

2012-13

# Enrolled Student Survey Report



Institutional Research and Effectiveness  
St. Petersburg College

February 2013



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## Enrolled Student Survey Report Produced by

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## Executive Summary

### *Introduction*

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

### *Enrolled Student Survey*

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey 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:

- One-third (33%) were under the age of 25.
- Nearly two-thirds (64%) were female.
- Self-reported race/ethnicity was as follows: 70% White, 12% Black/Non-Hispanic, 9% Hispanic, 4% Asian Pacific Islander, 4% Other, 1% American Indian, and less than 1% Alaskan Native.
- Two-thirds (67%) graduated from high school or received their G.E.D. more than five years ago.
- Thirty percent have been enrolled at the College only one semester.
- Almost half (46%) have earned 15 or fewer credit hours at SPC.
- Virtually all (99%) have access to a computer with Internet capabilities.
- A strong majority (81%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)" as their primary reason for enrolling at SPC.
- Over eighty percent (82%) are enrolled in a degree or certificate program.
- Thirty-three (33%) percent are enrolled in the AA program and thirty-eight (38%) in an AS/AAS program.
- The majority of survey respondents (66%) take most of their classes during the week.
- Almost half (49%) are enrolled full-time and taking classes primarily for credit.
- Three-quarters (75%) 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). All services were rated within a 1.2 spread on the 7-point scale, with ratings ranging from 6.7 for "First choice of classes" to 5.5 for "Student Publications."

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

- First choice of classes (6.7),
- Overall quality of the educational programs (6.6),
- Convenience of times classes are offered (6.6),



- Personal safety and security (6.6), and
- Variety of courses offered (6.6).

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

The five lowest rated services in terms of importance were:

- Student publications (5.5),
- Registering in-person (5.5),
- Student activities (5.5),
- Food services (5.6), and
- New student orientation (5.7).

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 1.5 spread among all satisfaction scores, ranging from 6.2 for "Personal safety and security" to 4.7 for "Food services."

Services that were ranked in the top five in terms of satisfaction were:

- Personal safety and security (6.2),
- Out-of-class computers (6.1),
- Library (6.1),
- Facilities (6.0), and
- Registering online (5.9).

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

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

- Food services (4.7),
- Career counseling (5.1),
- Student activities (5.1),
- Student publications (5.1), and
- Academic Advising (5.1).

Three of the five services listed above 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 (-0.1),
- Library (-0.2),
- Registering in-person (-0.3),
- Out-of-class access to computers (-0.3), and
- Business office (-0.3).

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



- Academic Advising (-1.2),
- Parking (-1.2),
- Scholarships and Student Financial Assistance Office (-1.1),
- Convenience of times courses are offered (-1.1),

The four items listed above were included in the items with the lowest satisfaction 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 of each service is calculated by totaling the number of "1-7" responses, and dividing that number by the total number of all responses, including N/A.

The top five services indicating the highest usage percentages were:

- Overall quality of the educational programs (95.7%),
- First choice of classes (94.0%),
- Variety of classes offered (93.5%),
- Bookstore (92.6%), and
- Academic advising (92.5%)
- Convenience of times courses are offered (92.5%).

The lowest five included:

- Specialized academic support services (46.5%),
- Career assessment (46.7%),
- Career counseling (47.4%),
- Career Development Center resources (49.0%), and
- Student activities (49.6%).

#### *Satisfaction Mean Differences*

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

- Parking (+0.2),
- MySPC Answer Place (+0.1),
- Personal safety and security (+0.1),
- Business office (+0.1), and
- First choice of classes (+0.1).

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

- Food services (-0.3),
- SPC OneCard Refund (-0.2)
- Career counseling (-0.2),
- Student publications (-0.2),
- Student activities (-0.2),
- Registering in-person(-0.1), and
- Academic advising (-0.1).



### *Conclusion*

Overall, SPC students are reportedly satisfied with the performance of the College. Nevertheless, the results reflect areas where there is opportunity to increase student satisfaction, as well as areas that have room for improvement of the performance gaps between the rated importance levels and rated levels of satisfaction with various services. 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 promote student success and enrich our communities through education, career development and self-discovery. 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.

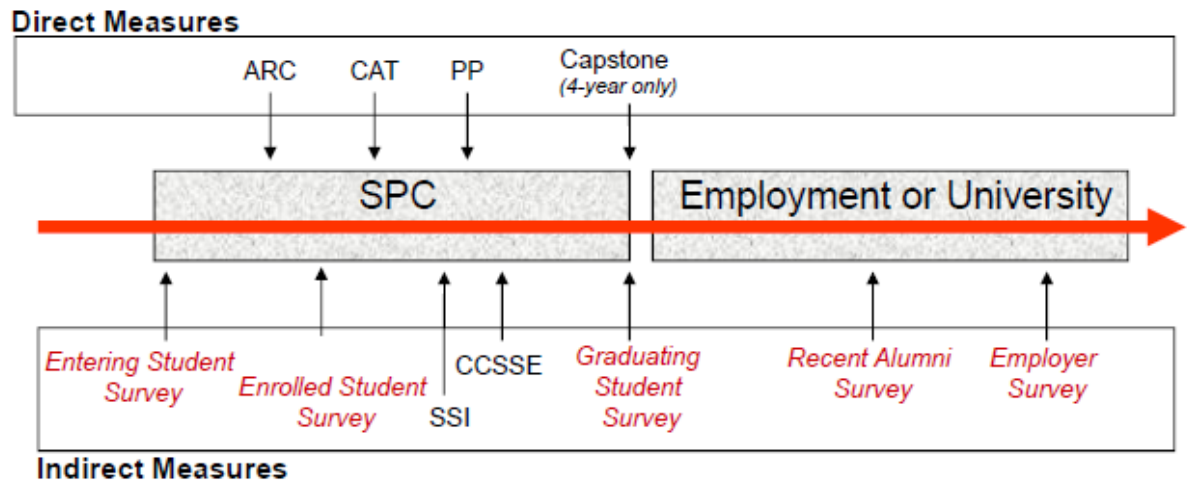


Figure 1: Student Assessment Points

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 18th annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 15 through November 6, 2012. To facilitate the planning process and minimize disruption in the classroom, the 2012-13 iteration of the survey was offered only online via the St. Petersburg College home page (<http://www.spcollege.edu>), the Angel Learning Management System login page, and the MYSPC login page. Students were able to access the survey from any campus computer or from their home computer. Almost seventeen-hundred students (1,694) 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.

Twenty-six services achieved both criteria, and all thirty-four services met at least one of the two 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 Clearwater campus was selected by 23% of the students, followed by eCampus (22%), and St. Petersburg-Gibbs (18%).

**Table 1**  
*Survey Distribution by Reporting Campus (n=1682)*

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	22	1
Clearwater	395	23
eCampus	377	22
EpiCenter	24	1
Health Center	118	7
SPC Downtown	64	4
St. Petersburg-Gibbs	308	18
SPC Mid-town	17	1
Seminole	124	7
Tarpon Springs	233	14



## Student Demographic and Academic Information

The demographic profile and academic background of the 1,694 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 “30 - 39” (21%), followed by “40 - 49” and “19 and under” (19%). One-third (33%) of respondents were under the age of 25.

Table 2  
Age (n=1679)

Select your age category.		
	N	%
19 and under	312	19
20 - 24	234	14
25 - 29	200	12
30 - 39	357	21
40 - 49	319	19
50 - 59	211	13
60 and over	46	3

### Gender

More than half of survey respondents were female (64%).

Table 3  
Gender (n=1674)

Select your gender.		
	N	%
Female	1067	64
Male	607	36



### *Ethnicity*

Over two-thirds (70%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic with 12% and Hispanic with 9%.

**Table 4**  
*Ethnicity (n=1670)*

Select your ethnicity.	N	%
Alaskan Native	1	<1
American Indian	11	1
Asian Pacific Islander	74	4
Black/Non-Hispanic	194	12
Hispanic	142	9
White	1176	70
Other	72	4

### *Time since High School*

Two-thirds of survey respondents (67%) graduated from high school or received their G.E.D. more than five years ago.

**Table 5**  
*Time since High School (n=1666)*

How long has it been since you graduated from high school or received your G.E.D.?	N	%
Less than 1 year ago	264	16
1 - 3 years ago	175	11
4 - 5 years ago	107	6
More than 5 years ago	1120	67



### *Number of Semester Hours*

Thirty percent of survey respondents have been enrolled at the College only one semester; while about one-half (52%) have been enrolled fewer than four semesters.

Table 6  
*Number of Semesters (n=1667)*

How many semesters have you been enrolled at SPC?		
	N	%
1	492	30
2	156	9
3	218	13
4	171	10
5	127	8
6 or more	503	30

### *Number of Credits Received*

Almost half (46%) of the survey respondents have earned 15 or fewer credit hours at SPC.

Table 7  
*Number of Credits Received (n=1661)*

Number of credits you have earned at SPC?		
	N	%
0 - 15	769	46
16 - 30	297	18
31 - 45	178	11
Over 45	417	25



### *Internet Access*

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

**Table 8**  
*Internet Access (n=1649)*

Do you have access to a computer with Internet capabilities?		
	N	%
No	13	1
Yes	1636	99

### *Enrollment Reasons*

A majority (81%) 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=1663)*

What is the primary reason you enrolled at SPC?		
	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	1346	81
To take courses for a new career	126	8
To upgrade job skills	77	5
For personal enrichment	44	3
Other, please specify	70	4





### *Enrollment*

Over eighty percent (83%) of survey respondents are enrolled in a degree or certificate program.

Table 10  
*Enrollment (n=1676)*

Are you enrolled in a degree or certificate program?		
	N	%
Yes	1382	82
No	294	18

### *Degree/Certificate Program*

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

Table 11  
*Degree Type (n=1365)*

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	457	33
Associate in Science/Associate in Applied Science Degree	520	38
Baccalaureate Degree (SPC)	303	22
Baccalaureate Degree (University Partnership Center)	9	1
Certificate or Technical Diploma	74	5
Graduate Degree (University Partnership Center)	2	<1



### *Class Time*

Two-thirds (66%) of survey respondents are enrolled in weekday classes, while the remainder of responding students (34%) are enrolled in online classes.

**Table 12**  
*Class Time Preference (n=1644)*

When do you take most of your classes?		
	N	%
Online	554	34
Weekday mornings	510	31
Weekday evenings	329	20
Weekday afternoons	242	15
Weekends	9	1

### *Enrollment Status*

Almost half (49%) of survey respondents are taking classes primarily for credit and are enrolled full-time.

**Table 13**  
*Enrollment Status (n=1639)*

What is your enrollment status?		
	N	%
Primarily for credit and full-time	798	49
Primarily for credit and part-time	783	48
Primarily not for credit	58	4



### *Working Status*

Three-quarters (75%) of survey respondents indicated that they are working while attending the College.

Table 14  
*Working Status (n=1643)*

How many hours are you working while attending SPC?		
	N	%
Not working	411	25
Working 15 or fewer hours per week	191	12
Working 16 to 30 hours per week	270	16
Working 31 to 39 hours per week	167	10
Working 40 or more hours per week	604	37



## 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 15 provides a listing of the 34 student and academic support services ranked by mean scores in descending order. All services were rated within a 1.2 spread on the 7-point importance scale, with ratings ranging from 6.7 for "First choice of classes" to 5.5 for "Student Publications."

The top five ranked services in terms of importance to students were: "First choice of classes" with the highest mean (6.7), "Overall quality of the educational programs" (6.6), "Convenience of times courses are offered" (6.6), "Personal safety and security" (6.6), and "Variety of courses offered" (6.6). These were the same top five services as last year.

The five lowest rated services in terms of importance were: "Student publications" (5.5), "Registering in-person" (5.5), "Student activities" (5.5), "Food services" (5.6), and "New student orientation" (5.7). All five 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 how "Important" that service/office is to you. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
First choice of classes	1414	6.68
Overall quality of the educational programs	1426	6.65
Convenience of times courses are offered	1397	6.64
Personal safety and security	1282	6.61
Variety of courses offered	1408	6.61
Other online student services	1430	6.54
Overall educational support services	1263	6.54
Registering online	1424	6.51
Overall student support services	1309	6.50
Scholarships and Student Financial Assistance Office	1242	6.45
Out-of-class access to computers	1086	6.44
Supplemental instructional centers/tutoring	924	6.44
Use of technology for instruction	1302	6.43
Facilities	1268	6.41
Parking	1264	6.40
MySPC Answer Place	1045	6.37
Academic advising	1459	6.34
Library	1256	6.29
Bookstore	1461	6.28
Specialized academic support services	695	6.20
General information about programs & services	1349	6.18
Application/admission process	1379	6.07
Career counseling	741	6.02
Career Development Center resources	770	5.99
SPC OneCard Refund Process	1186	5.96
Initial testing for placement in courses	1138	5.90
Career assessment	726	5.89
Business Office	1040	5.86
Official mailings received from the College	1264	5.73
New student orientation	976	5.70
Food services	951	5.59
Student activities	762	5.52
Registering in-person	925	5.50
Student publications	799	5.49

*Note: data are displayed using two decimal places due to the proximity of the values.*



## 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 16 shows the students' ratings college-wide on student/academic services ranked in order of mean satisfaction score. There was a 1.50 spread among all satisfaction scores, ranging from "Personal safety and security" (6.2) to "Food services" (4.7).

The top five rated student/academic services were "Personal safety and security" with the highest mean (6.2), "Out-of-class access to computers" (6.1), "Library" (6.1), "Facilities" (6.0), and "Registering online" (5.9). Four of these top five services were a part of last year's top five services with "Registering online" replacing "Overall quality of the educational programs" this year.

The five-student/academic services with the lowest satisfaction ratings were "Food services" (4.7), "Career counseling" (5.1), "Student activities" (5.1), "Student publications" (5.1), and "Academic advising" (5.1). Three of the five services were the same services rated in the lowest five last year.



**Table 16**

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	1282	6.20
Out-of-class access to computers	1086	6.13
Library	1256	6.09
Facilities	1268	5.95
Registering online	1424	5.89
Other online student services	1430	5.86
Overall quality of the educational programs	1426	5.85
Use of technology for instruction	1302	5.84
Overall educational support services	1263	5.77
first choice of classes	1414	5.73
Supplemental instructional centers/tutoring	924	5.66
Specialized academic support services	695	5.65
Overall student support services	1309	5.64
MySPC Answer Place	1045	5.62
Official mailings received from the College	1264	5.60
Variety of courses offered	1408	5.59
Convenience of times courses are offered	1397	5.53
Business Office	1040	5.53
Application/admission process	1379	5.51
General information about programs & services	1349	5.49
Initial testing for placement in courses	1138	5.42
Career Development Center resources	770	5.41
SPC OneCard Refund Process	1186	5.36
Scholarships and Student Financial Assistance Office	1242	5.34
Career assessment	726	5.28
Bookstore	1461	5.27
New student orientation	976	5.26
Parking	1264	5.24
Registering in-person	925	5.22
Academic advising	1459	5.10
Student publications	799	5.10
Student activities	762	5.10
Career counseling	741	5.09
Food services	951	4.70

*Note: data are displayed using two decimal places due to the proximity of the values.*



## 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 17. 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" (-0.1), "Library" (-0.2), "Registering in-person" (-0.3), "Out-of-class access to computers" (-0.3), and "Business Office" (-0.3).

Last year, five academic and student support services had performance gaps lower than -1.00. This year four academic and student support services had performance gaps lower than -1.00. These were: "Academic Advising" (-1.2), "Parking" (-1.2), "Scholarships and Student Financial Assistance Office" (-1.1), and "Convenience of times courses are offered" (-1.1). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.





**Table 17**

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	1264	5.73	5.60	-0.13
Library	1256	6.29	6.09	-0.21
Registering in-person	925	5.50	5.22	-0.28
Out-of-class access to computers	1086	6.44	6.13	-0.31
Business Office	1040	5.86	5.53	-0.34
Student publications	799	5.49	5.10	-0.38
Personal safety and security	1282	6.61	6.20	-0.42
Student activities	762	5.52	5.10	-0.43
New student orientation	976	5.70	5.26	-0.45
Facilities	1268	6.41	5.95	-0.47
Initial testing for placement in courses	1138	5.90	5.42	-0.47
Specialized academic support services	695	6.20	5.65	-0.55
Application/admission process	1379	6.07	5.51	-0.56
Career Development Center resources	770	5.99	5.41	-0.59
Use of technology for instruction	1302	6.43	5.84	-0.59
SPC OneCard Refund Process	1186	5.96	5.36	-0.60
Career assessment	726	5.89	5.28	-0.61
Registering online	1424	6.51	5.89	-0.62
Other online student services	1430	6.54	5.86	-0.68
General information about programs & services	1349	6.18	5.49	-0.69
MySPC Answer Place	1045	6.37	5.62	-0.75
Overall educational support services	1263	6.54	5.77	-0.76
Supplemental instructional centers/tutoring	924	6.44	5.66	-0.78
Overall quality of the educational programs	1426	6.65	5.85	-0.80
Overall student support services	1309	6.50	5.64	-0.86
Food services	951	5.59	4.70	-0.88
Career counseling	741	6.02	5.09	-0.93
first choice of classes	1414	6.68	5.73	-0.95
Bookstore	1461	6.28	5.27	-1.01
Variety of courses offered	1408	6.61	5.59	-1.01
Convenience of times courses are offered	1397	6.64	5.53	-1.11*
Scholarships and Student Financial Assistance Office	1242	6.45	5.34	-1.11*
Parking	1264	6.40	5.24	-1.17*
Academic advising	1459	6.34	5.10	-1.24*

*Note: data are displayed using two decimal places due to the proximity of the values.*



## 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 of each service is calculated by dividing the total number of "1-7" responses by the total number of all responses, including N/A.

One service had a usage estimate greater than 95%. This service was "Overall quality of the educational programs" (95.7%). The four additional items making up the top five included: "First choice of classes" (94.0%), "Variety of courses offered" (93.5%), "Bookstore" (92.6%) and "Academic advising" (92.5%). "Bookstore" was a new addition to the top five this year, after having been in seventh place last year.

The lowest five included "Specialized academic support services" (46.5%), "Career assessment" (46.7%), "Career counseling" (47.4%), "Career Development Center resources" (49.0%), and "Student activities" (49.6%). "Student activities" moved into the bottom five this year from its position last year. Please see Table 18 for the usage estimates for all student and academic services.



**Table 18**

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	1496	65	95.7%
First choice of classes	1509	91	94.0%
Variety of courses offered	1508	98	93.5%
Bookstore	1580	117	92.6%
Academic advising	1578	118	92.5%
Convenience of times courses are offered	1514	114	92.5%
Other online student services	1561	128	91.8%
Registering online	1560	130	91.7%
Application/admission process	1579	187	88.2%
General information about programs & services	1542	190	87.7%
Use of technology for instruction	1493	187	87.5%
Overall student support services	1539	230	85.1%
Overall educational support services	1497	228	84.8%
Personal safety and security	1531	249	83.7%
Facilities	1528	258	83.1%
Parking	1527	260	83.0%
Official mailings received from the College	1544	277	82.1%
Library	1566	308	80.3%
Scholarships and Student Financial Assistance Office	1577	330	79.1%
SPC OneCard Refund Process	1581	391	75.3%
Initial testing for placement in courses	1585	445	71.9%
Out-of-class access to computers	1530	443	71.1%
MySPC Answer Place	1487	441	70.3%
Business Office	1573	529	66.4%
New student orientation	1554	576	62.9%
Food services	1550	596	61.6%
Supplemental instructional centers/tutoring	1509	582	61.4%
Registering in-person	1555	627	59.7%
Student publications	1548	747	51.4%
Student activities	1548	780	49.6%
Career Development Center resources	1570	800	49.0%
Career counseling	1568	825	47.4%
Career assessment	1560	831	46.7%
Specialized academic support services	1505	806	46.5%



## Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the, 2008/09, 2009/10, 2010/11, 2011/12, and 2012/13 surveys, sorted in descending order by the 2012/13 means. Table 20 shows the mean differences between the 2011/12 and 2012/13 surveys, sorted in descending order by the mean differences.

Of the thirty-four service areas addressed in the survey, twelve items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Parking" (+0.2), "MySPC Answer Place (+0.1), "Personal safety and security" (+0.1), "Business office" (+0.1), and "First choice of classes" (+0.1) as shown in Tables 19 and 20.

The services with the highest year-to-year decline in mean satisfaction scores were "Food services" (-0.3), "SPC OneCard Refund" (-0.2), "Career counseling" (-0.2), "Student publications" (-0.2), "Student activities" (-0.2), "Registering in-person" (-0.1) and "Academic advising" (-0.1).



Table 19

History of Satisfaction Means	N=3778	N=1878	N=3186	N=1901	N=1694
	2008/09	2009/10	2010/11	2011/12	2012/13
Personal safety and security	6.03	6.10	6.14	6.10	6.20
Library	6.16	6.14	6.08	6.05	6.09
Out-of-class access to computers	6.02	6.05	5.98	6.10	6.13
Overall quality of educational programs	6.00	5.85	5.97	5.94	5.85
Other Online Student Services	6.00	5.83	5.96	5.90	5.86
Facilities	5.91	5.95	5.92	5.98	5.95
Use of technology for instruction	6.00	5.90	5.86	5.84	5.84
Registering Online	5.81	5.71	5.85	5.87	5.89
Overall educational support services	5.90	6.00	5.84	5.81	5.77
First choice of classes	5.75	5.77	5.76	5.67	5.73
Variety of courses offered	5.64	5.62	5.67	5.65	5.59
Supplemental Instructional Centers/Tutoring	5.71	5.73	5.66	5.70	5.66
Overall student support services	5.72	5.66	5.65	5.70	5.64
Specialized academic support services	5.43	5.56	5.63	5.74	5.65
Convenience of times classes are offered	5.59	5.65	5.61	5.52	5.53
Official mailings received from the College	5.43	5.48	5.58	5.59	5.60
MySPC Answer Place	*	5.32	5.53	5.52	5.62
Initial testing for placement in courses	5.35	5.41	5.50	5.50	5.42
SPC OneCard Refund Process	5.00	5.32	5.50	5.58	5.36
Application/admission process	5.44	5.33	5.49	5.54	5.51
General information about programs and services	5.48	5.45	5.48	5.51	5.49
Business office	5.29	5.31	5.45	5.45	5.53
Career Development Center resources	5.45	5.36	5.41	5.48	5.41
Career assessment	5.39	5.31	5.35	5.38	5.28
Registering in-person	5.30	5.10	5.27	5.33	5.22
Scholarships and Student Financial Assistance Office	4.77	4.84	5.27	5.32	5.34
Student publications	5.14	5.21	5.25	5.27	5.10
New student orientation	5.15	5.19	5.23	5.35	5.26
Career counseling	5.21	5.18	5.20	5.31	5.09
Bookstore	5.35	5.24	5.15	5.23	5.27
Student activities	5.10	5.06	5.11	5.27	5.10
Academic advising	5.12	4.98	5.10	5.21	5.10
Parking	4.75	5.09	4.98	5.04	5.24
Food services	5.04	5.23	4.94	5.02	4.70

\* Item not previously administered

Note: data are displayed using two decimal places due to the proximity of the values.



**Table 20**

Satisfaction Mean Differences	N=1901	N=1694	Difference
	2011/12	2012/13	
Parking	5.04	5.24	0.20
MySPC Answer Place	5.52	5.62	0.10
Personal safety and security	6.10	6.20	0.10
Business office	5.45	5.53	0.08
First choice of classes	5.67	5.73	0.06
Library	6.05	6.09	0.04
Bookstore	5.23	5.27	0.04
Out-of-class access to computers	6.10	6.13	0.03
Scholarships and Student Financial Assistance Office	5.32	5.34	0.02
Registering Online	5.87	5.89	0.02
Convenience of times classes are offered	5.52	5.53	0.01
Official mailings received from the College	5.59	5.60	0.01
Use of technology for instruction	5.84	5.84	0.00
General information about programs and services	5.51	5.49	-0.02
Facilities	5.98	5.95	-0.03
Application/admission process	5.54	5.51	-0.03
Supplemental Instructional Centers/Tutoring	5.70	5.66	-0.04
Overall educational support services	5.81	5.77	-0.04
Other Online Student Services	5.90	5.86	-0.04
Overall student support services	5.70	5.64	-0.06
Variety of courses offered	5.65	5.59	-0.06
Career Development Center resources	5.48	5.41	-0.07
Initial testing for placement in courses	5.50	5.42	-0.08
New student orientation	5.35	5.26	-0.09
Specialized academic support services	5.74	5.65	-0.09
Overall quality of educational programs	5.94	5.85	-0.09
Career assessment	5.38	5.28	-0.10
Academic advising	5.21	5.10	-0.11
Registering in-person	5.33	5.22	-0.11
Student activities	5.27	5.10	-0.17
Student publications	5.27	5.10	-0.17
Career counseling	5.31	5.09	-0.22
SPC OneCard Refund Process	5.58	5.36	-0.22
Food services	5.02	4.70	-0.32

*Note: data are displayed using two decimal places due to the proximity of the values.*



## 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 21 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, "Parking" had the lowest performance gap at the Clearwater Campus (-1.23) and received a Performance Gap Priority ranking of 1. "Convenience of times course are offered" had the second lowest performance gap at the Clearwater Campus (-1.15) 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 no academic and student support services with Performance Gaps less than negative one. Figure 2 displays the relationship between the Performance Gaps and Satisfaction ratings.

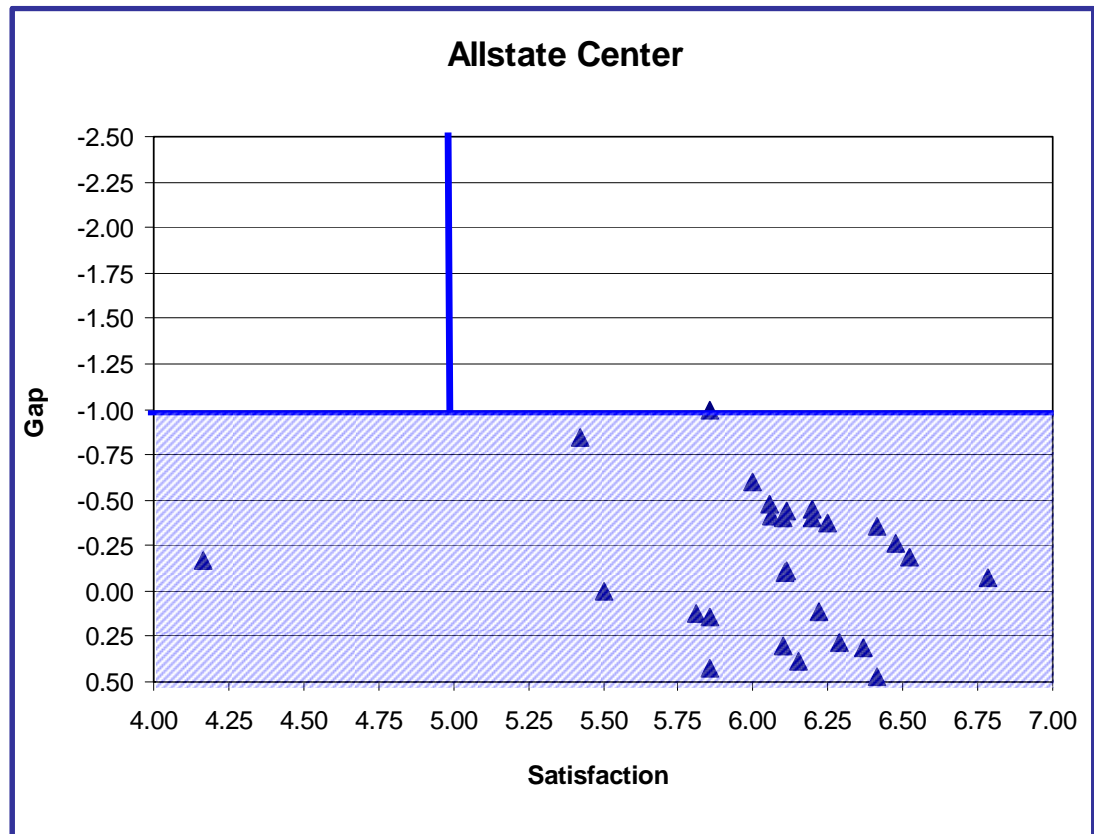


Figure 2: Allstate Center Performance Gap and Satisfaction Ratings





### Clearwater Campus

The Clearwater campus 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 “Parking” (-1.23) followed by “Convenience of times courses are offered” (-1.15), and “Academic Advising” (-1.13) 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	337	6.48	5.25	-1.23
Convenience of times courses are offered	349	6.63	5.48	-1.15
Academic Advising	359	6.38	5.25	-1.13

*Note: data are displayed using two decimal places due to the proximity of the values.*

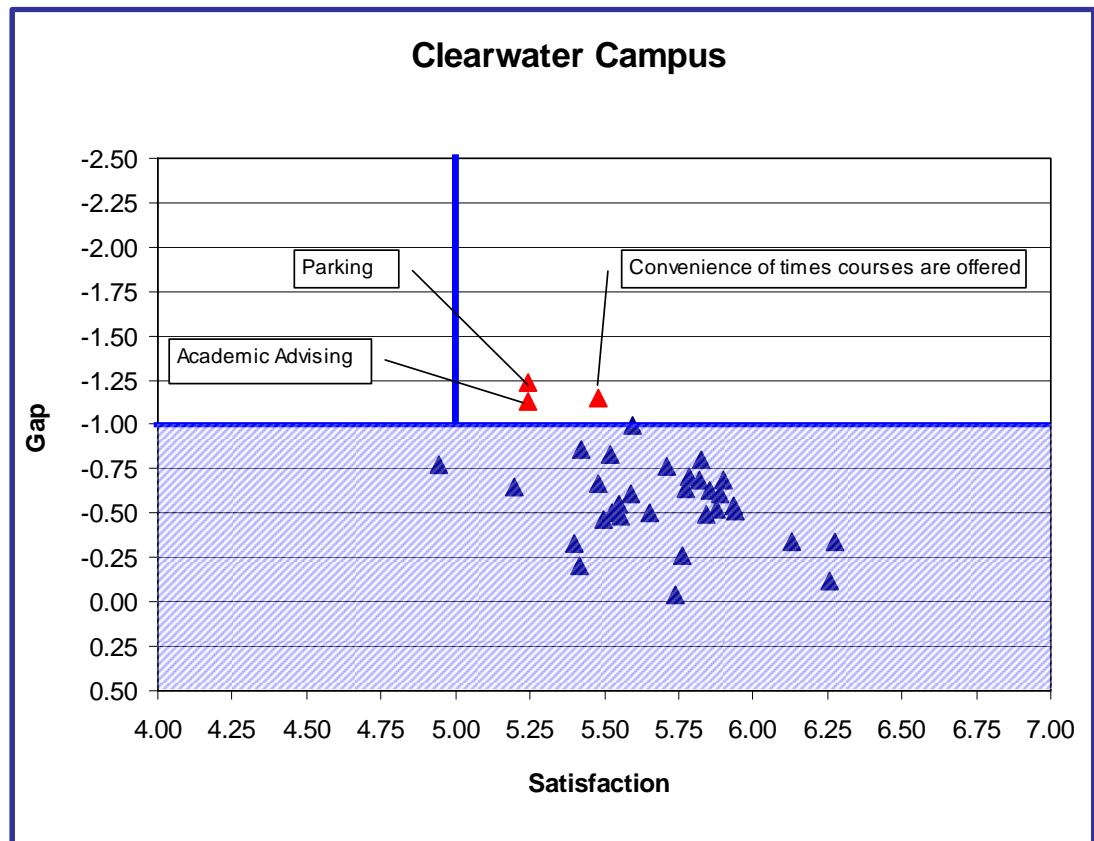


Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings



### eCampus

ECampus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Bookstore” (-1.04) followed by “Academic Advising” (-1.03) 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
Bookstore	290	6.06	5.02	-1.04
Academic Advising	309	6.19	5.16	-1.03

*Note: data are displayed using two decimal places due to the proximity of the values.*

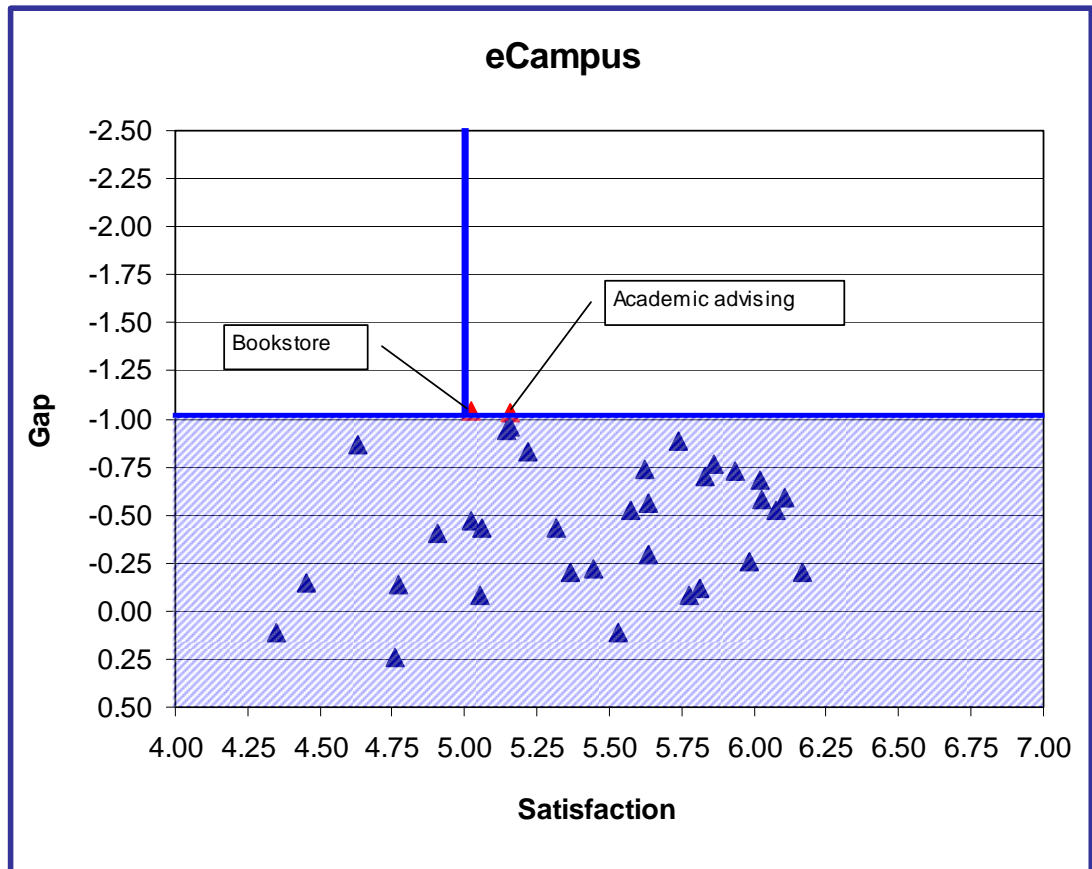


Figure 4: eCampus Performance Gap and Satisfaction Ratings



### *EpiCenter*

The EpiCenter had thirteen of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Bookstore” (-1.94), followed by “Career Counseling” (-1.88) and the “Career Development Center resources” (-1.67) 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
Bookstore	17	6.58	4.65	-1.94
Career Counseling	8	6.38	4.50	-1.88
Career Development Center resources	9	6.44	4.78	-1.67
SPC OneCard Refund Process	16	6.63	5.13	-1.50
Supplemental instructional centers/tutoring	9	6.67	5.22	-1.44
Convenience of times classes are offered	20	6.75	5.35	-1.40
Career assessment	9	6.44	5.11	-1.33
Academic Advising	19	6.32	5.00	-1.32
Scholarship and Student Financial Assistance Office	16	6.88	5.56	-1.31
Variety of courses offered	18	6.78	5.61	-1.17
Specialized academic support services	9	6.33	5.22	-1.11
First choice of classes	19	6.74	5.68	-1.05
Parking	21	6.67	5.61	-1.05

*Note: data are displayed using two decimal places due to the proximity of the values.*

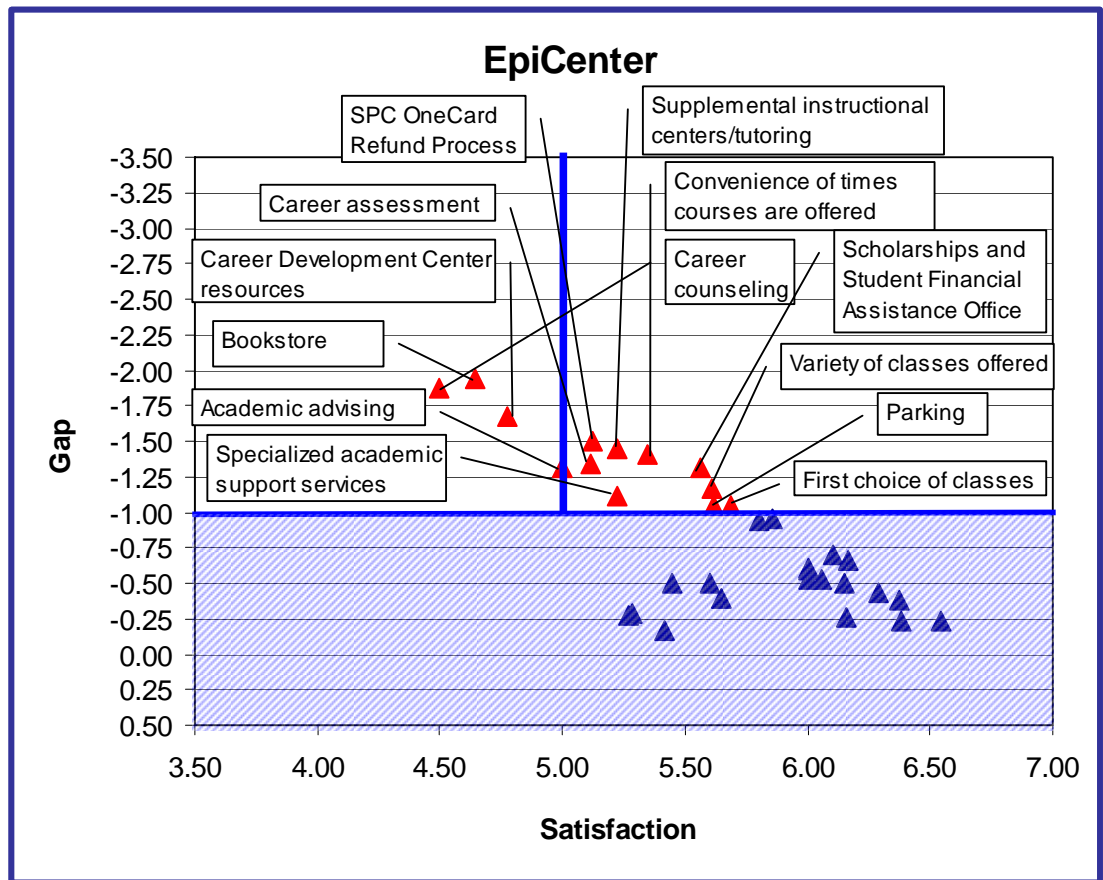


Figure 5: EpiCenter Performance Gap and Satisfaction Ratings



### *Health Education Center*

The Health Education Center had fourteen of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Food Services” (-3.21) followed by “Scholarships and Student Financial Assistance Office” (-1.89), and “Academic Advising” (-1.77) 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
Food Services	89	6.02	2.81	-3.21
Scholarships and Student Financial Assistance Office	97	6.69	4.80	-1.89
Academic Advising	109	6.60	4.83	-1.77
First Choice of Classes	106	6.87	5.49	-1.38
Bookstore	108	6.44	5.21	-1.23
Overall student support services	102	6.75	5.55	-1.20
Convenience of times courses are offered	112	6.70	5.57	-1.13
SPC OneCard Refund Process	88	5.94	4.82	-1.13
Parking	110	6.56	5.47	-1.09
Overall quality of the educational programs	108	6.85	5.79	-1.06
Registering online	111	6.74	5.70	-1.04
Use of technology for instruction	105	6.59	5.56	-1.03
MySPC Answer Place	75	1.31	5.32	-1.01
Application/admission process	100	6.39	5.38	-1.01

*Note: data are displayed using two decimal places due to the proximity of the values.*

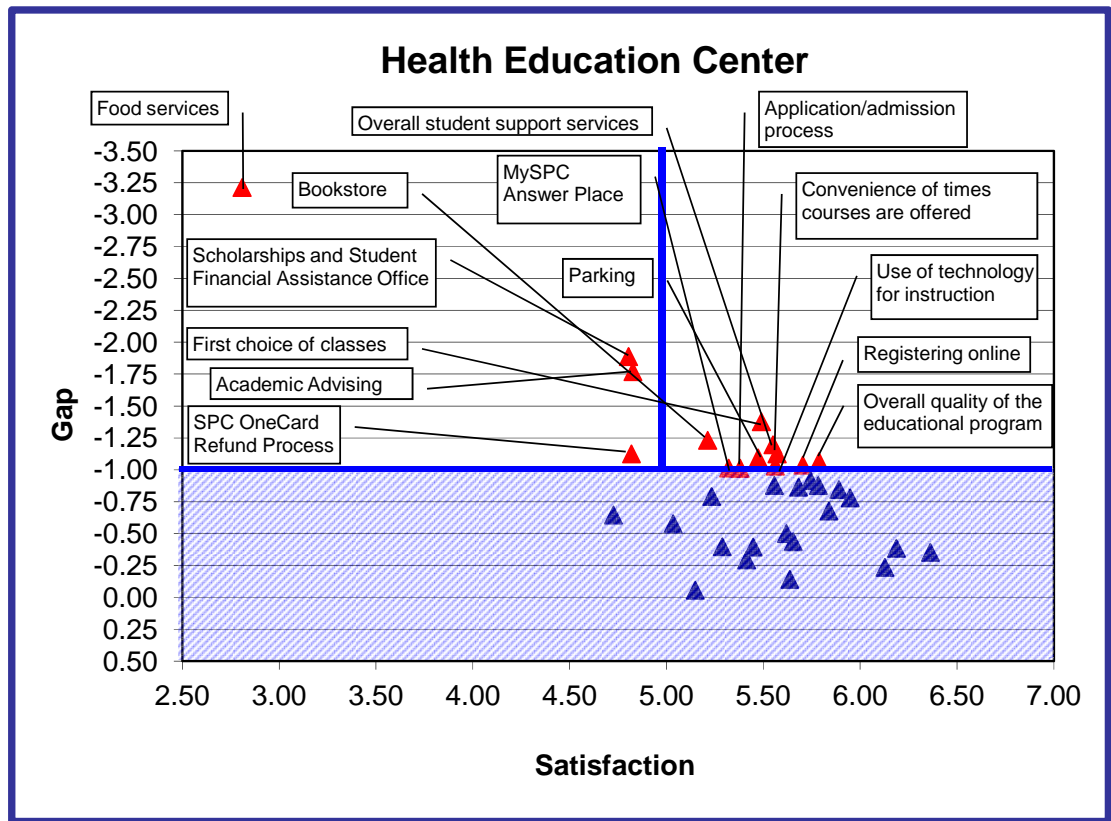


Figure 6: Health Education Center Performance Gap and Satisfaction Ratings



### SPC Downtown

SPC Downtown had three of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was "Parking" (-1.34), followed by "Convenience of times courses are offered" (-1.23), and "Academic advising" (-1.11) 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	47	6.30	4.96	-1.34
Convenience of times courses are offered	56	6.77	5.54	-1.23
Academic advising	54	6.52	5.41	-1.11

*Note: data are displayed using two decimal places due to the proximity of the values.*

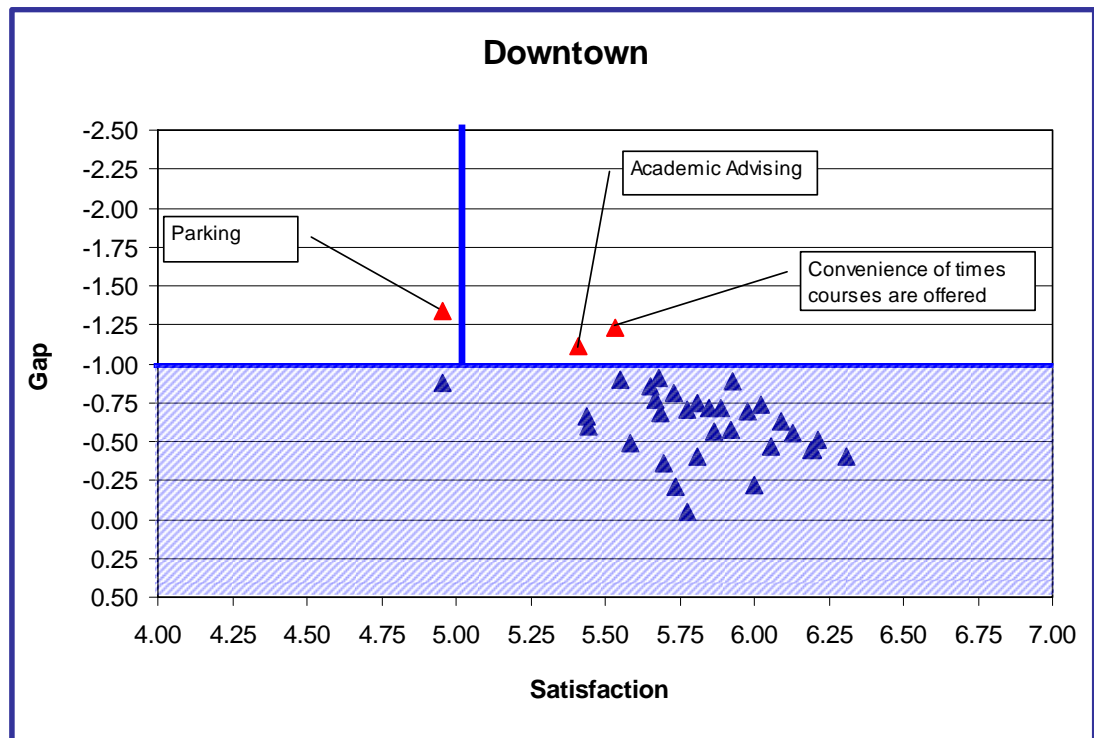


Figure 7: Downtown Performance Gap and Satisfaction Ratings



### *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.

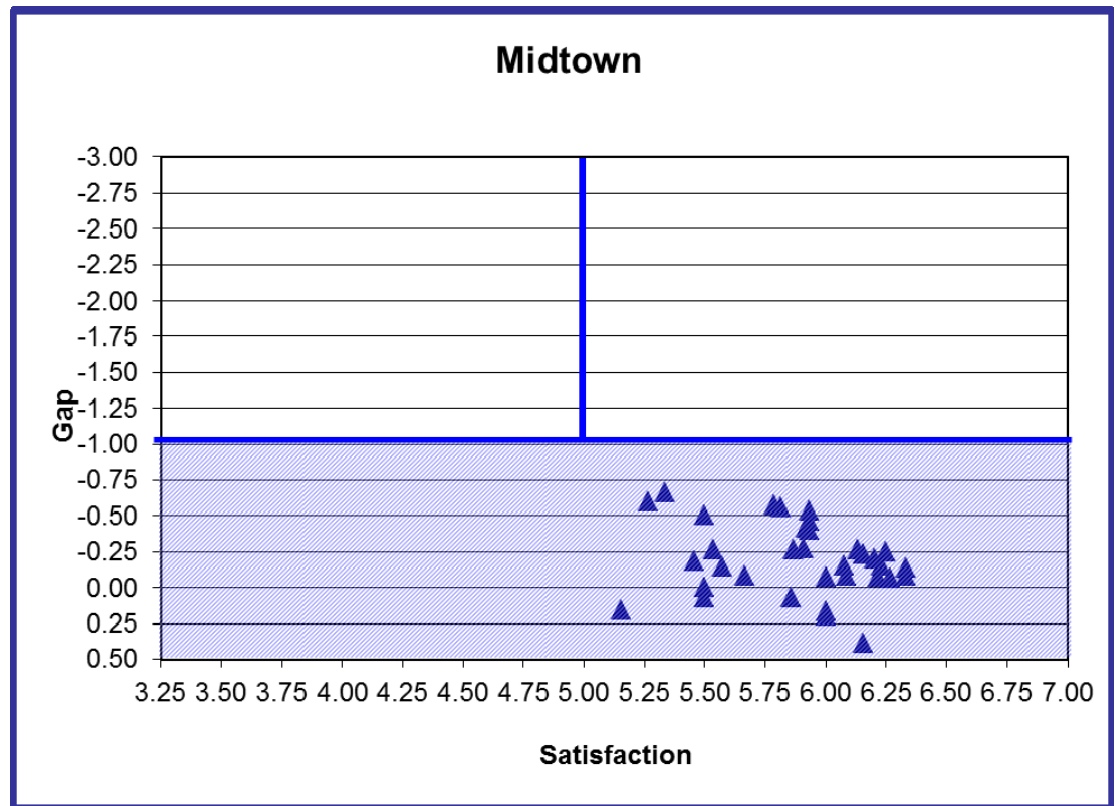


Figure 8: Midtown Performance Gap and Satisfaction Ratings





### *Seminole Campus*

Seminole Campus had ten 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” (-1.64) followed by “First choice of classes” (-1.47), and “Variety of courses offered” (-1.43), 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	103	6.74	5.10	-1.64
First choice of classes	96	6.63	5.16	-1.47
Variety of courses offered	101	6.56	5.14	-1.43
Academic advising	101	6.27	4.90	-1.37
Scholarships and Student Financial Assistance Office	90	6.74	5.49	-1.26
Bookstore	106	6.21	5.00	-1.22
Career Counseling	57	6.16	4.96	-1.19
Food Services	74	5.71	4.55	-1.16
Overall quality of the educational programs	102	6.74	5.64	-1.10
Overall educational support services	92	6.61	5.51	-1.10

*Note: data are displayed using two decimal places due to the proximity of the values.*

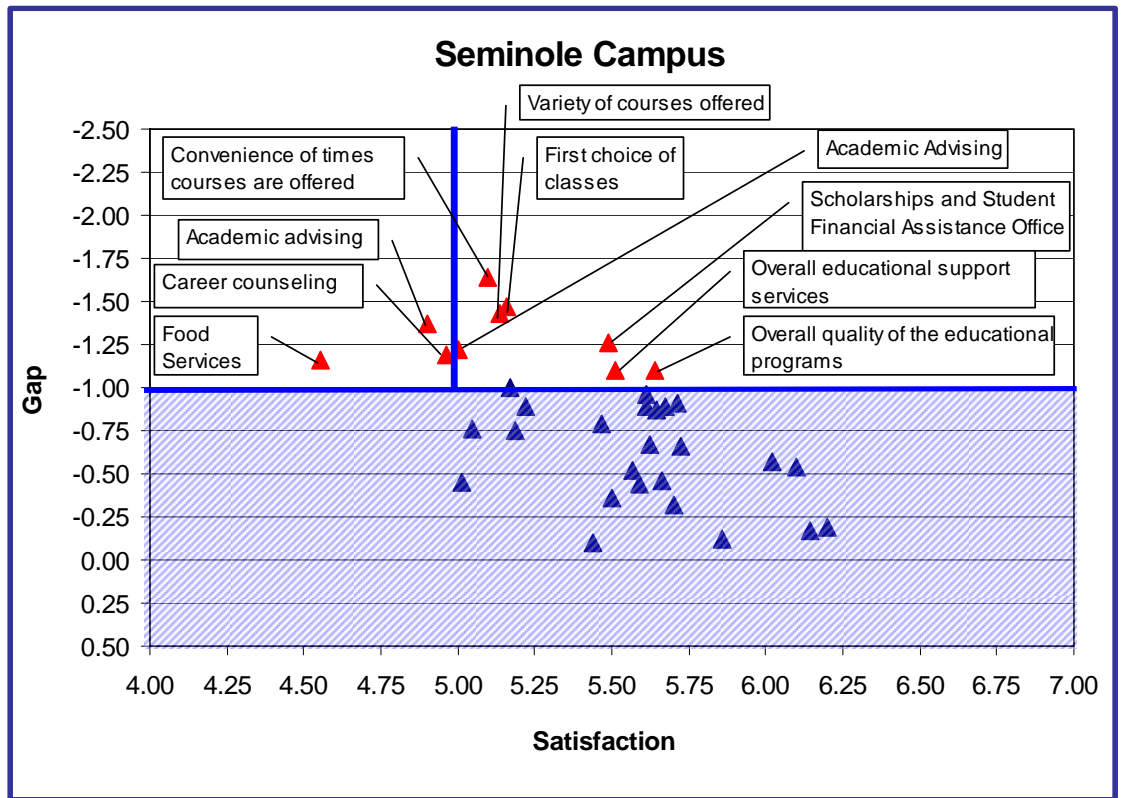


Figure 9: Seminole Campus Performance Gap and Satisfaction Ratings



### *St. Pete/Gibbs Campus*

The St. Pete/Gibbs Campus had nine of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic Advising” (-1.46) followed by “Parking” (-1.44) and “Scholarships and Student Financial Assistance Office” (-1.40) 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
Academic Advising	268	6.34	4.88	-1.46
Parking	262	6.38	4.94	-1.44
Scholarships and Student Financial Assistance Office	243	6.48	5.08	-1.40
Bookstore	271	6.25	4.99	-1.26
Convenience of times courses are offered	251	6.63	5.44	-1.19
Career Counseling	143	5.93	4.84	-1.09
Variety of courses offered	251	6.62	5.54	-1.08
Overall student support services	247	6.52	5.47	-1.05
First choice of classes	255	6.68	5.63	-1.05

*Note: data are displayed using two decimal places due to the proximity of the values.*

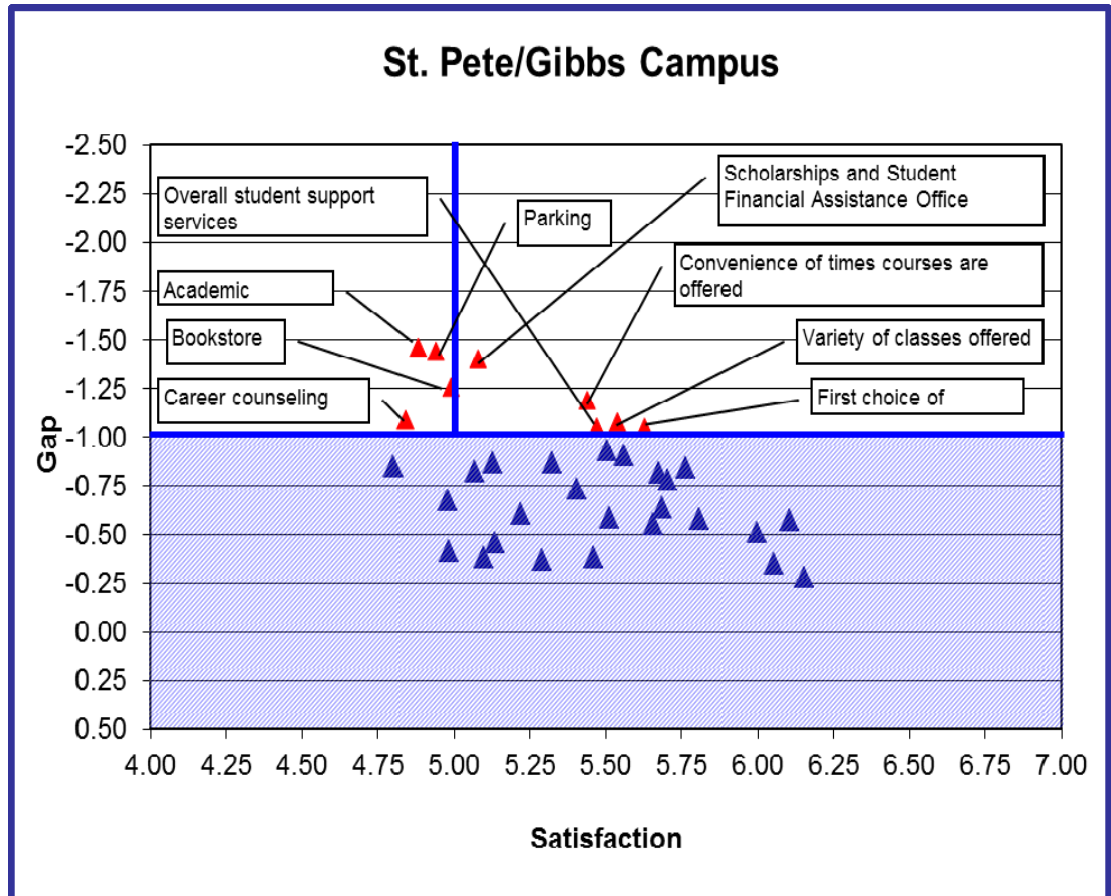


Figure 10: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



### 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” (-1.34) followed by “Scholarships and Student Financial Assistance Office” (-1.18) and “Variety of courses offered” (-1.18) 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	203	6.42	5.08	-1.34
Scholarships and Student Financial Assistance Office	176	6.57	5.39	-1.18
Variety of courses offered	197	6.60	5.42	-1.18
Convenience of times courses are offered	201	6.55	5.38	-1.16
Parking	204	6.45	5.29	-1.16
First choice of classes	196	6.61	5.54	-1.07

Note: data are displayed using two decimal places due to the proximity of the values.

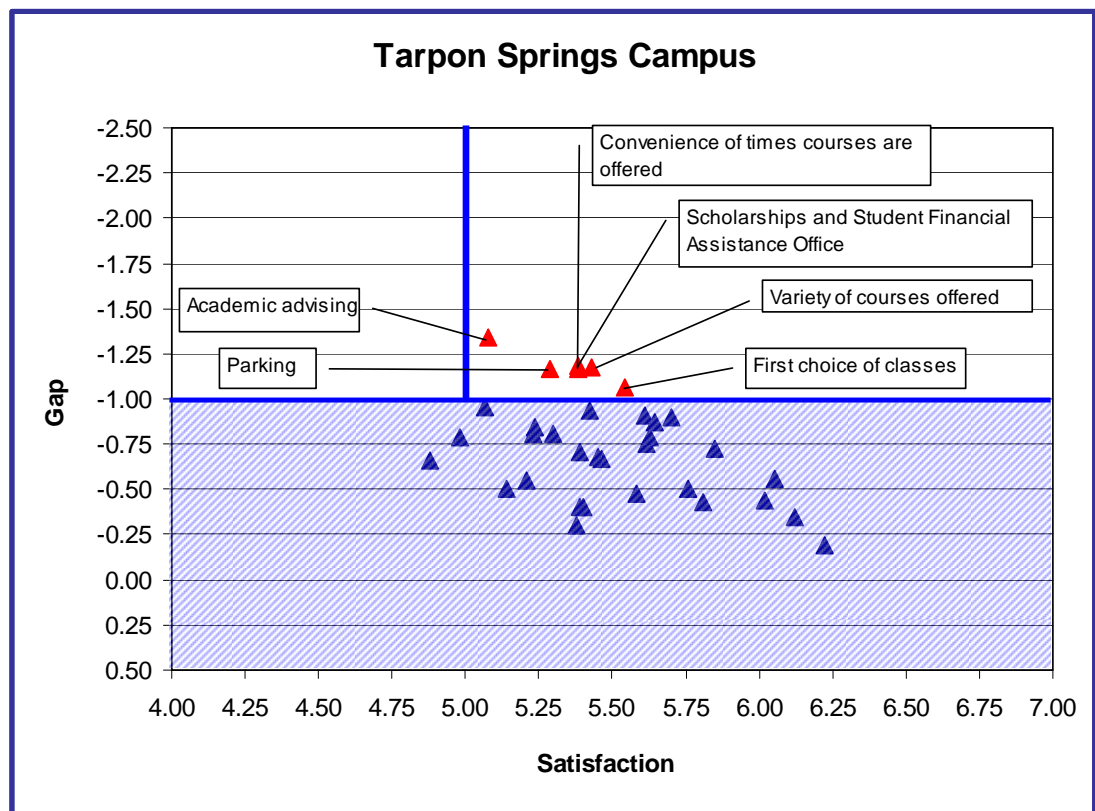


Figure 11: Tarpon Springs Campus Performance Gap and Satisfaction Ratings



## 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 the students were: "First choice of classes" (6.7), "Overall quality of the educational programs" (6.7), "Convenience of times courses are offered" (6.6), "Personal safety and security" (6.61), and "Variety of courses offered" (6.6). These were the same top five services as last year. The five lowest rated services in terms of importance were: "Student Publications" (5.5), "Registering in-person" (5.5), "Student activities" (5.5), "Food services" (5.6), and "New student orientation" (5.7). 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" (6.2), "Out-of-class access to computers" (6.1), "Library" (6.1), "Facilities" (6.0), and "Registering online" (5.9). Four of these top five services were a part of last year's top five services with "Registering online" replacing "Overall quality of the educational programs" this year. The five-student/academic services with the lowest satisfaction ratings were "Food services" (4.7), "Career Counseling" (5.1), "Student activities" (5.1), "Student publications" (5.1), and "Academic advising" (5.1). Three 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" (-0.1), "Library" (-0.2), "Registering in-person" (-0.3), "Out-of-class access to computers" (-0.3), and "Business office" (-0.3). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services. Four academic and student support services had performance gaps lower than -1.00. They were: "Academic Advising" (-1.2), "Parking" (-1.2), "Scholarships and



Student Financial Assistance Office" (-1.1), and "Convenience of times courses are offered" (-1.1).

#### *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 of each service is calculated by dividing the total number of "1-7" responses by the total number of all responses, including N/A. The top five services indicating the highest usage percentages included "Overall quality of the educational programs" (95.7%), "First choice of classes" (94.0%), "Variety of courses offered" (93.5%), "Bookstore" (92.6%), and "Academic advising" (92.5%). Last year, there was one service 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" (46.5%), "Career assessment" (46.7%), "Career counseling" (47.4%), "Career Development Center resources" (49.0%), and "Student activities" (49.6%).

#### *Satisfaction Mean Differences*

Of the thirty-four service areas addressed in the survey, twelve items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Parking" (+0.2), "MySPC Answer Place" (+0.1), "Personal safety and security" (+0.1), "Business office" (+0.1), and "First choice of classes" (+0.1).

The services with the highest year-to-year decline in mean satisfaction scores were "Food services" (-0.3), "SPC OneCard Refund Process" (-0.2), "Career counseling" (-0.2), "Student publications" (-0.2), "Student activities" (-0.2), "Registering in-person" (-0.1) and "Academic advising" (-0.1).

Overall, SPC students are reportedly satisfied with the performance of the College. Nevertheless, the results reflect areas where there is opportunity to increase student satisfaction, as well as areas that have room for improvement of the performance gaps between the rated importance levels and rated levels of satisfaction with various services. 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

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## Appendix A: Enrolled Student Survey



### Enrolled Student Survey

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

#### Demographics

**1. Select your age category.**

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

**2. Select your gender.**

- Male
- Female

**3. Select your ethnicity.**

- Alaskan Native



- American Indian
- Asian Pacific Islander
- Black/Non-Hispanic
- Hispanic
- White
- 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 student responses to the question, "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. Each table is sorted in ascending order by Performance Gap.



Table 29

Performance Gaps: Allstate Center*				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	14	6.86	5.86	-1.00
Bookstore	19	6.26	5.42	-0.84
Career Development Center resources	10	6.60	6.00	-0.60
Use of technology for instruction	19	6.53	6.05	-0.47
Variety of courses offered	20	6.65	6.20	-0.45
Overall educational support services	18	6.56	6.11	-0.44
Overall student support services	17	6.47	6.06	-0.41
Career assessment	10	6.50	6.10	-0.40
Career counseling	10	6.60	6.20	-0.40
Convenience of times courses are offered	16	6.63	6.25	-0.38
first choice of classes	17	6.76	6.41	-0.35
Registering online	19	6.74	6.47	-0.26
Overall quality of the educational programs	21	6.71	6.52	-0.19
Food services	6	4.33	4.17	-0.17
General information about programs & services	18	6.22	6.11	-0.11
Other online student services	19	6.21	6.11	-0.11
Personal safety and security	14	6.86	6.79	-0.07
Student activities				
Specialized academic support services	9	6.11	6.22	0.11
SPC OneCard Refund Process	16	5.69	5.81	0.13
Business Office	14	5.71	5.86	0.14
Facilities	14	6.00	6.29	0.29
Library	10	5.80	6.10	0.30
Academic advising	19	6.05	6.37	0.32
MySPC Answer Place	13	5.77	6.15	0.38
Supplemental instructional centers/tutoring	7	5.43	5.86	0.43
Official mailings received from the College	17	5.94	6.41	0.47
Initial testing for placement in courses	9	5.56	6.11	0.56
Out-of-class access to computers	10	6.00	6.60	0.60
Student publications	7	4.71	5.43	0.71
Parking	13	5.62	6.38	0.77
New student orientation	11	4.91	5.73	0.82
Application/admission process	17	5.59	6.41	0.82
Registering in-person	10	4.50	5.50	1.00

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



Table 30

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	337	6.48	5.25	-1.23
Convenience of times courses are offered	349	6.63	5.48	-1.15
Academic advising	359	6.38	5.25	-1.13
Variety of courses offered	338	6.59	5.59	-0.99
Career counseling	202	6.28	5.42	-0.86
Bookstore	363	6.35	5.52	-0.83
first choice of classes	338	6.63	5.82	-0.80
Food services	282	5.72	4.94	-0.77
Scholarships and Student Financial Assistance Office	299	6.48	5.71	-0.77
Overall student support services	321	6.49	5.79	-0.70
Supplemental instructional centers/tutoring	251	6.51	5.82	-0.69
Overall quality of the educational programs	337	6.59	5.90	-0.69
Career assessment	199	6.15	5.48	-0.67
Student activities	213	5.85	5.20	-0.65
MySPC Answer Place	258	6.41	5.77	-0.64
Other online student services	339	6.49	5.86	-0.63
Overall educational support services	306	6.50	5.89	-0.61
General information about programs & services	323	6.20	5.59	-0.61
Application/admission process	333	6.10	5.55	-0.55
Registering online	328	6.48	5.94	-0.54
Use of technology for instruction	319	6.40	5.87	-0.53
Facilities	337	6.45	5.94	-0.52
New student orientation	255	6.03	5.53	-0.51
Career Development Center resources	216	6.16	5.65	-0.50
Specialized academic support services	185	6.34	5.84	-0.49
SPC OneCard Refund Process	283	6.04	5.55	-0.48
Initial testing for placement in courses	301	5.97	5.50	-0.47
Personal safety and security	343	6.62	6.28	-0.34
Out-of-class access to computers	294	6.47	6.13	-0.34
Student publications	204	5.73	5.40	-0.33
Business Office	261	6.02	5.76	-0.26
Registering in-person	239	5.62	5.42	-0.20
Library	331	6.38	6.26	-0.12
Official mailings received from the College	297	5.78	5.74	-0.04



Table 31

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Bookstore	290	6.06	5.02	-1.04
Academic advising	309	6.19	5.16	-1.03
Parking	159	6.12	5.16	-0.96
Scholarships and Student Financial Assistance Office	242	6.08	5.14	-0.94
Variety of courses offered	317	6.62	5.74	-0.88
Career counseling	128	5.50	4.63	-0.87
Supplemental instructional centers/tutoring	118	6.05	5.22	-0.83
Convenience of times courses are offered	272	6.63	5.86	-0.76
Overall student support services	261	6.36	5.62	-0.74
Overall quality of the educational programs	324	6.66	5.93	-0.73
Overall educational support services	267	6.53	5.83	-0.70
First choice of classes	316	6.70	6.02	-0.68
Registering online	338	6.70	6.11	-0.59
Other online student services	328	6.61	6.02	-0.58
MySPC Answer Place	179	6.20	5.64	-0.56
Use of technology for instruction	271	6.60	6.07	-0.53
General information about programs & services	294	6.10	5.57	-0.53
SPC OneCard Refund Process	237	5.49	5.02	-0.47
Specialized academic support services	113	5.75	5.32	-0.43
Career Development Center resources	133	5.49	5.06	-0.43
Career assessment	125	5.30	4.90	-0.40
Application/admission process	296	5.93	5.63	-0.30
Out-of-class access to computers	141	6.24	5.99	-0.26
Initial testing for placement in courses	196	5.66	5.44	-0.22
Personal safety and security	175	6.37	6.17	-0.21
Business Office	212	5.57	5.37	-0.20
Student activities	104	4.60	4.45	-0.14
Student publications	128	4.91	4.77	-0.13
Facilities	171	5.93	5.81	-0.12
Library	203	5.86	5.77	-0.08
New student orientation	185	5.14	5.05	-0.08
Official mailings received from the College	279	5.42	5.53	0.11
Food services	97	4.24	4.35	0.11
Registering in-person	126	4.52	4.76	0.25





Table 32

Performance Gaps: EpiCenter				
	N	Importance	Satisfaction	Gap
Bookstore	17	6.59	4.65	-1.94
Career counseling	8	6.38	4.50	-1.88
Career Development Center resources	9	6.44	4.78	-1.67
SPC OneCard Refund Process	16	6.63	5.13	-1.50
Supplemental instructional centers/tutoring	9	6.67	5.22	-1.44
Convenience of times courses are offered	20	6.75	5.35	-1.40
Career assessment	9	6.44	5.11	-1.33
Academic advising	19	6.32	5.00	-1.32
Scholarships and Student Financial Assistance Office	16	6.88	5.56	-1.31
Variety of courses offered	18	6.78	5.61	-1.17
Specialized academic support services	9	6.33	5.22	-1.11
first choice of classes	19	6.74	5.68	-1.05
Parking	21	6.67	5.62	-1.05
Overall quality of the educational programs	21	6.81	5.86	-0.95
Out-of-class access to computers	15	6.73	5.80	-0.93
MySPC Answer Place	10	6.80	6.10	-0.70
Student activities	6	6.83	6.17	-0.67
Overall educational support services	18	6.61	6.00	-0.61
Overall student support services	17	6.59	6.00	-0.59
Registering online	17	6.59	6.06	-0.53
Other online student services	19	6.53	6.00	-0.53
Use of technology for instruction	20	6.65	6.15	-0.50
Student publications	10	6.10	5.60	-0.50
Application/admission process	20	5.95	5.45	-0.50
Library	14	6.71	6.29	-0.43
General information about programs & services	20	6.05	5.65	-0.40
New student orientation	8	6.75	6.38	-0.38
Business Office	14	5.57	5.29	-0.29
Food services	11	5.55	5.27	-0.27
Official mailings received from the College	19	6.42	6.16	-0.26
Facilities	21	6.62	6.38	-0.24
Personal safety and security	22	6.77	6.55	-0.23
Initial testing for placement in courses	12	5.58	5.42	-0.17
Registering in-person	11	5.09	5.73	0.64



Table 33

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Food services	89	6.02	2.81	-3.21
Scholarships and Student Financial Assistance Office	97	6.69	4.80	-1.89
Academic advising	109	6.60	4.83	-1.77
first choice of classes	106	6.87	5.49	-1.38
Bookstore	108	6.44	5.21	-1.23
Overall student support services	102	6.75	5.55	-1.20
Convenience of times courses are offered	112	6.70	5.57	-1.13
SPC OneCard Refund Process	88	5.94	4.82	-1.13
Parking	110	6.56	5.47	-1.09
Overall quality of the educational programs	108	6.85	5.79	-1.06
Registering online	111	6.74	5.70	-1.04
Use of technology for instruction	105	6.59	5.56	-1.03
MySPC Answer Place	75	6.33	5.32	-1.01
Application/admission process	100	6.39	5.38	-1.01
Overall educational support services	105	6.66	5.74	-0.91
General information about programs & services	106	6.43	5.56	-0.88
Variety of courses offered	97	6.66	5.78	-0.88
Facilities	110	6.55	5.68	-0.86
Other online student services	109	6.73	5.89	-0.84
Career counseling	43	6.02	5.23	-0.79
Supplemental instructional centers/tutoring	77	6.73	5.95	-0.78
Specialized academic support services	68	6.51	5.84	-0.68
Registering in-person	62	5.37	4.73	-0.65
Student publications	59	5.61	5.03	-0.58
Career Development Center resources	42	6.12	5.62	-0.50
New student orientation	78	6.09	5.65	-0.44
Initial testing for placement in courses	73	5.68	5.29	-0.40
Career assessment	38	5.84	5.45	-0.39
Out-of-class access to computers	91	6.57	6.19	-0.38
Personal safety and security	105	6.71	6.36	-0.35
Business Office	75	5.71	5.41	-0.29
Library	102	6.36	6.13	-0.24
Official mailings received from the College	99	5.78	5.64	-0.14
Student activities	54	5.20	5.15	-0.06



Table 34

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	47	6.30	4.96	-1.34
Convenience of times courses are offered	56	6.77	5.54	-1.23
Academic advising	54	6.52	5.41	-1.11
Overall student support services	53	6.58	5.68	-0.91
Library	47	6.45	5.55	-0.89
first choice of classes	54	6.81	5.93	-0.89
Food services	42	5.83	4.95	-0.88
Scholarships and Student Financial Assistance Office	49	6.51	5.65	-0.86
Variety of courses offered	52	6.54	5.73	-0.81
Initial testing for placement in courses	51	6.43	5.67	-0.76
Career counseling	31	6.55	5.81	-0.74
Overall educational support services	50	6.76	6.02	-0.74
Registering online	52	6.56	5.85	-0.71
Supplemental instructional centers/tutoring	45	6.60	5.89	-0.71
Specialized academic support services	31	6.48	5.77	-0.71
MySPC Answer Place	46	6.67	5.98	-0.70
Bookstore	57	6.37	5.68	-0.68
New student orientation	41	6.10	5.44	-0.66
Overall quality of the educational programs	54	6.72	6.09	-0.63
Application/admission process	52	6.04	5.44	-0.60
SPC OneCard Refund Process	50	6.50	5.92	-0.58
Career assessment	30	6.43	5.87	-0.57
Career Development Center resources	31	6.68	6.13	-0.55
Use of technology for instruction	47	6.72	6.21	-0.51
Registering in-person	41	6.07	5.59	-0.49
Other online student services	51	6.53	6.06	-0.47
Facilities	51	6.65	6.20	-0.45
Personal safety and security	52	6.63	6.19	-0.44
General information about programs & services	52	6.21	5.81	-0.40
Out-of-class access to computers	45	6.71	6.31	-0.40
Student publications	36	6.06	5.69	-0.36
Business Office	45	6.22	6.00	-0.22
Student activities	38	5.95	5.74	-0.21
Official mailings received from the College	45	5.82	5.78	-0.04



Table 35

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Parking	9	6.00	5.33	-0.67
Registering online	15	5.87	5.27	-0.60
Use of technology for instruction	14	6.36	5.79	-0.57
Academic advising	16	6.38	5.81	-0.56
first choice of classes	15	6.47	5.93	-0.53
Bookstore	16	6.00	5.50	-0.50
Facilities	15	6.40	5.93	-0.47
MySPC Answer Place	12	6.33	5.92	-0.42
Variety of courses offered	15	6.33	5.93	-0.40
Food services	11	6.18	5.91	-0.27
Initial testing for placement in courses	15	6.13	5.87	-0.27
Overall student support services	15	6.40	6.13	-0.27
Other online student services	15	5.80	5.53	-0.27
Out-of-class access to computers	16	6.50	6.25	-0.25
Supplemental instructional centers/tutoring	13	6.38	6.15	-0.23
Convenience of times courses are offered	15	6.40	6.20	-0.20
Career assessment	11	5.64	5.45	-0.18
Overall educational support services	13	6.38	6.23	-0.15
Overall quality of the educational programs	13	6.23	6.08	-0.15
Scholarships and Student Financial Assistance Office	14	5.71	5.57	-0.14
Personal safety and security	15	6.47	6.33	-0.13
Business Office	12	6.42	6.33	-0.08
Student publications	12	6.17	6.08	-0.08
Career Development Center resources	12	5.75	5.67	-0.08
General information about programs & services	14	6.29	6.21	-0.07
Application/admission process	14	6.07	6.00	-0.07
Registering in-person	15	6.33	6.27	-0.07
Career counseling	10	5.50	5.50	0.00
SPC OneCard Refund Process	14	5.79	5.86	0.07
Student activities	14	5.43	5.50	0.07
New student orientation	13	5.00	5.15	0.15
Official mailings received from the College	12	5.83	6.00	0.17
Specialized academic support services	10	5.80	6.00	0.20
Library	13	5.77	6.15	0.38



Table 36

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	103	6.74	5.10	-1.64
first choice of classes	96	6.63	5.16	-1.47
Variety of courses offered	101	6.56	5.14	-1.43
Academic advising	101	6.27	4.90	-1.37
Scholarships and Student Financial Assistance Office	90	6.74	5.49	-1.26
Bookstore	106	6.22	5.00	-1.22
Career counseling	57	6.16	4.96	-1.19
Food services	74	5.72	4.55	-1.16
Overall quality of the educational programs	102	6.74	5.64	-1.10
Overall educational support services	92	6.61	5.51	-1.10
General information about programs & services	94	6.17	5.17	-1.00
Overall student support services	96	6.57	5.61	-0.96
Other online student services	98	6.62	5.71	-0.91
Supplemental instructional centers/tutoring	76	6.57	5.67	-0.89
Parking	100	6.50	5.61	-0.89
Career assessment	54	6.11	5.22	-0.89
Registering online	96	6.52	5.65	-0.88
Use of technology for instruction	94	6.26	5.47	-0.79
New student orientation	68	5.81	5.04	-0.76
Career Development Center resources	59	5.93	5.19	-0.75
Specialized academic support services	40	6.30	5.63	-0.68
MySPC Answer Place	80	6.39	5.73	-0.66
Facilities	102	6.59	6.02	-0.57
Personal safety and security	99	6.64	6.10	-0.54
Application/admission process	95	6.08	5.57	-0.52
Business Office	68	6.12	5.66	-0.46
Student publications	64	5.47	5.02	-0.45
SPC OneCard Refund Process	85	6.02	5.59	-0.44
Registering in-person	76	5.86	5.50	-0.36
Official mailings received from the College	87	6.02	5.70	-0.32
Out-of-class access to computers	81	6.38	6.20	-0.19
Library	96	6.31	6.15	-0.17
Initial testing for placement in courses	85	5.98	5.86	-0.12
Student activities	59	5.54	5.44	-0.10



Table 37

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	268	6.34	4.88	-1.46
Parking	262	6.38	4.94	-1.44
Scholarships and Student Financial Assistance Office	243	6.48	5.08	-1.40
Bookstore	271	6.25	4.99	-1.26
Convenience of times courses are offered	251	6.63	5.44	-1.19
Career counseling	143	5.93	4.84	-1.09
Variety of courses offered	251	6.62	5.54	-1.08
Overall student support services	247	6.52	5.47	-1.05
first choice of classes	255	6.68	5.63	-1.05
MySPC Answer Place	212	6.43	5.50	-0.93
Supplemental instructional centers/tutoring	195	6.47	5.56	-0.91
General information about programs & services	243	6.19	5.32	-0.87
Career Development Center resources	151	5.99	5.13	-0.87
Food services	185	5.65	4.80	-0.85
Overall quality of the educational programs	249	6.60	5.76	-0.84
Career assessment	146	5.89	5.07	-0.82
Overall educational support services	227	6.49	5.67	-0.82
Other online student services	258	6.48	5.71	-0.78
Application/admission process	252	6.14	5.40	-0.73
New student orientation	173	5.65	4.98	-0.68
Use of technology for instruction	231	6.32	5.68	-0.64
Initial testing for placement in courses	209	5.83	5.22	-0.61
SPC OneCard Refund Process	236	6.10	5.51	-0.59
Registering online	253	6.39	5.81	-0.58
Personal safety and security	259	6.68	6.10	-0.58
Specialized academic support services	137	6.21	5.66	-0.55
Facilities	254	6.51	6.00	-0.51
Registering in-person	192	5.59	5.14	-0.46
Student publications	161	5.40	4.98	-0.42
Student activities	152	5.48	5.10	-0.38
Official mailings received from the College	238	5.84	5.46	-0.38
Business Office	186	5.66	5.29	-0.37
Library	247	6.40	6.05	-0.35
Out-of-class access to computers	219	6.43	6.15	-0.28



Table 38

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	203	6.42	5.08	-1.34
Scholarships and Student Financial Assistance Office	176	6.57	5.39	-1.18
Variety of courses offered	197	6.60	5.43	-1.18
Convenience of times courses are offered	201	6.55	5.38	-1.16
Parking	204	6.45	5.29	-1.16
first choice of classes	196	6.61	5.54	-1.07
Career counseling	107	6.02	5.07	-0.95
MySPC Answer Place	158	6.36	5.42	-0.94
Overall educational support services	166	6.52	5.61	-0.91
Overall quality of the educational programs	196	6.61	5.70	-0.90
Overall student support services	177	6.51	5.64	-0.87
SPC OneCard Refund Process	159	6.08	5.24	-0.84
Initial testing for placement in courses	185	6.04	5.23	-0.81
General information about programs & services	182	6.10	5.30	-0.80
Bookstore	211	6.42	5.63	-0.79
Student activities	116	5.77	4.98	-0.78
Supplemental instructional centers/tutoring	131	6.37	5.62	-0.75
Other online student services	191	6.58	5.85	-0.73
Application/admission process	197	6.10	5.39	-0.71
Business Office	150	6.13	5.45	-0.68
Specialized academic support services	91	6.13	5.46	-0.67
Student publications	116	5.53	4.88	-0.66
Personal safety and security	195	6.61	6.05	-0.56
Registering in-person	150	5.75	5.21	-0.55
Registering online	192	6.27	5.76	-0.51
New student orientation	142	5.64	5.14	-0.50
Career Development Center resources	105	6.06	5.58	-0.48
Facilities	191	6.46	6.02	-0.44
Use of technology for instruction	180	6.24	5.81	-0.43
Career assessment	102	5.80	5.40	-0.40
Food services	152	5.79	5.39	-0.40
Out-of-class access to computers	172	6.47	6.12	-0.34
Official mailings received from the College	169	5.68	5.38	-0.30
Library	191	6.42	6.23	-0.19



## 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 student responses to the question, "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 "Scholarships and Student Financial Assistance Office" had the lowest performance gap at the Allstate Center (-1.00) and received a Performance Gap Priority ranking of 1. The "Bookstore" had the second lowest performance gap at the Allstate Center (-0.84) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 39. The table is sorted alphabetically by service.



Table 39

Performance Gap Priority Rankings by Campus	AC*	CL	EC	EPI	HEC	DT	MT	SEM	SPG	TS	Mean
Academic advising	24	3	8	3	3	4	4	1	1	2	5.3
Application/admission process	33	19	24	14	20	26	25	19	19	22	22.1
Bookstore	2	6	1	5	17	6	6	4	15	1	6.3
Business Office	21	31	28	31	32	22	26	32	20	26	26.9
Career assessment	8	13	7	28	22	17	16	16	30	21	17.8
Career counseling	9	5	2	20	11	28	7	6	7	6	10.1
Career Development Center resources	3	24	3	25	23	24	20	13	27	20	18.2
Convenience of times courses are offered	10	2	6	7	2	16	1	5	4	8	6.1
Facilities	22	22	31	18	27	7	23	27	28	29	23.4
First choice of classes	11	7	12	4	6	5	2	9	6	12	7.4
Food services	14	8	29	1	7	10	8	14	31	33	15.5
General information about programs & services	15	18	26	16	29	25	11	12	14	17	18.3
Initial testing for placement in courses	28	27	33	27	10	11	33	22	13	24	22.8
Library	23	33	25	32	5	34	32	33	34	30	28.1
MySPC Answer Place	25	15	16	13	16	8	22	10	8	15	14.8
New student orientation	32	23	27	26	18	31	19	20	26	31	25.3
Official mailings received from the College	27	34	30	33	34	32	30	31	33	32	31.6
Other online student services	16	16	21	19	26	13	13	18	18	14	17.4
Out-of-class access to computers	29	29	15	29	30	14	31	34	32	23	26.6
Overall educational support services	6	17	18	15	12	18	10	17	9	11	13.3
Overall quality of the educational programs	13	12	14	10	19	19	9	15	10	10	13.1
Overall student support services	7	10	19	6	4	12	12	8	11	9	9.8
Parking	31	1	13	9	1	1	15	2	5	3	8.1
Personal safety and security	17	28	32	30	28	21	24	25	23	25	25.3
Registering in-person	34	32	34	23	25	27	29	28	24	34	29.0
Registering online	12	20	20	11	13	2	17	24	25	13	15.7
Scholarships and Student Financial Assistance Office	1	9	9	2	8	20	5	3	2	4	6.3
SPC OneCard Refund Process	20	26	4	8	21	29	28	23	12	18	18.9
Specialized academic support services	19	25	11	22	15	33	21	26	21	19	21.2
Student activities		14	17	34	33	30	34	30	16	27	26.1
Student publications	30	30	23	24	31	23	27	29	22	28	26.7
Supplemental instructional centers/tutoring	26	11	5	21	14	15	14	11	17	7	14.1
Use of technology for instruction	4	21	22	12	24	3	18	21	29	16	17.0
Variety of courses offered	5	4	10	17	9	9	3	7	3	5	7.2

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



## Appendix D: Satisfaction by Campus

On the ENSS, students indicated their level of satisfaction with the College's student and academic services on a 7-point scale ranging from "Very satisfied" (7) to "Not satisfied" (1). These satisfaction scores were also calculated for each individual campus as determined by the student's response to 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
Academic advising	6.37	5.25	5.00	4.83	5.41	5.81	4.90	4.88	5.08	5.16	5.27
Application/admission process	6.41	5.55	5.45	5.38	5.44	6.00	5.57	5.40	5.39	5.63	5.62
Bookstore	5.42	5.52	4.65	5.21	5.68	5.50	5.00	4.99	5.63	5.02	5.26
Business Office	5.86	5.76	5.29	5.41	6.00	6.33	5.66	5.29	5.45	5.37	5.64
Career assessment	6.10	5.48	5.11	5.45	5.87	5.45	5.22	5.07	5.40	4.90	5.41
Career counseling	6.20	5.42	4.50	5.23	5.81	5.50	4.96	4.84	5.07	4.63	5.22
Career Development Center resources	6.00	5.65	4.78	5.62	6.13	5.67	5.19	5.13	5.58	5.06	5.48
Convenience of times courses are offered	6.25	5.48	5.35	5.57	5.54	6.20	5.10	5.44	5.38	5.86	5.62
Facilities	6.29	5.94	6.38	5.68	6.20	5.93	6.02	6.00	6.02	5.81	6.03
First choice of classes	6.41	5.82	5.68	5.49	5.93	5.93	5.16	5.63	5.54	6.02	5.76
Food services	4.17	4.94	5.27	2.81	4.95	5.91	4.55	4.80	5.39	4.35	4.71
General information about programs & services	6.11	5.59	5.65	5.56	5.81	6.21	5.17	5.32	5.30	5.57	5.63
Initial testing for placement in courses	6.11	5.50	5.42	5.29	5.67	5.87	5.86	5.22	5.23	5.44	5.56
Library	6.10	6.26	6.29	6.13	5.55	6.15	6.15	6.05	6.23	5.77	6.07
MySPC Answer Place	6.15	5.77	6.10	5.32	5.98	5.92	5.73	5.50	5.42	5.64	5.75
New student orientation	5.73	5.53	6.38	5.65	5.44	5.15	5.04	4.98	5.14	5.05	5.41
Official mailings received from the College	6.41	5.74	6.16	5.64	5.78	6.00	5.70	5.46	5.38	5.53	5.78
Other online student services	6.11	5.86	6.00	5.89	6.06	5.53	5.71	5.71	5.85	6.02	5.87
Out-of-class access to computers	6.60	6.13	5.80	6.19	6.31	6.25	6.20	6.15	6.12	5.99	6.17
Overall educational support services	6.11	5.89	6.00	5.74	6.02	6.23	5.51	5.67	5.61	5.83	5.86
Overall quality of the educational programs	6.52	5.90	5.86	5.79	6.09	6.08	5.64	5.76	5.70	5.93	5.93
Overall student support services	6.06	5.79	6.00	5.55	5.68	6.13	5.61	5.47	5.64	5.62	5.76
Parking	6.38	5.25	5.62	5.47	4.96	5.33	5.61	4.94	5.29	5.16	5.40
Personal safety and security	6.79	6.28	6.55	6.36	6.19	6.33	6.10	6.10	6.05	6.17	6.29
Registering in-person	5.50	5.42	5.73	4.73	5.59	6.27	5.50	5.14	5.21	4.76	5.38
Registering online	6.47	5.94	6.06	5.70	5.85	5.27	5.65	5.81	5.76	6.11	5.86
Scholarships and Student Financial Assistance Office	5.86	5.71	5.56	4.80	5.65	5.57	5.49	5.08	5.39	5.14	5.43
SPC OneCard Refund Process	5.81	5.55	5.13	4.82	5.92	5.86	5.59	5.51	5.24	5.02	5.44
Specialized academic support services	6.22	5.84	5.22	5.84	5.77	6.00	5.63	5.66	5.46	5.32	5.70
Student activities		5.20	6.17	5.15	5.74	5.50	5.44	5.10	4.98	4.45	5.30
Student publications	5.43	5.40	5.60	5.03	5.69	6.08	5.02	4.98	4.88	4.77	5.29
Supplemental instructional centers/tutoring	5.86	5.82	5.22	5.95	5.89	6.15	5.67	5.56	5.62	5.22	5.70
Use of technology for instruction	6.05	5.87	6.15	5.56	6.21	5.79	5.47	5.68	5.81	6.07	5.87
Variety of courses offered	6.20	5.59	5.61	5.78	5.73	5.93	5.14	5.54	5.43	5.74	5.67

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

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