenience of times classes are offered" (-0.09), "First choice of classes" (-0.09), "Other online student services" (-0.06), "Personal safety and security" (-0.04), "Overall educational support services" (-0.03), "Library" (-0.03) and "Overall quality of educational programs" (-0.03).

Overall, SPC students seemed satisfied with the performance of the College. Nevertheless, they did identify some areas where they were less satisfied and where they perceived performance gaps (difference between



Satisfaction and Importance). It is recommended that each campus and unit review this report and use the insights gained to establish quality improvement initiatives for their units.



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## Contact Information

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

James Thomas Coraggio, Ph.D.  
Executive Director of Institutional Research and Effectiveness  
St. Petersburg College, P.O. Box 13489, St. Petersburg, FL 33733  
(727) 341-3084  
[coraggio.jesse@spcollege.edu](mailto:coraggio.jesse@spcollege.edu)



## Appendix A: Enrolled Student Survey



### Enrolled Student Survey

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

#### Demographics

**1. Select your age category.**

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

**2. Select your gender.**

- Male
- Female

**3. Select your ethnicity.**

- Alaskan Native



- American Indian
- Asian Pacific Islander
- Black/Non-Hispanic
- Hispanic
- White
- Other

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

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

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

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

**Submit**



Demographics (Continued)

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

Submit

Demographics (Continued)

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

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

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

Submit





### Demographics (Continued)

#### 13. When do you take most of your classes?

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

#### 14. What is your enrollment status?

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

#### 15. How many hours are you working while attending SPC?

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

**Submit**



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

Importance of  
Application/admission  
process

(1 - Not  
Important to 7 - Very  
Important)

1  2  3  4  5  6  7  N/A

Satisfaction with  
Application/admission  
process

(1 - Not  
Satisfied to 7 - Very  
Satisfied)

1  2  3  4  5  6  7  N/A

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

Importance of Academic  
advising

(1 - Not Important to 7 -  
Very Important)

1  2  3  4  5  6  7  N/A

Satisfaction with Academic  
advising

(1 - Not Satisfied to 7 -  
Very Satisfied)

1  2  3  4  5  6  7  N/A



### 18. Scholarships and Student Financial Assistance Office

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

1    2    3    4    5    6    7    N/A

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

1    2    3    4    5    6    7    N/A

### 19. SPC OneCard Refund Process

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

1    2    3    4    5    6    7    N/A

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

1    2    3    4    5    6    7    N/A



## 20. Business Office

Importance of Business

Office

(1 - Not Important to 7 - Very Important)

1  2  3  4  5  6  7  N/A

Satisfaction with Business

Office

(1 - Not Satisfied to 7 - Very Satisfied)

1  2  3  4  5  6  7  N/A

## 21. Initial testing for placement in courses

Importance of  
Initial testing for  
placement in  
courses

(1 - Not

1  2  3  4  5  6  7  N/A

Important to 7 -  
Very Important)

Satisfaction with  
Initial testing for  
placement in  
courses

(1 - Not Satisfied  
to 7 - Very  
Satisfied)

1  2  3  4  5  6  7  N/A

**Submit**



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

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

1  2  3  4  5  6  7  N/A

Satisfaction with Bookstore

1  2  3  4  5  6  7  N/A

(1 - Not Satisfied to 7 - Very Satisfied)

## 23. Library

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

1  2  3  4  5  6  7  N/A

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

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

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

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A



### 25. Career assessment

Importance of Career assessment  1  2  3  4  5  6  7  N/A  
(1 - Not Important to 7 - Very Important)

Satisfaction with Career assessment  1  2  3  4  5  6  7  N/A  
(1 - Not Satisfied to 7 - Very Satisfied)

### 26. Career counseling

Importance of Career counseling  1  2  3  4  5  6  7  N/A  
(1 - Not Important to 7 - Very Important)

Satisfaction with Career counseling  1  2  3  4  5  6  7  N/A  
(1 - Not Satisfied to 7 - Very Satisfied)

### 27. Registering in-person

Importance of Registering in-person  1  2  3  4  5  6  7  N/A  
(1 - Not Important to 7 - Very Important)

Satisfaction with Registering in-person  1  2  3  4  5  6  7  N/A  
(1 - Not Satisfied to 7 - Very Satisfied)



### 28. Registering online

Importance of Registering online  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Registering online  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A

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

Importance of Other online student services  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Other online student services  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A

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

Importance of Student activities  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Student activities  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A



### 31. New student orientation

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A

### 32. Official mailings received from the College

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

1  2  3  4  5  6  7  N/A

Satisfaction with Official

1  2  3  4  5  6  7  N/A

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





### 33. General information about programs & services

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

1    2    3    4    5    6    7    N/A

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

1    2    3    4    5    6    7    N/A

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

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A

### 35. Student publications

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A



### 36. Facilities

Importance of Facilities  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Facilities  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A

### 37. Parking

Importance of Parking  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Parking  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A

### 38. Personal safety and security

Importance of Personal safety and security  
(1 - Not Important to 7 - Very Important)  1  2  3  4  5  6  7  N/A

Satisfaction with Personal safety and security  
(1 - Not Satisfied to 7 - Very Satisfied)  1  2  3  4  5  6  7  N/A



### 39. Out-of-class access to computers

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A

### 40. Overall student support services

Importance of Overall  
student support  
services

1  2  3  4  5  6  7  N/A

(1 - Not Important to 7 -  
Very Important)

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

1  2  3  4  5  6  7  N/A



**41. Specialized academic support services (e.g., SSS, Pathways, Disabilities Resources, NIPS)**

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

1  2  3  4  5  6  7  N/A

- Very  
Important)

Satisfaction  
with  
Specialized  
academic  
support  
services  
(1 - Not

1  2  3  4  5  6  7  N/A

Satisfied to 7 -  
Very  
Satisfied)

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

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A



#### 43. Variety of courses offered

Importance of  
Variety of courses  
offered

(1 - Not  
Important to 7 - Very  
Important)

1  2  3  4  5  6  7  N/A

Satisfaction with  
Variety of courses  
offered

(1 - Not  
Satisfied to 7 - Very  
Satisfied)

1  2  3  4  5  6  7  N/A

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

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

(1 - Not  
Important to  
7 - Very  
Important)

1  2  3  4  5  6  7  N/A

Satisfaction  
with Ability to  
enroll in your  
"first choice"  
of classes (1

- Not  
Satisfied to 7  
- Very  
Satisfied)

1  2  3  4  5  6  7  N/A



#### 45. Convenience of times courses are offered

Importance of Convenience of times courses are offered  
 1  2  3  4  5  6  7  N/A  
(1 - Not

Important to 7 - Very Important)

Satisfaction with Convenience of times courses are offered  
 1  2  3  4  5  6  7  N/A  
(1 - Not Satisfied to 7 - Very Satisfied)

#### 46. MySPC Answer Place (MAP)

Importance of MySPC Answer Place (MAP)  1  2  3  4  5  6  7  N/A

(1 - Not Important to 7 - Very Important)

Satisfaction with MySPC Answer Place (MAP) (1  1  2  3  4  5  6  7  N/A  
- Not Satisfied to 7 - Very Satisfied)



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

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

1  2  3  4  5  6  7  N/A

Satisfaction with Use of  
technology for  
instruction  
(1 - Not Satisfied to 7 -  
Very Satisfied)

1  2  3  4  5  6  7  N/A

**48. Overall quality of the educational programs**

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A



**49. Overall educational support services**

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

1  2  3  4  5  6  7  N/A

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

1  2  3  4  5  6  7  N/A

**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 29 through 38. 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 29

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Bookstore	32	5.84	4.69	-1.16
Scholarships and Student Financial Assistance Office	28	6.43	5.32	-1.11
Personal safety and security	20	6.80	5.70	-1.10
Business Office	22	6.27	5.27	-1.00
Convenience of times courses are offered	29	6.90	6.14	-0.76
First choice of classes	28	6.89	6.14	-0.75
Food services	13	6.08	5.38	-0.69
SPC OneCard Refund Process	25	6.00	5.36	-0.64
Overall student support services	22	6.68	6.05	-0.64
Variety of courses offered	31	6.71	6.10	-0.61
MySPC Answer Place	22	6.41	5.82	-0.59
Registering in-person	17	6.00	5.41	-0.59
Registering online	31	6.77	6.23	-0.55
Student activities	11	6.64	6.09	-0.55
Other online student services	32	6.69	6.16	-0.53
Parking	21	6.24	5.71	-0.52
Supplemental instructional centers/tutoring	15	6.73	6.27	-0.47
Overall educational support services	26	6.69	6.23	-0.46
Student publications	14	6.21	5.79	-0.43
Career Development Center resources	21	5.86	5.43	-0.43
Out-of-class access to computers	18	6.72	6.33	-0.39
Overall quality of the educational programs	30	6.80	6.43	-0.37
Library	26	5.96	5.62	-0.35
Use of technology for instruction	25	6.72	6.40	-0.32
Academic advising	33	6.12	5.82	-0.30
Career assessment	20	6.20	5.90	-0.30
General information about programs & services	27	6.48	6.19	-0.30
Official mailings received from the College	27	6.19	5.93	-0.26
Career counseling	20	6.20	5.95	-0.25
Initial testing for placement in courses	22	5.36	5.14	-0.23
New student orientation	15	6.33	6.27	-0.07
Application/admission process	31	5.94	5.87	-0.06
Specialized academic support services	11	6.36	6.36	0.00
Facilities	23	6.17	6.22	0.04



Table 30

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	286	6.56	5.08	-1.48
Convenience of times courses are offered	299	6.68	5.36	-1.32
Academic advising	297	6.36	5.13	-1.23
Variety of courses offered	295	6.70	5.50	-1.20
Bookstore	299	6.23	5.04	-1.19
Scholarships and Student Financial Assistance Office	262	6.47	5.34	-1.13
First choice of classes	293	6.70	5.65	-1.05
Career counseling	159	6.21	5.25	-0.96
Supplemental instructional centers/tutoring	190	6.44	5.52	-0.92
Food services	220	5.80	4.91	-0.89
General information about programs & services	268	6.27	5.41	-0.86
MySPC Answer Place	225	6.35	5.51	-0.84
Overall educational support services	259	6.56	5.73	-0.83
Overall student support services	263	6.53	5.70	-0.83
Career assessment	157	6.10	5.29	-0.82
Other online student services	294	6.63	5.83	-0.81
Overall quality of the educational programs	292	6.70	5.90	-0.79
Student activities	176	5.86	5.15	-0.72
Student publications	155	5.85	5.14	-0.70
Registering online	291	6.49	5.79	-0.70
Career Development Center resources	160	6.21	5.56	-0.64
Use of technology for instruction	285	6.37	5.73	-0.64
New student orientation	194	5.97	5.38	-0.59
Facilities	281	6.51	5.92	-0.59
Application/admission process	280	6.08	5.51	-0.57
SPC OneCard Refund Process	245	6.29	5.73	-0.56
Personal safety and security	288	6.68	6.16	-0.52
Initial testing for placement in courses	247	5.99	5.53	-0.46
Registering in-person	197	5.84	5.39	-0.45
Out-of-class access to computers	233	6.58	6.14	-0.44
Specialized academic support services	139	6.23	5.89	-0.34
Business Office	235	5.84	5.51	-0.33
Library	270	6.42	6.13	-0.30
Official mailings received from the College	253	5.83	5.59	-0.25



Table 31

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Parking	218	6.24	4.85	-1.39
Scholarships and Student Financial Assistance Office	285	6.46	5.15	-1.31
Academic advising	373	6.39	5.08	-1.31
Bookstore	341	6.24	5.12	-1.13
Convenience of times courses are offered	340	6.69	5.74	-0.95
MySPC Answer Place	239	6.38	5.44	-0.94
First choice of classes	365	6.71	5.78	-0.93
Career counseling	145	6.17	5.26	-0.91
Variety of courses offered	371	6.65	5.80	-0.85
Overall student support services	301	6.46	5.62	-0.84
Supplemental instructional centers/tutoring	128	6.31	5.54	-0.77
Overall educational support services	318	6.56	5.79	-0.76
Overall quality of the educational programs	376	6.70	5.97	-0.73
Registering online	386	6.67	5.98	-0.69
Career assessment	152	5.91	5.22	-0.69
Use of technology for instruction	329	6.66	5.97	-0.69
Career Development Center resources	146	5.95	5.27	-0.67
Other online student services	379	6.64	5.99	-0.66
General information about programs & services	324	6.12	5.55	-0.56
Specialized academic support services	99	6.10	5.55	-0.56
Personal safety and security	214	6.56	6.01	-0.55
Application/admission process	341	5.98	5.44	-0.54
SPC OneCard Refund Process	277	6.00	5.48	-0.52
Business Office	239	5.82	5.36	-0.46
Registering in-person	173	5.28	4.82	-0.46
Initial testing for placement in courses	234	5.84	5.47	-0.37
Library	230	6.18	5.85	-0.33
Food services	112	5.21	4.90	-0.30
Out-of-class access to computers	181	6.36	6.09	-0.27
Facilities	227	6.11	5.90	-0.21
Student publications	128	5.31	5.15	-0.16
Official mailings received from the College	297	5.66	5.62	-0.04
New student orientation	201	5.51	5.52	0.00
Student activities	117	4.95	5.01	0.06



Table 32

Performance Gaps: EpiCenter				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	29	6.79	5.07	-1.72
Academic advising	26	6.58	4.92	-1.65
Bookstore	27	6.15	4.52	-1.63
First choice of classes	28	6.82	5.29	-1.54
Registering online	29	6.76	5.38	-1.38
Variety of courses offered	29	6.66	5.28	-1.38
Career counseling	17	6.35	5.06	-1.29
Scholarships and Student Financial Assistance Office	24	6.42	5.29	-1.13
SPC OneCard Refund Process	24	6.38	5.46	-0.92
Use of technology for instruction	28	6.64	5.75	-0.89
Parking	27	6.44	5.59	-0.85
Out-of-class access to computers	23	6.57	5.74	-0.83
MySPC Answer Place	16	6.38	5.56	-0.81
Overall student support services	26	6.58	5.77	-0.81
Other online student services	29	6.76	6.00	-0.76
Food services	20	5.15	4.40	-0.75
General information about programs & services	28	6.18	5.57	-0.61
Application/admission process	22	6.23	5.64	-0.59
Overall quality of the educational programs	29	6.69	6.14	-0.55
Overall educational support services	25	6.56	6.08	-0.48
Business Office	19	5.68	5.26	-0.42
Career assessment	14	5.64	5.29	-0.36
Career Development Center resources	14	5.50	5.14	-0.36
Library	21	6.38	6.05	-0.33
Personal safety and security	29	6.69	6.38	-0.31
Student activities	13	5.54	5.23	-0.31
Supplemental instructional centers/tutoring	17	6.06	5.88	-0.18
Facilities	28	6.57	6.43	-0.14
Official mailings received from the College	26	5.77	5.73	-0.04
Initial testing for placement in courses	19	5.84	5.84	0.00
New student orientation	18	5.67	5.67	0.00
Student publications	16	5.44	5.50	0.06
Registering in-person	16	5.13	5.38	0.25
Specialized academic support services	13	5.15	5.54	0.38



Table 33

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Academic advising	63	6.52	4.62	-1.90
Career counseling	35	6.17	4.43	-1.74
Scholarships and Student Financial Assistance Office	51	6.53	4.82	-1.71
Food services	44	6.11	4.59	-1.52
Parking	62	6.56	5.18	-1.39
Overall student support services	60	6.52	5.37	-1.15
Career assessment	31	5.97	4.84	-1.13
Bookstore	63	6.21	5.08	-1.13
Convenience of times courses are offered	63	6.49	5.62	-0.87
First choice of classes	57	6.61	5.75	-0.86
New student orientation	43	6.00	5.16	-0.84
Overall educational support services	60	6.52	5.68	-0.83
Application/admission process	59	6.27	5.44	-0.83
Use of technology for instruction	63	6.48	5.65	-0.83
Overall quality of the educational programs	65	6.65	5.83	-0.82
Other online student services	64	6.83	6.03	-0.80
MySPC Answer Place	43	5.86	5.07	-0.79
Personal safety and security	62	6.77	6.03	-0.74
Registering online	62	6.81	6.10	-0.71
Initial testing for placement in courses	42	5.81	5.12	-0.69
Student activities	37	5.73	5.08	-0.65
General information about programs & services	62	6.11	5.50	-0.61
Variety of courses offered	56	6.50	5.93	-0.57
Supplemental instructional centers/tutoring	41	6.46	5.90	-0.56
Specialized academic support services	41	6.44	5.90	-0.54
Library	57	6.23	5.72	-0.51
Facilities	64	6.34	5.86	-0.48
Career Development Center resources	31	5.84	5.35	-0.48
Out-of-class access to computers	44	6.32	5.86	-0.45
Business Office	54	5.91	5.61	-0.30
SPC OneCard Refund Process	48	5.79	5.50	-0.29
Student publications	33	5.55	5.27	-0.27
Official mailings received from the College	51	5.76	5.57	-0.20
Registering in-person	37	5.11	5.16	0.05



Table 34

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	112	6.26	4.84	-1.42
Food services	98	5.59	4.66	-0.93
Scholarships and Student Financial Assistance Office	106	6.41	5.55	-0.86
Bookstore	109	6.15	5.33	-0.82
Convenience of times courses are offered	119	6.34	5.55	-0.79
Variety of courses offered	115	6.35	5.59	-0.76
First choice of classes	118	6.36	5.72	-0.64
Academic advising	114	6.15	5.58	-0.57
Career counseling	90	5.90	5.37	-0.53
Student publications	95	5.78	5.29	-0.48
MySPC Answer Place	100	6.15	5.69	-0.46
Overall educational support services	109	6.27	5.83	-0.44
Overall student support services	115	6.37	5.94	-0.43
Personal safety and security	118	6.43	6.01	-0.42
Other online student services	112	6.26	5.86	-0.40
Registering online	110	6.21	5.81	-0.40
Student activities	85	5.67	5.28	-0.39
Overall quality of the educational programs	116	6.41	6.02	-0.39
General information about programs & services	109	6.02	5.63	-0.39
Supplemental instructional centers/tutoring	98	6.24	5.87	-0.38
SPC OneCard Refund Process	105	6.08	5.71	-0.36
Use of technology for instruction	112	6.24	5.88	-0.36
Library	105	6.28	5.92	-0.35
Facilities	116	6.22	5.88	-0.34
Official mailings received from the College	110	5.92	5.61	-0.31
Initial testing for placement in courses	108	5.90	5.59	-0.31
New student orientation	93	5.55	5.27	-0.28
Specialized academic support services	79	5.94	5.67	-0.27
Application/admission process	112	5.95	5.69	-0.26
Out-of-class access to computers	112	6.37	6.12	-0.25
Business Office	101	5.74	5.50	-0.24
Career assessment	87	5.76	5.53	-0.23
Career Development Center resources	83	5.66	5.45	-0.22
Registering in-person	100	5.38	5.53	0.15



Table 35

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Food services	24	6.00	5.04	-0.96
Parking	23	6.35	5.43	-0.91
Scholarships and Student Financial Assistance Office	23	6.57	5.91	-0.65
Out-of-class access to computers	23	6.57	6.00	-0.57
New student orientation	22	6.50	5.95	-0.55
First choice of classes	23	6.39	5.87	-0.52
Official mailings received from the College	25	6.36	5.84	-0.52
Variety of courses offered	22	6.41	5.91	-0.50
Bookstore	24	6.08	5.58	-0.50
Convenience of times courses are offered	24	6.54	6.13	-0.42
Overall student support services	24	6.46	6.08	-0.38
Initial testing for placement in courses	24	6.13	5.75	-0.38
Academic advising	25	6.48	6.12	-0.36
Student publications	23	6.52	6.17	-0.35
Facilities	23	6.35	6.00	-0.35
Use of technology for instruction	23	6.39	6.13	-0.26
Personal safety and security	24	6.42	6.17	-0.25
General information about programs & services	24	6.38	6.13	-0.25
Application/admission process	24	5.88	5.63	-0.25
Overall educational support services	23	6.48	6.26	-0.22
Business Office	23	6.04	5.83	-0.22
Career counseling	21	6.24	6.05	-0.19
Specialized academic support services	22	6.36	6.18	-0.18
Overall quality of the educational programs	24	6.42	6.25	-0.17
SPC OneCard Refund Process	24	6.29	6.13	-0.17
Library	24	6.29	6.13	-0.17
Student activities	22	6.14	6.00	-0.14
Other online student services	23	6.26	6.13	-0.13
Registering in-person	24	6.50	6.38	-0.13
MySPC Answer Place	20	6.25	6.15	-0.10
Supplemental instructional centers/tutoring	22	6.50	6.41	-0.09
Registering online	22	5.91	5.82	-0.09
Career Development Center resources	20	6.25	6.20	-0.05
Career assessment	21	6.38	6.33	-0.05





Table 36

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	174	6.63	5.43	-1.21
Scholarships and Student Financial Assistance Office	162	6.38	5.22	-1.16
First choice of classes	175	6.73	5.61	-1.13
Variety of courses offered	175	6.57	5.45	-1.11
Academic advising	181	6.46	5.43	-1.03
Bookstore	181	6.17	5.20	-0.97
Parking	178	6.44	5.56	-0.88
General information about programs & services	160	6.18	5.37	-0.81
Overall quality of the educational programs	174	6.63	5.83	-0.80
Other online student services	173	6.56	5.79	-0.77
Student publications	111	5.82	5.05	-0.77
MySPC Answer Place	121	6.26	5.50	-0.76
Career counseling	112	6.19	5.45	-0.74
Overall student support services	166	6.45	5.74	-0.71
Specialized academic support services	94	6.15	5.48	-0.67
Use of technology for instruction	170	6.45	5.79	-0.66
SPC OneCard Refund Process	153	5.89	5.24	-0.65
Overall educational support services	160	6.45	5.81	-0.64
Food services	150	5.65	5.05	-0.60
Career assessment	109	6.13	5.55	-0.58
Registering online	157	6.38	5.85	-0.53
New student orientation	120	5.64	5.12	-0.53
Application/admission process	174	6.01	5.49	-0.51
Registering in-person	135	5.91	5.40	-0.51
Initial testing for placement in courses	164	6.02	5.52	-0.50
Career Development Center resources	112	6.15	5.69	-0.46
Student activities	129	5.89	5.44	-0.45
Business Office	139	5.71	5.26	-0.45
Out-of-class access to computers	160	6.63	6.18	-0.44
Personal safety and security	172	6.60	6.16	-0.44
Supplemental instructional centers/tutoring	122	6.40	5.97	-0.43
Official mailings received from the College	155	5.89	5.48	-0.41
Facilities	168	6.58	6.26	-0.32
Library	164	6.22	6.01	-0.21



Table 37

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	395	6.38	4.66	-1.72
Convenience of times courses are offered	402	6.58	5.42	-1.16
Academic advising	414	6.27	5.18	-1.08
First choice of classes	395	6.63	5.55	-1.08
Scholarships and Student Financial Assistance Office	376	6.47	5.45	-1.02
Variety of courses offered	403	6.58	5.69	-0.89
MySPC Answer Place	350	6.37	5.49	-0.88
Bookstore	414	6.29	5.44	-0.85
Career counseling	272	6.25	5.41	-0.84
Supplemental instructional centers/tutoring	309	6.43	5.60	-0.83
Overall student support services	388	6.49	5.68	-0.81
Overall quality of the educational programs	409	6.61	5.82	-0.79
General information about programs & services	384	6.24	5.52	-0.71
Career assessment	260	6.14	5.44	-0.70
Overall educational support services	362	6.47	5.78	-0.69
Career Development Center resources	268	6.05	5.43	-0.62
Other online student services	404	6.36	5.75	-0.60
Use of technology for instruction	401	6.35	5.75	-0.60
Student publications	273	5.90	5.32	-0.59
Registering online	383	6.31	5.73	-0.58
Food services	327	5.76	5.18	-0.57
SPC OneCard Refund Process	356	6.19	5.63	-0.56
Specialized academic support services	230	6.29	5.75	-0.53
Facilities	400	6.44	5.92	-0.52
Application/admission process	393	6.04	5.51	-0.52
Student activities	283	5.86	5.36	-0.50
Personal safety and security	395	6.57	6.08	-0.49
New student orientation	314	5.78	5.31	-0.47
Business Office	332	5.88	5.43	-0.45
Out-of-class access to computers	370	6.48	6.04	-0.45
Registering in-person	321	5.85	5.42	-0.43
Initial testing for placement in courses	386	5.84	5.42	-0.42
Library	401	6.46	6.14	-0.32
Official mailings received from the College	350	5.85	5.55	-0.30



Table 38

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	166	6.55	5.19	-1.36
Scholarships and Student Financial Assistance Office	146	6.60	5.34	-1.26
Convenience of times courses are offered	158	6.69	5.49	-1.20
Career counseling	94	6.21	5.02	-1.19
Parking	152	6.59	5.44	-1.14
Variety of courses offered	158	6.61	5.54	-1.06
Career assessment	86	6.13	5.14	-0.99
First choice of classes	158	6.61	5.70	-0.92
Bookstore	161	6.35	5.47	-0.89
Overall student support services	149	6.52	5.70	-0.82
General information about programs & services	146	6.21	5.44	-0.77
Supplemental instructional centers/tutoring	106	6.48	5.75	-0.74
Overall educational support services	137	6.65	5.95	-0.70
MySPC Answer Place	120	6.38	5.69	-0.68
Career Development Center resources	86	6.27	5.59	-0.67
Overall quality of the educational programs	155	6.74	6.16	-0.57
Personal safety and security	151	6.71	6.19	-0.52
Specialized academic support services	70	6.36	5.86	-0.50
Application/admission process	159	6.22	5.72	-0.50
SPC OneCard Refund Process	143	6.08	5.59	-0.49
Registering online	156	6.56	6.08	-0.48
Other online student services	160	6.63	6.18	-0.44
Use of technology for instruction	148	6.43	6.00	-0.43
Food services	120	5.78	5.38	-0.40
Student activities	88	5.57	5.18	-0.39
Facilities	150	6.45	6.07	-0.37
Initial testing for placement in courses	140	6.06	5.70	-0.36
Student publications	89	5.76	5.43	-0.34
New student orientation	111	5.59	5.26	-0.33
Business Office	130	5.91	5.60	-0.31
Out-of-class access to computers	124	6.52	6.23	-0.28
Library	140	6.54	6.29	-0.25
Official mailings received from the College	130	5.84	5.62	-0.22
Registering in-person	114	5.48	5.34	-0.14



## 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 (-1.16) 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 (-1.11) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 39.

Table 39

Performance Gap Priority Rankings by Campus	AC	CL	EC	EPI	HEC	DT	MT	SEM	SPG	TS	Mean
Application/admission process	32	25	22	18	13	29	17	23	25	19	22.3
Academic advising	25	2	2	3	1	8	13	5	2	1	6.2
Scholarships and Student Financial Assistance Office	2	6	3	8	2	2	2	3	5	3	3.6
SPC OneCard Refund Process	8	26	23	9	31	21	25	17	22	20	20.2
Business Office	4	32	24	21	30	31	20	28	29	30	24.9
Initial testing for placement in courses	30	28	26	31	20	26	11	25	32	27	25.6
Bookstore	1	5	4	2	8	4	8	6	8	9	5.5
Library	23	33	27	24	26	23	24	34	33	32	27.9
Career Development Center resources	20	21	17	23	28	33	33	26	16	15	23.2
Career assessment	26	15	15	22	7	32	34	20	14	7	19.2
Career counseling	29	8	8	7	3	9	22	13	9	4	11.2
Registering in-person	12	29	25	33	34	34	29	24	31	34	28.5
Registering online	13	20	14	6	19	16	31	21	20	21	18.1
Other online student services	15	16	18	15	16	15	28	10	17	22	17.2
Student activities	14	18	34	26	21	17	27	27	26	25	23.5
New student orientation	31	23	33	30	11	27	5	22	28	29	23.9
Official mailings received from the College	28	34	32	29	33	25	7	32	34	33	28.7
General information about programs & services	27	11	19	17	22	19	18	8	13	11	16.5
Food services	7	10	28	16	4	3	1	19	21	24	13.3
Student publications	19	19	31	32	32	10	15	11	19	28	21.6
Facilities	34	24	30	28	27	24	14	33	24	26	26.4
Parking	16	1	1	11	5	1	3	7	1	5	5.1
Personal safety and security	3	27	21	25	18	14	19	30	27	17	20.1
Out-of-class access to computers	21	30	29	12	29	30	4	29	30	31	24.5
Overall student support services	9	14	10	14	6	13	12	14	11	10	11.3
Specialized academic support services	33	31	20	34	25	28	23	15	23	18	25
Supplemental instructional centers/tutoring	17	9	11	27	24	20	32	31	10	12	19.3
Variety of courses offered	10	4	9	5	23	6	9	4	6	6	8.2
First choice of classes	6	7	7	4	10	7	6	2	4	8	6.1
Convenience of times courses are offered	5	3	5	1	9	5	10	1	3	2	4.4
MySPC Answer Place	11	12	6	13	17	11	30	12	7	14	13.3
Use of technology for instruction	24	22	16	10	14	22	16	16	18	23	18.1
Overall quality of the educational programs	22	17	13	19	15	18	26	9	12	16	16.7
Overall educational support services	18	13	12	20	12	12	21	18	15	13	15.4



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

Table 40

Satisfaction Score by Campus	AC	CL	EPI	HEC	DT	MT	SEM	SPG	TS	EC	Overall
Application/admission process	5.87	5.51	5.64	5.44	5.69	5.63	5.49	5.51	5.72	5.44	5.59
Academic advising	5.82	5.13	4.92	4.62	5.58	6.12	5.43	5.18	5.19	5.08	5.31
Scholarships and Student Financial Assistance Office	5.32	5.34	5.29	4.82	5.55	5.91	5.22	5.45	5.34	5.15	5.34
SPC OneCard Refund Process	5.36	5.73	5.46	5.50	5.71	6.13	5.24	5.63	5.59	5.48	5.58
Business Office	5.27	5.51	5.26	5.61	5.50	5.83	5.26	5.43	5.60	5.36	5.46
Initial testing for placement in courses	5.14	5.53	5.84	5.12	5.59	5.75	5.52	5.42	5.70	5.47	5.51
Bookstore	4.69	5.04	4.52	5.08	5.33	5.58	5.20	5.44	5.47	5.12	5.15
Library	5.62	6.13	6.05	5.72	5.92	6.13	6.01	6.14	6.29	5.85	5.99
Career Development Center resources	5.43	5.56	5.14	5.35	5.45	6.20	5.69	5.43	5.59	5.27	5.51
Career assessment	5.90	5.29	5.29	4.84	5.53	6.33	5.55	5.44	5.14	5.22	5.45
Career counseling	5.95	5.25	5.06	4.43	5.37	6.05	5.45	5.41	5.02	5.26	5.33
Registering in-person	5.41	5.39	5.38	5.16	5.53	6.38	5.40	5.42	5.34	4.82	5.42
Registering online	6.23	5.79	5.38	6.10	5.81	5.82	5.85	5.73	6.08	5.98	5.88
Other online student services	6.16	5.83	6.00	6.03	5.86	6.13	5.79	5.75	6.18	5.99	5.97
Student activities	6.09	5.15	5.23	5.08	5.28	6.00	5.44	5.36	5.18	5.01	5.38
New student orientation	6.27	5.38	5.67	5.16	5.27	5.95	5.12	5.31	5.26	5.52	5.49
Official mailings received from the College	5.93	5.59	5.73	5.57	5.61	5.84	5.48	5.55	5.62	5.62	5.65
General information about programs & services	6.19	5.41	5.57	5.50	5.63	6.13	5.37	5.52	5.44	5.55	5.63
Food services	5.38	4.91	4.40	4.59	4.66	5.04	5.05	5.18	5.38	4.90	4.95
Student publications	5.79	5.14	5.50	5.27	5.29	6.17	5.05	5.32	5.43	5.15	5.41
Facilities	6.22	5.92	6.43	5.86	5.88	6.00	6.26	5.92	6.07	5.90	6.05
Parking	5.71	5.08	5.59	5.18	4.84	5.43	5.56	4.66	5.44	4.85	5.23
Personal safety and security	5.70	6.16	6.38	6.03	6.01	6.17	6.16	6.08	6.19	6.01	6.09
Out-of-class access to computers	6.33	6.14	5.74	5.86	6.12	6.00	6.18	6.04	6.23	6.09	6.07
Overall student support services	6.05	5.70	5.77	5.37	5.94	6.08	5.74	5.68	5.70	5.62	5.77
Specialized academic support services	6.36	5.89	5.54	5.90	5.67	6.18	5.48	5.75	5.86	5.55	5.82
Supplemental instructional centers/tutoring	6.27	5.52	5.88	5.90	5.87	6.41	5.97	5.60	5.75	5.54	5.87
Variety of courses offered	6.10	5.50	5.28	5.93	5.59	5.91	5.45	5.69	5.54	5.80	5.68
first choice of classes	6.14	5.65	5.29	5.75	5.72	5.87	5.61	5.55	5.70	5.78	5.71
Convenience of times courses are offered	6.14	5.36	5.07	5.62	5.55	6.13	5.43	5.42	5.49	5.74	5.60
MySPC Answer Place	5.82	5.51	5.56	5.07	5.69	6.15	5.50	5.49	5.69	5.44	5.59
Use of technology for instruction	6.40	5.73	5.75	5.65	5.88	6.13	5.79	5.75	6.00	5.97	5.91
Overall quality of the educational programs	6.43	5.90	6.14	5.83	6.02	6.25	5.83	5.82	6.16	5.97	6.04
Overall educational support services	6.23	5.73	6.08	5.68	5.83	6.26	5.81	5.78	5.95	5.79	5.91

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