2013-14
Enrolled Student Survey Report

19th Annual Report

Institutional Research and Effectiveness
St. Petersburg College

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

Enrolled Student Survey Report Produced by

Department of Institutional Research and Effectiveness

Amy Eggers, M.A.
Research Analyst, Academic Effectiveness and Assessment

Robert Mohr, M.A.
Research Specialist, Academic Effectiveness and Assessment

Magaly Tymms, M.A.
Assessment Director, Academic Effectiveness and Assessment

Sabrina Crawford, M.A.
Executive Director, Institutional Research and Effectiveness

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Executive Summary

Introduction

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

Enrolled Student Survey

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

Student Demographic and Academic Information

The survey respondents had the following characteristics:

- Almost half (47%) were under the age of 25.
- Nearly two-thirds (65%) were female.
- Self-reported race/ethnicity was as follows: 65% White, 14% Black/Non-Hispanic, 11% Hispanic, 5% Other, 4% Asian/Pacific Islander, 1% American Indian, and less than 1% Alaskan Native.
- Over half (52%) graduated from high school or received their G.E.D. more than five years ago.
- Thirty-six percent have been enrolled at the College only one semester.
- Half (50%) have earned 15 or fewer credit hours at SPC.
- Almost all (98%) have access to a computer with Internet capabilities.
- Over eighty percent (85%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)" as their primary reason for enrolling at SPC.
- The majority (85%) are enrolled in a degree or certificate program.
- Forty-two (42%) percent are enrolled in the AA program and thirty-five (35%) in an AS/AAS program.
- The majority of survey respondents (73%) preferred to take most of their classes during the week.
- More than half (57%) are enrolled full-time and taking classes primarily for credit.
- Almost three-quarters (70%) 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 0.9 spread on the 7-point scale, with ratings ranging from 6.6 for "Overall quality of the educational programs" to 5.7 for "Student Publications."

Those services ranked in the top five in terms of importance to students were:
   □ Overall quality of the educational programs (6.6),

□ Personal safety and security (6.6),
□ First choice of classes (6.6),
□ Convenience of times courses are offered (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 (5.7),
□ Student activities (5.7),
□ New student orientation (5.8),
□ Official mailings received from the college (5.8), and
□ Registering in-person (5.9).

Four of the five services listed above 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 1.0 spread among all satisfaction scores, ranging from 6.2 for "Library" to 5.2 for "Food services."

Services that were ranked in the top five in terms of satisfaction were:
□ Library (6.2),
□ Personal safety and security (6.2),
□ Out-of-class computers (6.1),
□ Facilities (6.0), and
□ Overall quality of the educational programs (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 (5.2),
□ Parking (5.4),
□ New student orientation (5.4),
□ Academic Advising (5.4), and
□ Student publications (5.4).

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 (-0.2),
□ Library (-0.2),
□ Student publications (-0.2),
□ Student activities (-0.3), and
□ Business office (-0.3).

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

- ☐ Parking (-1.0), and
- ☐ Convenience of times courses are offered (-1.0).

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

Usage of Student and Academic Services

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

The top five services indicating the highest usage percentages were:

- ☐ Bookstore (95.4%),
- ☐ Overall quality of the educational programs (95.3%),
- ☐ Academic advising (94.8%),
- ☐ First choice of classes (94.3%), and
- ☐ Variety of courses offered (93.9%).

The lowest five included:

- ☐ Specialized academic support services (51.7%),
- ☐ Student publications (56.3%),
- ☐ Career Development Center resources (57.3%),
- ☐ Career counseling (57.5%), and
- ☐ Career assessment (58.1%).

Satisfaction Mean Differences

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

- ☐ Food services (+0.5),
- ☐ Career counseling (+0.4)
- ☐ Student activities (+0.4),
- ☐ Student publications (+0.3), and
- ☐ Registering in-person (+0.3).

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

- ☐ Registering online (-0.1),
- ☐ Out-of-class access to computers (< -0.1), and
- ☐ Other online student services (< -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

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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) 14 organizational units comprising 33 academic programs (lower division); (ii) 9 Colleges and Schools comprising 22 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/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, Community College Survey of Student Engagement (CCSSE), and the Survey of Entering Student Engagement (SENSE). Administrative and educational support services are evaluated annually. Results of college-wide student surveys are further refined and augmented through additional departmental-specific assessments.
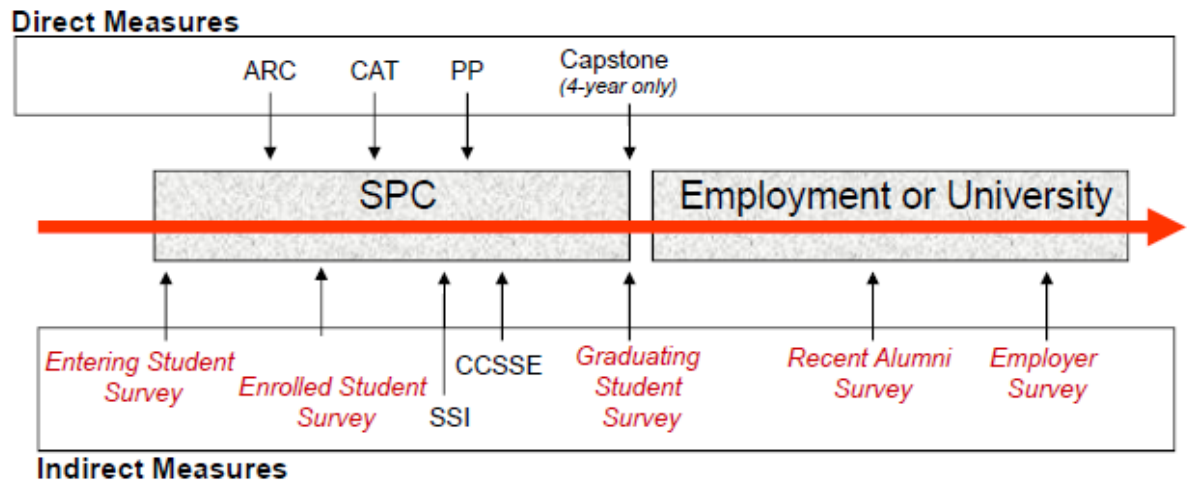
Figure 1: Student Assessment Points

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 19th annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 14 through November 4, 2013. To facilitate the planning process and minimize disruption in the classroom, the 2013-14 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 sixteen-hundred students (1,552) responded to the request to participate in the survey process and help improve the College.

The ENSS survey asked students to provide demographic and academic information. Then students were asked to rate the importance and their level of satisfaction with the College's academic and student support services. The ratings used to gauge Importance are on a 7-point scale with (7) "Very important" being the highest possible rating and (1) "Not important" the lowest. Likewise, a 7-point scale was used to measure the level of Satisfaction with (7) "Very satisfied" being the highest rating and (1) "Not satisfied" the lowest possible rating.

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

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

Each academic and student service should achieve:

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

Thirty-two 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 St. Petersburg-Gibbs campus was selected by 22% of the students, followed by Clearwater (18%), Seminole (17%) and Tarpon Springs (17%).

Table 1
Survey Distribution by Reporting Campus (n=1541)

Select the campus where you are receiving most of your services.	N	%
Allstate Center	14	1
Clearwater	280	18
eCampus	236	15
EpiCenter	15	1
Health Center	62	4
Seminole	264	17
SPC Downtown	66	4
SPC Mid-town	7	<1
St. Pete-Gibbs	334	22
Tarpon Springs	263	17

Student Demographic and Academic Information

The demographic profile and academic background of the 1,552 survey respondents (N) to the Enrolled Student Survey are summarized in the following narrative, tables, and charts.

Age
The largest age category for survey participants was "19 and under" (30%), followed by "20 – 24" (17%). Forty-seven percent of respondents were under the age of 25.

Table 2
Age (n=1539)

Select your age category.	N	%
19 and under	467	30
20 – 24	255	17
25 – 29	155	10
30 - 39	249	16
40 - 49	211	14
50 - 59	161	10
60 and over	41	3

Gender
Nearly two-thirds (65%) of the survey respondents were female.

Table 3
Gender (n=1532)

Select your gender.	N	%
Female	999	65
Male	533	35

Ethnicity

Almost two-thirds (65%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic (14%) and Hispanic (11%).

Table 4
Ethnicity (n=1541)

Select your ethnicity.	N	%
Alaskan Native	2	<1
American Indian	13	1
Asian/Pacific Islander	57	4
Black/Non-Hispanic	213	14
Hispanic	170	11
White	1005	65
Other	81	5

Time since High School

Over half of survey respondents (52%) graduated from high school or received their G.E.D. more than five years ago.

Table 5
Time since High School (n=1520)

How long has it been since you graduated from high school or received your G.E.D.?	N	%
Less than 1 year ago	414	27
1 - 3 years ago	222	15
4 - 5 years ago	87	6
More than 5 years ago	797	52

Number of Semester Hours

Thirty-six percent of survey respondents have been enrolled at the College only one semester, while more than half (58%) have been enrolled fewer than four semesters.

Table 6
Number of Semesters (n=1518)

How many semesters have you been enrolled at SPC?	N	%
1	554	36
2	124	8
3	209	14
4	156	10
5	99	7
6 or more	376	25

Number of Credits Received

Half (50%) of the survey respondents have earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=1509)

Number of credits you have earned at SPC?	N	%
0 - 15	755	50
16 - 30	220	15
31 - 45	200	13
Over 45	334	22

Internet Access

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

Table 8
Internet Access (n=1501)

Do you have access to a computer with Internet capabilities?		
	N	%
No	29	2
Yes	1472	98

Enrollment Reasons

A majority (85%) 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=1518)

What is the primary reason you enrolled at SPC?		
	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	1295	85
To take courses for a new career	96	6
To upgrade job skills	30	2
For personal enrichment	41	3
Other, please specify	56	4

Enrollment

Over eighty percent (85%) of survey respondents are enrolled in a degree or certificate program.

Table 10
Enrollment (n=1531)

Are you enrolled in a degree or certificate program?	N	%
Yes	1298	85
No	233	15

Degree/Certificate Program

Forty-two percent of survey respondents are enrolled in the Associate in Arts program at SPC, and thirty-five percent are enrolled in an Associate in Science or Applied Science program.

Table 11
Degree Type (n=1292)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	547	42
Associate in Science/Associate in Applied Science Degree	455	35
Baccalaureate Degree (SPC)	250	19
Baccalaureate Degree (University Partnership Center)	8	1
Certificate or Technical Diploma	27	2
Graduate Degree (University Partnership Center)	5	<1

Class Time Preference

Almost three-fourths of survey respondents (73%) would prefer to take most of their classes during the week, while over one-quarter (27%) would prefer to take most of their classes online.

Table 12
Class Time Preference (n=1507)

When would you prefer to take most of your classes?	N	%
Online	402	27
Weekday mornings	598	40
Weekday evenings	233	15
Weekday afternoons	267	18
Weekends	7	<1

Enrollment Status

More than half of survey respondents (57%) are taking classes primarily for credit and are enrolled full-time.

Table 13
Enrollment Status (n=1503)

What is your enrollment status?	N	%
Primarily for credit and full-time	863	57
Primarily for credit and part-time	604	40
Primarily not for credit	36	2

Working Status

Almost three-quarters of survey respondents (70%) indicated that they are working while attending the College.

Table 14
Working Status (n=1507)

How many hours are you working while attending SPC?	N	%
Not working	456	30
Working 15 or fewer hours per week	186	12
Working 16 to 30 hours per week	325	22
Working 31 to 39 hours per week	155	10
Working 40 or more hours per week	385	26

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 0.9 spread on the 7-point importance scale, with ratings ranging from 6.6 for "Overall quality of the educational programs" to 5.7 for "Student publications."

The top five ranked services in terms of importance to students were: "Overall quality of the educational programs" with the highest mean (6.6), "Personal safety and security" (6.6), "First choice of classes" (6.6), "Convenience of times courses are offered" (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" (5.7), "Student activities" (5.7), "New student orientation" (5.8), "Official mailings received from the College" (5.8), and "Registering in-person" (5.9). Four of the five services were the same services rated in the lowest five last year.

Table 15

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you. [Top five and bottom five mean scores are highlighted.]	N	Mean
Overall quality of the educational programs	1314	6.61
Personal safety and security	1216	6.58
First choice of classes	1310	6.58
Convenience of times courses are offered	1285	6.57
Variety of courses offered	1302	6.55
Overall educational support services	1209	6.49
Other online student services	1305	6.48
Overall student support services	1242	6.48
Out-of-class access to computers	1076	6.45
Facilities	1194	6.43
Library	1228	6.42
Parking	1221	6.41
Scholarships and Student Financial Assistance Office	1119	6.40
Registration Center	1034	6.36
Academic advising	1360	6.36
Use of technology for instruction	1246	6.36
Registering online	1252	6.34
Supplemental instructional centers/tutoring	968	6.33
Bookstore	1368	6.25
General information about programs & services	1245	6.18
Specialized academic support services	711	6.17
Career counseling	821	6.12
Application/admission process	1286	6.11
Career Development Center resources	820	6.08
Career assessment	827	6.01
SPC OneCard Refund Process	1041	5.97
Initial testing for placement in courses	1066	5.94
Business Office	991	5.91
Food services	924	5.90
Registering in-person	953	5.85
Official mailings received from the College	1155	5.79
New student orientation	977	5.79
Student activities	839	5.74
Student publications	792	5.67

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 1.0 spread among all satisfaction scores, ranging from "Library" (6.2) to "Food services" (5.2).

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

The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.2), "Parking" (5.4), "New student orientation" (5.4), "Academic advising" (5.4), and "Student publications" (5.4). 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
Library	1228	6.24
Personal safety and security	1216	6.22
Out-of-class access to computers	1076	6.11
Facilities	1194	6.04
Overall quality of the educational programs	1314	5.93
Use of technology for instruction	1246	5.86
Other online student services	1305	5.85
Supplemental instructional centers/tutoring	968	5.83
Overall educational support services	1209	5.83
Overall student support services	1242	5.81
Registering online	1252	5.81
Specialized academic support services	711	5.80
First choice of classes	1310	5.76
Registration Center	1034	5.75
Variety of courses offered	1302	5.70
Career Development Center resources	820	5.68
Official mailings received from the College	1155	5.63
Application/admission process	1286	5.63
Business Office	991	5.63
General information about programs & services	1245	5.60
Bookstore	1368	5.59
Career assessment	827	5.57
Registering in-person	953	5.56
Convenience of times courses are offered	1285	5.55
Initial testing for placement in courses	1066	5.53
Career counseling	821	5.52
Scholarships and Student Financial Assistance Office	1119	5.52
Student activities	839	5.47
SPC OneCard Refund Process	1041	5.45
Student publications	792	5.44
Academic advising	1360	5.43
New student orientation	977	5.41
Parking	1221	5.38
Food services	924	5.18

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" (-0.2), "Library" (-0.2), "Student Publications" (-0.2), "Student Activities" (-0.3), and "Business Office" (-0.3).

Last year, four academic and student support services had performance gaps lower than -1.00. This year two academic and student support services had performance gaps lower than -1.00. These were: "Parking" (-1.0) and "Convenience of times courses are offered" (-1.0). 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 *[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]*				
	N	Importance	Satisfaction	Gap
Official mailings received from the College	1155	5.79	5.63	-0.16
Library	1228	6.42	6.24	-0.18
Student publications	792	5.67	5.44	-0.22
Student activities	839	5.74	5.47	-0.27
Business Office	991	5.91	5.63	-0.28
Registering in-person	953	5.85	5.56	-0.29
Out-of-class access to computers	1076	6.45	6.11	-0.35
Personal safety and security	1216	6.58	6.22	-0.36
Specialized academic support services	711	6.17	5.80	-0.36
New student orientation	977	5.79	5.41	-0.38
Facilities	1194	6.43	6.04	-0.39
Career Development Center resources	820	6.08	5.68	-0.40
Initial testing for placement in courses	1066	5.94	5.53	-0.41
Career assessment	827	6.01	5.57	-0.44
Application/admission process	1286	6.11	5.63	-0.48
Use of technology for instruction	1246	6.36	5.86	-0.49
Supplemental instructional centers/tutoring	968	6.33	5.83	-0.50
SPC OneCard Refund Process	1041	5.97	5.45	-0.52
Registering online	1252	6.34	5.81	-0.54
General information about programs & services	1245	6.18	5.60	-0.57
Career counseling	821	6.12	5.52	-0.60
Registration Center	1034	6.36	5.75	-0.61
Other online student services	1305	6.48	5.85	-0.63
Overall student support services	1242	6.48	5.81	-0.66
Overall educational support services	1209	6.49	5.83	-0.67
Bookstore	1368	6.25	5.59	-0.67
Overall quality of the educational programs	1314	6.61	5.93	-0.69
Food services	924	5.90	5.18	-0.72
First choice of classes	1310	6.58	5.76	-0.82
Variety of courses offered	1302	6.55	5.70	-0.84
Scholarships and Student Financial Assistance Office	1119	6.40	5.52	-0.88
Academic advising	1360	6.36	5.43	-0.93
Convenience of times courses are offered	1285	6.57	5.55	-1.02
Parking	1221	6.41	5.38	-1.03

Performance gap less than -1.
Note: data are displayed using two decimal places due to the proximity of the values.

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Usage of Student and Academic Services

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

Two services had a usage estimate greater than 95%. These services were "Bookstore" (95.4%) and "Overall quality of the educational programs" (95.3%). The three additional items making up the top five included: "Academic advising" (94.8%), "First choice of classes" (94.3%), and "Variety of courses offered" (93.9%). The five services that topped the list this year were the same ones listed in the top five last year.

The lowest five included "Specialized academic support services" (51.7%), "Student publications" (56.3%), "Career Development Center resources" (57.3%), "Career counseling" (57.5%), and "Career assessment" (58.1%). "Student publications" moved into the bottom five this year from its position last year. The usage estimates for all student and academic services are displayed in Table 18.

Table 18

Estimated Usage of Student Services [Top five and bottom five usage estimates are highlighted.]	Total Responses	N/A responses	Usage Estimate
Bookstore	1437	66	95.4%
Overall quality of the educational programs	1383	65	95.3%
Academic advising	1441	75	94.8%
First choice of classes	1389	79	94.3%
Variety of courses offered	1388	84	93.9%
Convenience of times courses are offered	1392	107	92.3%
Other online student services	1425	116	91.9%
Use of technology for instruction	1382	134	90.3%
Application/admission process	1445	147	89.8%
General information about programs & services	1410	163	88.4%
Overall student support services	1410	165	88.3%
Registering online	1430	174	87.8%
Overall educational support services	1384	173	87.5%
Parking	1405	180	87.2%
Personal safety and security	1408	189	86.6%
Library	1428	198	86.1%
Facilities	1403	206	85.3%
Official mailings received from the College	1413	250	82.3%
Scholarships and Student Financial Assistance Office	1442	321	77.7%
Out-of-class access to computers	1408	327	76.8%
Registration Center	1374	337	75.5%
Initial testing for placement in courses	1439	367	74.5%
SPC OneCard Refund Process	1436	388	73.0%
Supplemental instructional centers/tutoring	1387	417	69.9%
Business Office	1439	447	68.9%
New student orientation	1423	442	68.9%
Registering in-person	1424	470	67.0%
Food services	1414	488	65.5%
Student activities	1419	578	59.3%
Career assessment	1429	599	58.1%
Career counseling	1429	607	57.5%
Career Development Center resources	1430	610	57.3%
Student publications	1411	616	56.3%
Specialized academic support services	1382	667	51.7%

Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the 2009/10, 2010/11, 2011/12, 2012/13, and 2013/14 surveys, sorted in descending order by the 2013/14 means. Table 20 shows the mean differences between the 2012/13 and 2013/14 surveys, sorted in descending order by the mean differences.

Of the thirty-four service areas addressed in the survey, thirty-one items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Food services" (+0.5), "Career counseling" (+0.4), "Students activities" (+0.4), "Student publications" (+0.3), and "Registering in-person" (+0.3), as shown in Tables 19 and 20.

The services with the highest year-to-year decline in mean satisfaction scores were "Registering online" (-0.1), "Out-of-class access to computers (< -0.1) and "Other online student services" (< -0.1).

Table 19

History of Satisfaction Means	N=1878	N=3186	N=1901	N=1694	N=1552
	2009/10	2010/11	2011/12	2012/13	2013/14
Library	6.14	6.08	6.05	6.09	6.24
Personal safety and security	6.10	6.14	6.10	6.20	6.22
Out-of-class access to computers	6.05	5.98	6.10	6.13	6.11
Facilities	5.95	5.92	5.98	5.95	6.04
Overall quality of educational programs	5.85	5.97	5.94	5.85	5.93
Use of technology for instruction	5.90	5.86	5.84	5.84	5.86
Other Online Student Services	5.83	5.96	5.90	5.86	5.85
Supplemental Instructional Centers/Tutoring	5.73	5.66	5.70	5.66	5.83
Overall educational support services	6.00	5.84	5.81	5.77	5.83
Overall student support services	5.66	5.65	5.70	5.64	5.81
Registering Online	5.71	5.85	5.87	5.89	5.81
Specialized academic support services	5.56	5.63	5.74	5.65	5.80
First choice of classes	5.77	5.76	5.67	5.73	5.76
Registration Center	5.32	5.53	5.52	5.62	5.75
Variety of courses offered	5.62	5.67	5.65	5.59	5.70
Career Development Center resources	5.36	5.41	5.48	5.41	5.68
Official mailings received from the College	5.48	5.58	5.59	5.60	5.63
Application/admission process	5.33	5.49	5.54	5.51	5.63
Business office	5.31	5.45	5.45	5.53	5.63
General information about programs and services	5.45	5.48	5.51	5.49	5.60
Bookstore	5.24	5.15	5.23	5.27	5.59
Career assessment	5.31	5.35	5.38	5.28	5.57
Registering in-person	5.10	5.27	5.33	5.22	5.56
Convenience of times courses are offered	5.65	5.61	5.52	5.53	5.55
Initial testing for placement in courses	5.41	5.50	5.50	5.42	5.53
Career counseling	5.18	5.20	5.31	5.09	5.52
Scholarships and Student Financial Assistance Office	4.84	5.27	5.32	5.34	5.52
Student activities	5.06	5.11	5.27	5.10	5.47
SPC OneCard Refund Process	5.32	5.50	5.58	5.36	5.45
Student publications	5.21	5.25	5.27	5.10	5.44
Academic advising	4.98	5.10	5.21	5.10	5.43
New student orientation	5.19	5.23	5.35	5.26	5.41
Parking	5.09	4.98	5.04	5.24	5.38
Food services	5.23	4.94	5.02	4.70	5.18

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=1694	N=1552	Difference
	2012/13	2013/14	
Food services	4.70	5.18	0.48
Career counseling	5.09	5.52	0.43
Student activities	5.10	5.47	0.37
Student publications	5.10	5.44	0.34
Registering in-person	5.22	5.56	0.34
Academic advising	5.10	5.43	0.33
Bookstore	5.27	5.59	0.32
Career assessment	5.28	5.57	0.29
Career Development Center resources	5.41	5.68	0.27
Scholarships and Student Financial Assistance Office	5.34	5.52	0.18
Overall student support services	5.64	5.81	0.17
Supplemental Instructional Centers/Tutoring	5.66	5.83	0.17
Library	6.09	6.24	0.15
New student orientation	5.26	5.41	0.15
Specialized academic support services	5.65	5.80	0.15
Parking	5.24	5.38	0.14
Registration Center	5.62	5.75	0.13
Application/admission process	5.51	5.63	0.12
Initial testing for placement in courses	5.42	5.53	0.11
Variety of courses offered	5.59	5.70	0.11
General information about programs and services	5.49	5.60	0.11
Business office	5.53	5.63	0.10
Facilities	5.95	6.04	0.09
SPC OneCard Refund Process	5.36	5.45	0.09
Overall quality of educational programs	5.85	5.93	0.08
Overall educational support services	5.77	5.83	0.06
Official mailings received from the College	5.60	5.63	0.03
First choice of classes	5.73	5.76	0.03
Use of technology for instruction	5.84	5.86	0.02
Convenience of times courses are offered	5.53	5.55	0.02
Personal safety and security	6.20	6.22	0.02
Other Online Student Services	5.86	5.85	-0.01
Out-of-class access to computers	6.13	6.11	-0.02
Registering Online	5.89	5.81	-0.08

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, "Career Development Center resources" had the lowest performance gap at the Allstate Center (-1.7) and received a Performance Gap Priority ranking of 1. "Career assessment" had the second lowest performance gap at the Allstate Center (-1.6) 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 six of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Career Development Center resources" (-1.7), followed by "Career Assessment" (-1.6), and "Career Counseling" (-1.5), as shown in Table 21. Figure 2 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 21

Performance Gaps Less Than -1: Allstate Center	N	Importance	Satisfaction	Gap
Career Development Center resources	7	6.43	4.71	-1.71
Career Assessment	7	6.29	4.71	-1.57
Career Counseling	6	6.17	4.67	-1.50
Bookstore	13	6.31	4.92	-1.38
Parking	10	6.40	5.20	-1.20
Scholarships and Student Financial Assistance Office	9	6.56	5.44	-1.11

*Note: data are displayed using two decimal places due to the proximity of the values.*
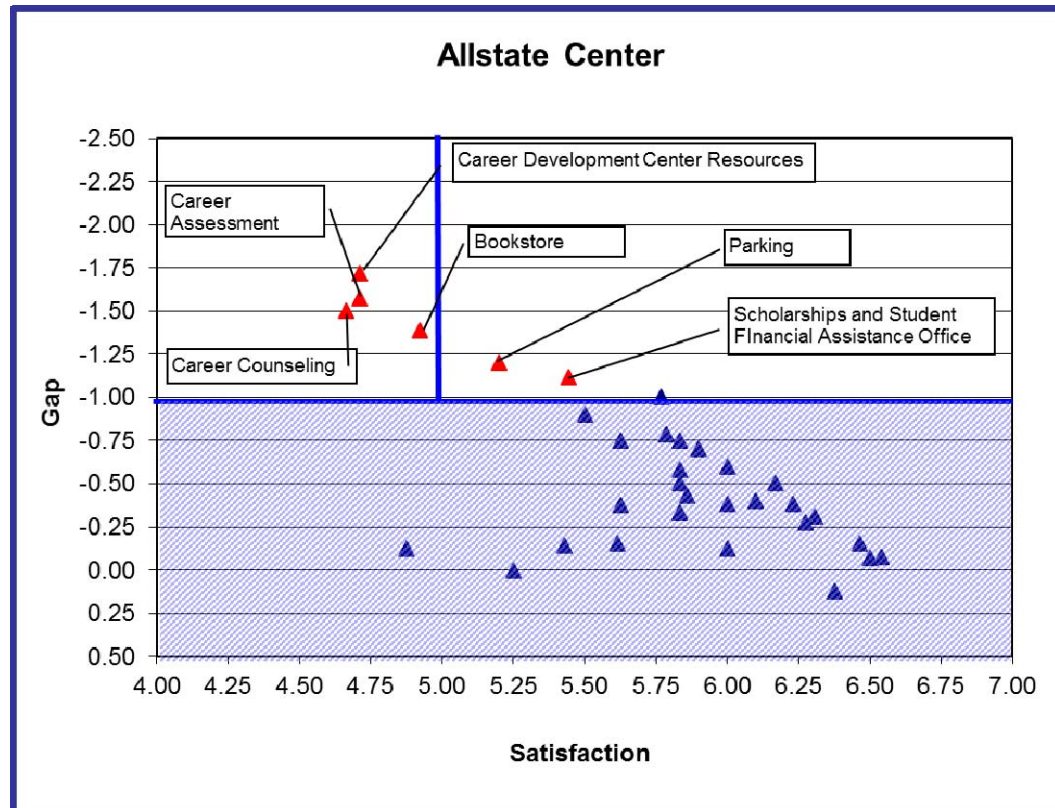
Figure 2: Allstate Center Performance Gap and Satisfaction Ratings

Clearwater Campus

The Clearwater campus had six of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Convenience of times courses are offered" (-1.5), followed by "Parking" (-1.3), and "Academic Advising" (-1.2), as shown in Table 22. Figure 3 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 22

Performance Gaps Less Than -1: Clearwater Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	241	6.70	5.17	-1.52
Parking	249	6.43	5.15	-1.29
Academic Advising	250	6.44	5.23	-1.21
Variety of courses offered	234	6.61	5.47	-1.14
First choice of classes	240	6.66	5.55	-1.10
Scholarships and Student Financial Assistance Office	200	6.30	5.20	-1.10

Note: data are displayed using two decimal places due to the proximity of the values.
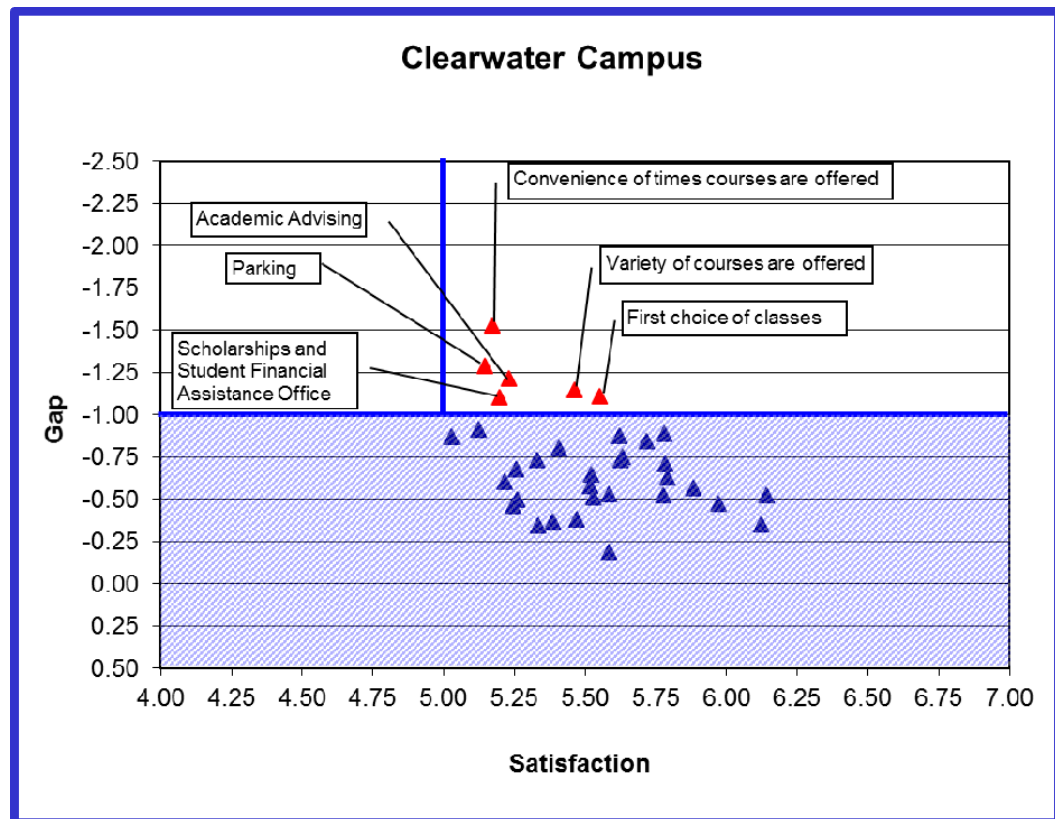
Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings

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eCampus

ECampus had one of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Academic Advising" (-1.2), as shown in Table 23. Figure 4 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 23

Performance Gaps Less Than -1: eCampus	N	Importance	Satisfaction	Gap
Academic Advising	202	6.44	5.25	-1.19

Note: data are displayed using two decimal places due to the proximity of the values.
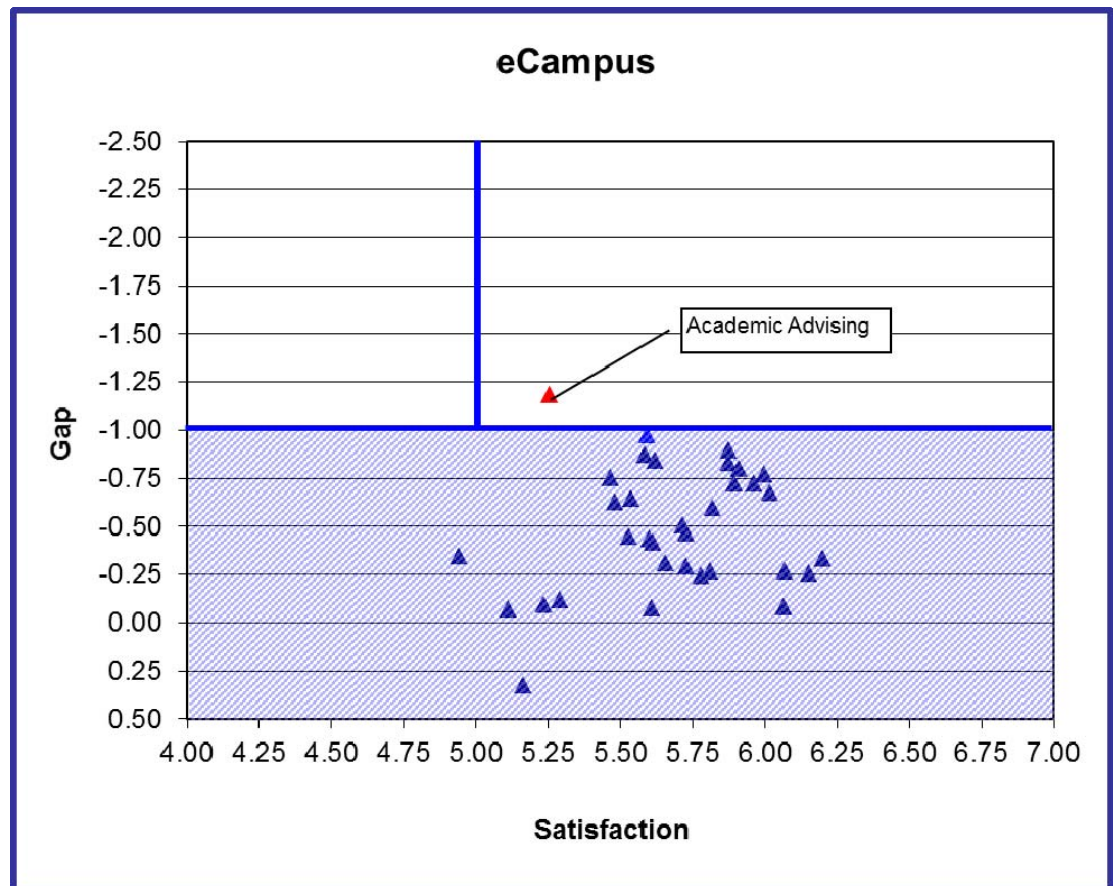
Figure 4: eCampus Performance Gap and Satisfaction Ratings

EpiCenter

The EpiCenter had fifteen of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "New student orientation" (-2.3), followed by "Convenience of times courses are offered" (-2.0) and the "First choice of classes" (-1.9), as shown in Table 24. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

Performance Gaps Less Than -1: EpiCenter	N	Importance	Satisfaction	Gap
New student orientation	6	6.33	4.00	-2.33
Convenience of times courses are offered	12	6.67	4.67	-2.00
First choice of classes	13	6.69	4.77	-1.92
Variety of courses offered	13	6.77	5.15	-1.62
Bookstore	12	6.58	5.00	-1.58
Student activities	7	6.57	5.00	-1.57
Academic advising	14	6.43	5.00	-1.43
Student publications	7	6.43	5.00	-1.43
Registering online	12	6.50	5.17	-1.33
Food services	7	6.14	4.86	-1.29
Overall quality of the educational programs	14	6.93	5.64	-1.29
Supplemental instructional centers/tutoring	7	6.43	5.14	-1.29
Overall student support services	13	6.62	5.38	-1.23
Use of technology for instruction	14	6.86	5.64	-1.21
Overall educational support services	13	6.69	5.54	-1.15

Note: data are displayed using two decimal places due to the proximity of the values.
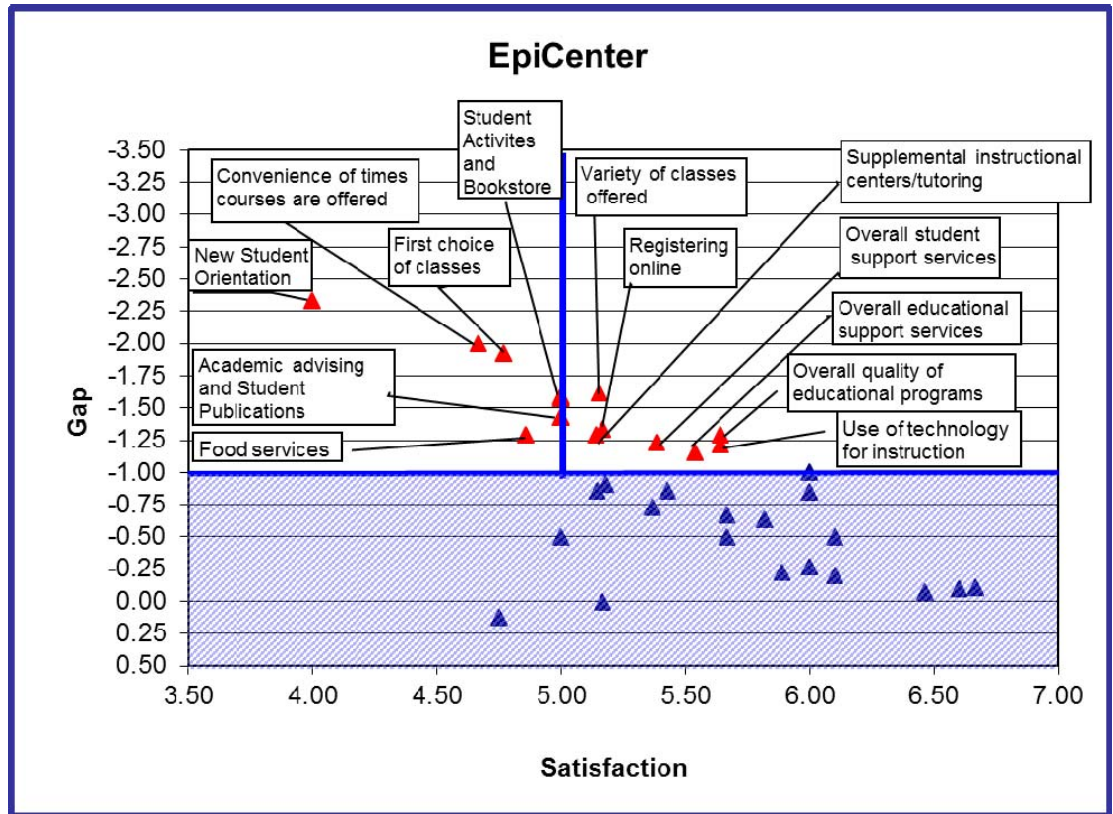
Figure 5: EpiCenter Performance Gap and Satisfaction Ratings

Health Education Center

The Health Education Center had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Food Services" (-2.8), followed by "Convenience of times courses are offered" (-1.3), and "Parking" (-1.3), as shown in Table 25. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

Performance Gaps Less Than -1: Health Education Center	N	Importance	Satisfaction	Gap
Food services	37	5.70	2.86	-2.84
Convenience of times courses are offered	50	6.66	5.36	-1.30
Parking	52	6.56	5.29	-1.27
Overall quality of the educational programs	55	6.73	5.56	-1.16
General information about programs & services	49	6.45	5.43	-1.02

Note: data are displayed using two decimal places due to the proximity of the values.
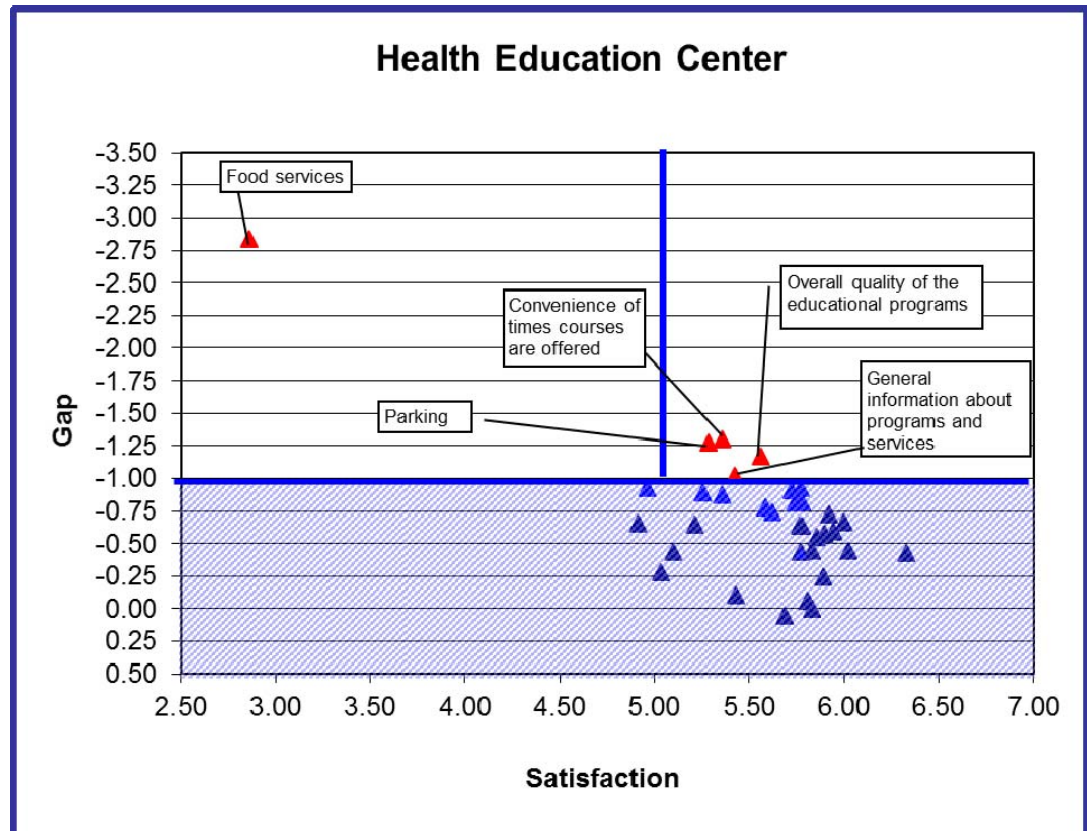
Figure 6: Health Education Center Performance Gap and Satisfaction Ratings

SPC Downtown

SPC Downtown had one of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was "Parking" (-1.7), as shown in Table 26. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Downtown	N	Importance	Satisfaction	Gap
Parking	47	6.60	4.94	-1.66

Note: data are displayed using two decimal places due to the proximity of the values.
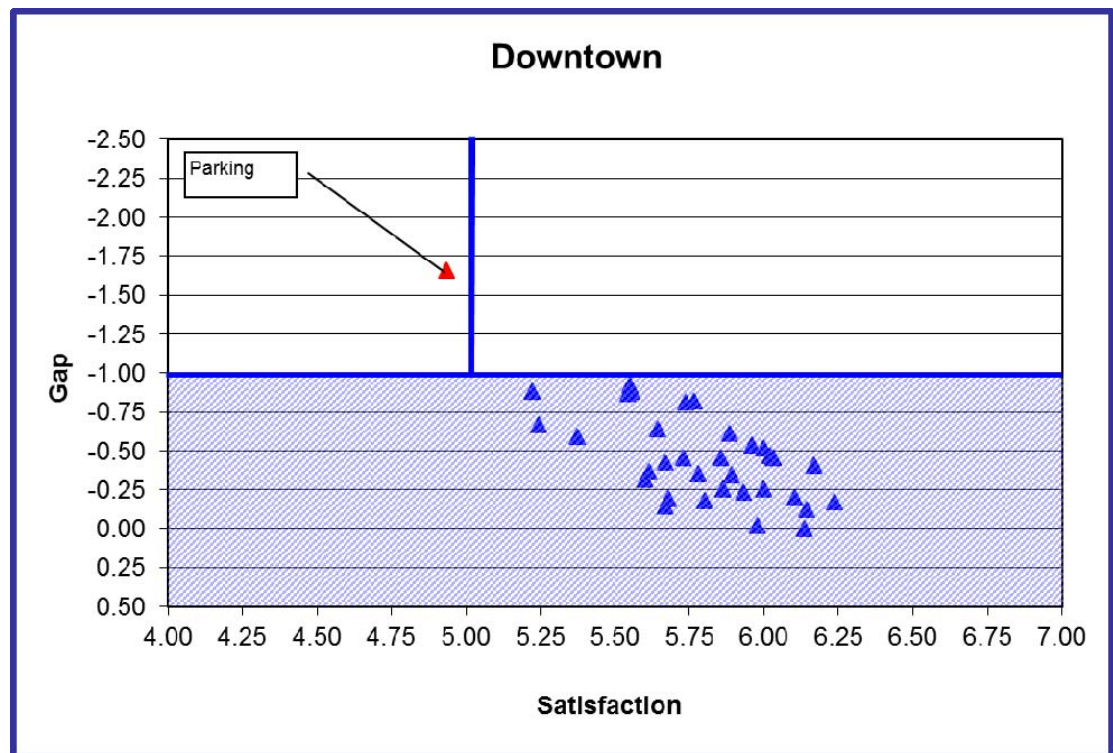
Figure 7: Downtown Performance Gap and Satisfaction Ratings

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.
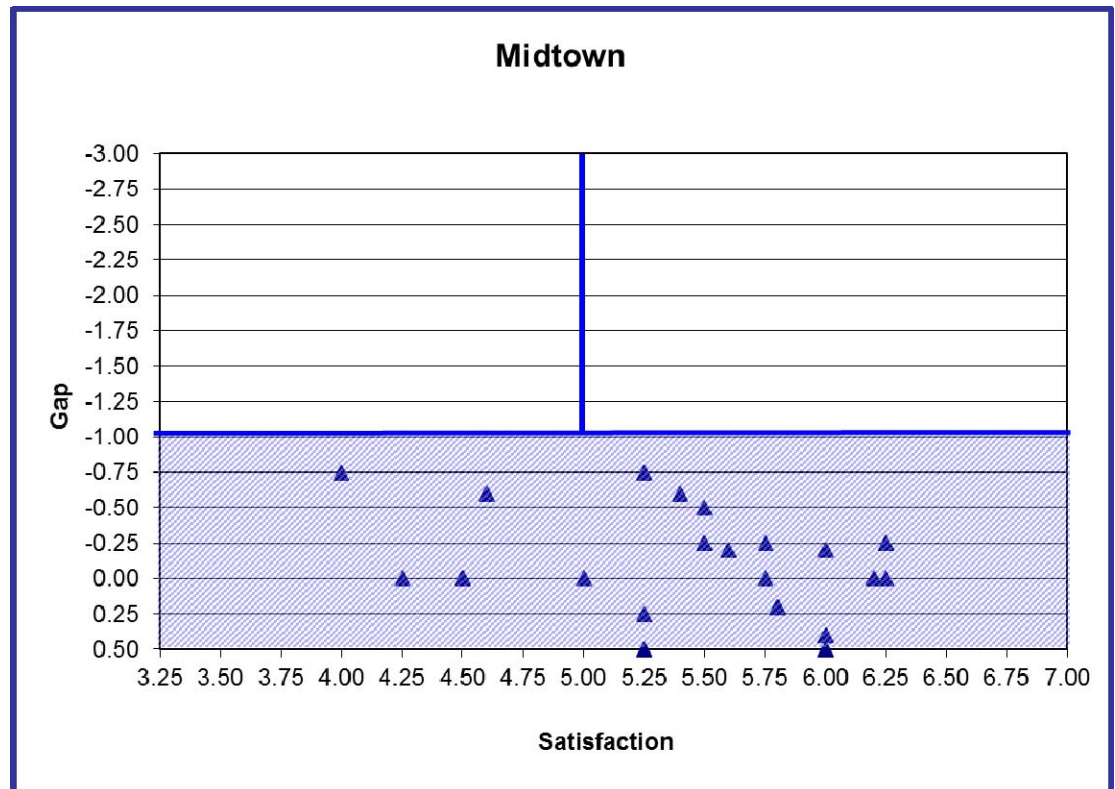
Figure 8: Midtown Performance Gap and Satisfaction Ratings

Seminole Campus

The Seminole Campus had no academic and student support services with Performance Gaps less than negative one. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.
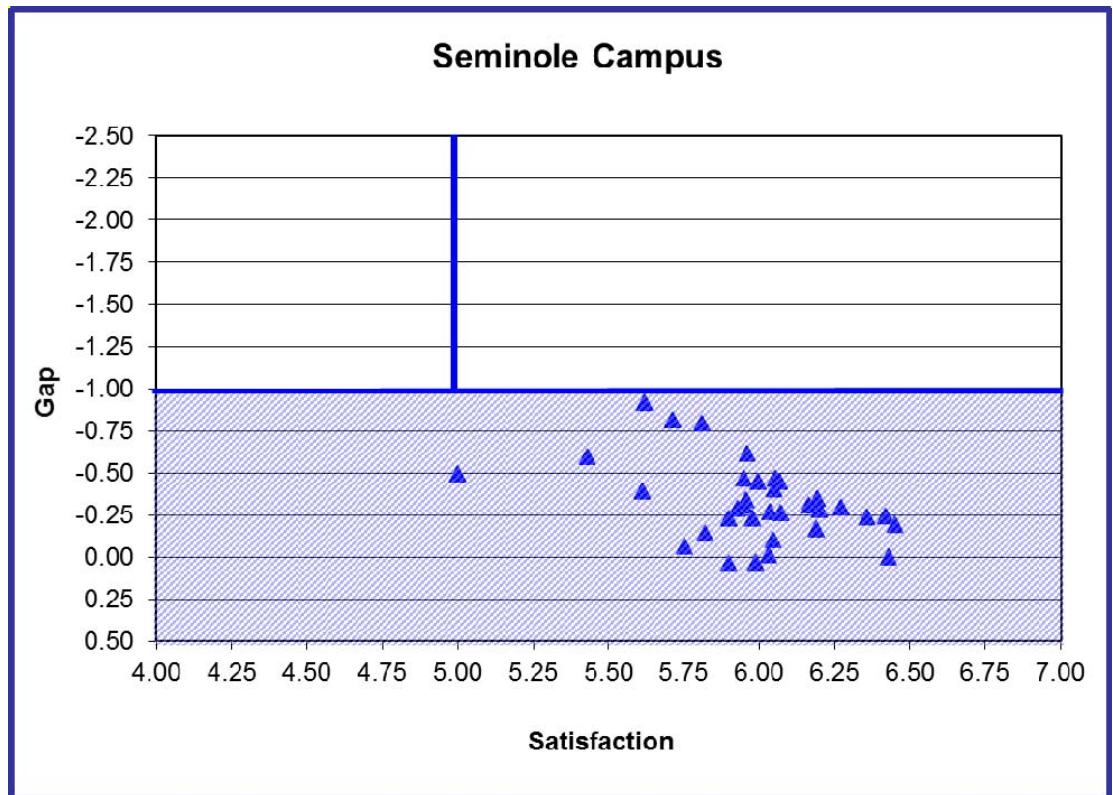
Figure 9: Seminole Campus Performance Gap and Satisfaction Ratings

St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-1.1), followed by "Scholarships and Student Financial Assistance Office" (-1.0) and "Academic Advising" (-1.0), as shown in Table 27. Figure 10 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: St. Pete/Gibbs Campus	N	Importance	Satisfaction	Gap
Parking	264	6.41	5.30	-1.10
Scholarships and Student Financial Assistance Office	257	6.50	5.46	-1.04
Academic advising	290	6.40	5.38	-1.02

Note: data are displayed using two decimal places due to the proximity of the values.
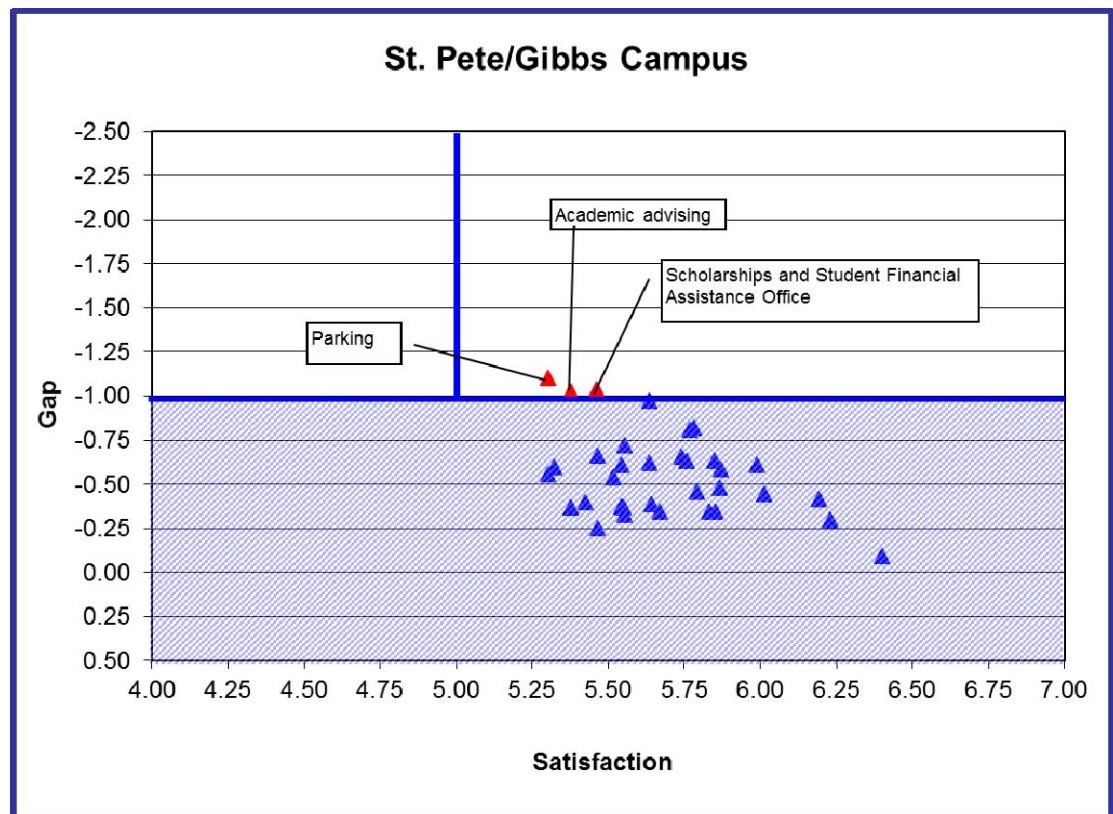
Figure 10: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings

Tarpon Springs Campus

The Tarpon Springs Campus had one of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-1.0), 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
Parking	232	6.33	5.30	-1.03

Note: data are displayed using two decimal places due to the proximity of the values.
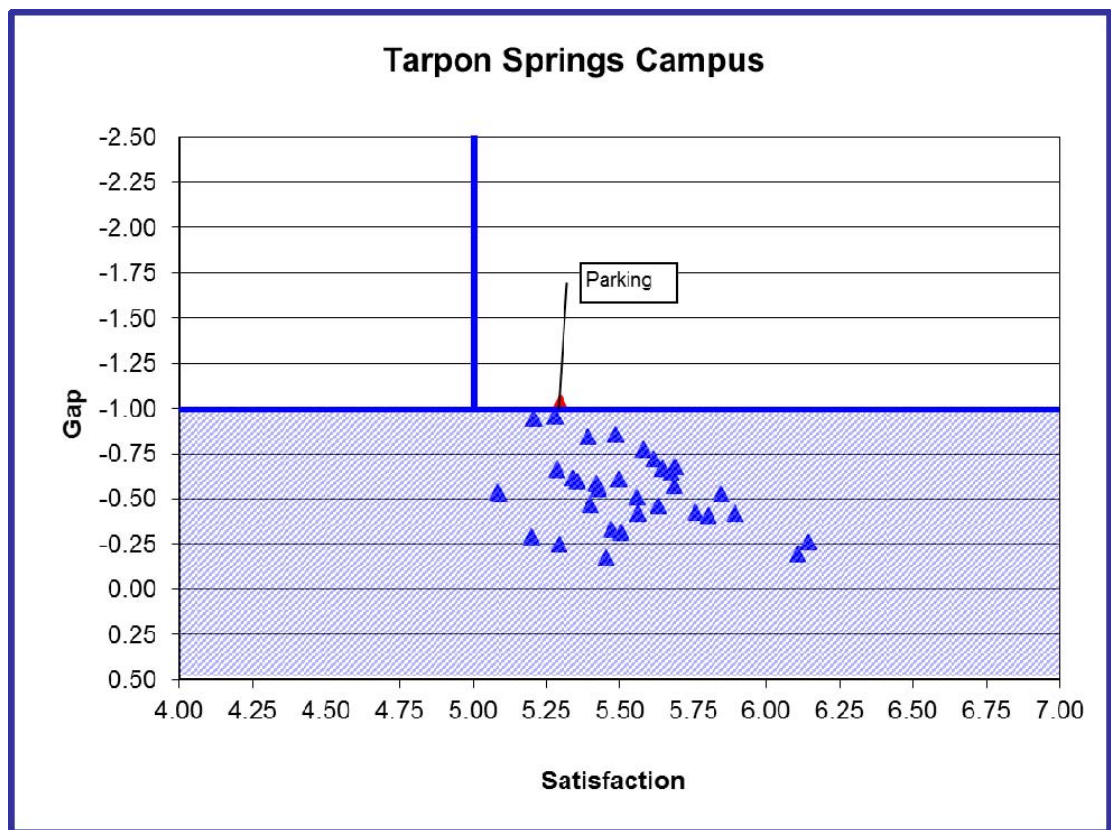
Figure 11: Tarpon Springs Campus Performance Gap and Satisfaction Ratings

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: "Overall quality of the educational programs" (6.6), "Personal safety and security" (6.6), "First choice of classes" (6.6), "Convenience of times courses are offered" (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" (5.7), "Student activities" (5.7), "New student orientation" (5.8), "Official mailings received from the college" (5.8), and "Registering in-person" (5.9). Four of the five services 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 "Library" (6.2), "Personal safety and security" (6.2), "Out-of-class access to computers" (6.1), "Facilities" (6.0), and "Overall quality of the educational programs" (5.9). Four of these top five services were a part of last year's top five services with "Overall quality of the educational programs" replacing "Registering online" this year. The five student/academic services with the lowest satisfaction ratings were "Food services" (5.2), "Parking" (5.4), "New student orientation" (5.4), "Academic advising" (5.4), and "Student publications" (5.4). 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" (-0.2), "Library" (-0.2), "Student publications" (-0.2), "Student activities" (-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. Two academic and student

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support services had performance gaps lower than -1.00. They were: "Parking" (-1.0) and "Convenience of times courses are offered" (-1.0).

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 number of students responding to the satisfaction scale for a student or academic service by the total number of non-blank responses (including N/A responses). The top five services indicating the highest usage percentages included "Bookstore" (95.4%), "Overall quality of the educational programs" (95.3%), "Academic advising" (94.8%), "First choice of classes" (94.3%), and "Variety of courses offered" (93.9%). Last year, there was one service with usage of more than 95%. This year, "Bookstore" and "Overall quality of educational programs" were the only services with a usage rate higher than 95%. The lowest five included "Specialized academic support services" (51.7%), "Student publications" (56.3%), "Career Development Center resources" (57.3%), "Career counseling" (57.5%), and "Career assessment" (58.1%).

Satisfaction Mean Differences
Of the thirty-four service areas addressed in the survey, thirty-one items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Food Services" (+0.5), "Career counseling (+0.4), "Student activities" (+0.4), "Student publications" (+0.3), and "Registering in-person" (+0.3).

The services with the highest year-to-year decline in mean satisfaction scores were "Registering online" (-0.1), "Out-of-class access to computers (< -0.1) and "Other online student services" (< -0.1).

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

Contact Information

Please address any questions or comments regarding this evaluation to:

Sabrina Crawford, M.A.
Executive Director, Institutional Research and Effectiveness
St. Petersburg College, P.O. Box 13489, St. Petersburg, FL 33733
(727) 341-3118
crawford.sabrina@spcollege.edu

Appendix A: Enrolled Student Survey

Enrolled Student Survey 2013

In order to assist us in determining how we might improve the academic and student support services of the College, we are requesting your input.

Please take a few minutes to complete this survey and provide us your opinion regarding how well we are meeting your needs. Please respond to the survey only once per year.

Individual responses will remain confidential and only aggregate information will be used for reporting purposes.

This survey should only take approximately 10-15 minutes to complete.

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

Enrolled Student Survey 2013

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

Demographics (Continued)

Enrolled Student Survey 2013

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

Demographics (Continued)

Enrolled Student Survey 2013

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).

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

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.

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16. Application/admission process

	1	2	3	4	5	6	7	N/A
Importance of Application/admission process *(1 - Not Important to 7 - Very Important)*	◯	◯	◯	◯	◯	◯	◯	◯
Satisfaction with Application/admission process *(1 - Not Satisfied to 7 - Very Satisfied)*	◯	◯	◯	◯	◯	◯	◯	◯

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

	1	2	3	4	5	6	7	N/A
Importance of Academic advising *(1 - Not Important to 7 - Very Important)*	◯	◯	◯	◯	◯	◯	◯	◯
Satisfaction with Academic advising *(1 - Not Satisfied to 7 - Very Satisfied)*	◯	◯	◯	◯	◯	◯	◯	◯

18. Scholarships and Student Financial Assistance Office

	1	2	3	4	5	6	7	N/A
Importance of Scholarships and Student Financial Assistance Office *(1 - Not Important to 7 - Very Important)*	◯	◯	◯	◯	◯	◯	◯	◯
Satisfaction with Scholarships and Student Financial Assistance Office *(1 - Not Satisfied to 7 - Very Satisfied)*	◯	◯	◯	◯	◯	◯	◯	◯

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19. SPC OneCard Refund Process

	1	2	3	4	5	6	7	N/A
Importance of SPC OneCard Refund Process *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with SPC OneCard Refund Process *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

20. Business Office

	1	2	3	4	5	6	7	N/A
Importance of Business Office *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with Business Office *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

21. Initial testing for placement in courses

	1	2	3	4	5	6	7	N/A
Importance of Initial testing for placement in courses *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with Initial testing for placement in courses *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

22. Bookstore

	1	2	3	4	5	6	7	N/A
Importance of Bookstore *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with Bookstore *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

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23. Library

	1	2	3	4	5	6	7	N/A
Importance of Library (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Library (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

	1	2	3	4	5	6	7	N/A
Importance of Career Development Center resources (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Career Development Center resources (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

25. Career assessment

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

26. Career counseling

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

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.

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27. Registering in-person

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

28. Registering online

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

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

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

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

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

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31. New student orientation

	1	2	3	4	5	6	7	N/A
Importance of New student orientation (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with New student orientation (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

32. Official mailings received from the College

	1	2	3	4	5	6	7	N/A
Importance of Official mailings received from the College (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Official mailings received from the College (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

33. General information about programs & services

	1	2	3	4	5	6	7	N/A
Importance of General information about programs & services (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with General information about programs & services (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

	1	2	3	4	5	6	7	N/A
Importance of Food services (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Food services (1 - Not Satisfied to 7 - Very Satisfied))	○	○	○	○	○	○	○	○

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35. Student publications

	1	2	3	4	5	6	7	N/A
Importance of Student publications (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Student publications (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

36. Facilities

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

37. Parking

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

38. Personal safety and security

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

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39. Out-of-class access to computers

	1	2	3	4	5	6	7	N/A
Importance of Out-of-class access to computers (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Out-of-class access to computers (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

40. Overall student support services

	1	2	3	4	5	6	7	N/A
Importance of Overall student support services (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Overall student support services (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

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

	1	2	3	4	5	6	7	N/A
Importance of Specialized academic support services (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Specialized academic support services (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

	1	2	3	4	5	6	7	N/A
Importance of Supplemental instructional centers/tutoring (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Supplemental instructional centers/tutoring (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

43. Variety of courses offered

	1	2	3	4	5	6	7	N/A
Importance of Variety of courses offered (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Variety of courses offered (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

	1	2	3	4	5	6	7	N/A
Importance of Ability to enroll in your "first choice" of classes (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Ability to enroll in your "first choice" of classes (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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45. Convenience of times courses are offered

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

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

46. Registration Center

	1	2	3	4	5	6	7	N/A
Importance of the Registration Center (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with the Registration Center (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

	1	2	3	4	5	6	7	N/A
Importance of Use of technology for instruction (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Use of technology for instruction (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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48. Overall quality of the educational programs

	1	2	3	4	5	6	7	N/A
Importance of Overall quality of the educational programs *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with Overall quality of the educational programs *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

49. Overall educational support services

	1	2	3	4	5	6	7	N/A
Importance of Overall educational support services *(1 - Not Important to 7 - Very Important)*	○	○	○	○	○	○	○	○
Satisfaction with Overall educational support services *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

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
Career Development Center resources	7	6.43	4.71	-1.71
Career assessment	7	6.29	4.71	-1.57
Career counseling	6	6.17	4.67	-1.50
Bookstore	13	6.31	4.92	-1.38
Parking	10	6.40	5.20	-1.20
Scholarships and Student Financial Assistance Office	9	6.56	5.44	-1.11
Academic advising	13	6.77	5.77	-1.00
Business Office	10	6.40	5.50	-0.90
Variety of courses offered	14	6.57	5.79	-0.79
Application/admission process	12	6.58	5.83	-0.75
Initial testing for placement in courses	8	6.38	5.63	-0.75
Facilities	10	6.60	5.90	-0.70
Personal safety and security	10	6.60	6.00	-0.60
Convenience of times courses are offered	12	6.42	5.83	-0.58
Overall educational support services	12	6.67	6.17	-0.50
General information about programs & services	12	6.33	5.83	-0.50
New student orientation	7	6.29	5.86	-0.43
Registration Center	10	6.50	6.10	-0.40
Other online student services	13	6.38	6.00	-0.38
Overall student support services	13	6.62	6.23	-0.38
Registering in-person	8	6.00	5.63	-0.38
Supplemental instructional centers/tutoring	6	6.17	5.83	-0.33
Registering online	13	6.62	6.31	-0.31
Library	11	6.55	6.27	-0.27
Official mailings received from the College	13	5.77	5.62	-0.15
Overall quality of the educational programs	13	6.62	6.46	-0.15
Specialized academic support services	7	5.57	5.43	-0.14
SPC OneCard Refund Process	8	6.13	6.00	-0.13
Student publications	8	5.00	4.88	-0.13
Use of technology for instruction	13	6.62	6.54	-0.08
First choice of classes	14	6.57	6.50	-0.07
Food services	■	■	■	■
Student activities	6	3.83	3.83	0.00
Out-of-class access to computers	8	6.25	6.38	0.13

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

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Table 30

Performance Gaps: Clearwater Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	241	6.70	5.17	-1.52
Parking	249	6.43	5.15	-1.29
Academic advising	250	6.44	5.23	-1.21
Variety of courses offered	234	6.61	5.47	-1.14
First choice of classes	240	6.66	5.55	-1.10
Scholarships and Student Financial Assistance Office	200	6.30	5.20	-1.10
Career counseling	138	6.04	5.12	-0.91
Overall quality of the educational programs	241	6.66	5.78	-0.88
Overall student support services	225	6.49	5.62	-0.87
Food services	180	5.89	5.03	-0.87
Overall educational support services	213	6.56	5.72	-0.84
Bookstore	251	6.21	5.41	-0.80
Supplemental instructional centers/tutoring	171	6.38	5.63	-0.75
Registration Center	175	6.35	5.62	-0.73
Career assessment	133	6.06	5.33	-0.73
Other online student services	245	6.49	5.78	-0.71
SPC OneCard Refund Process	187	5.94	5.26	-0.68
General information about programs & services	227	6.16	5.52	-0.64
Registering online	230	6.42	5.79	-0.63
New student orientation	162	5.82	5.22	-0.60
Career Development Center resources	135	6.10	5.52	-0.58
Out-of-class access to computers	197	6.45	5.88	-0.56
Application/admission process	234	6.12	5.59	-0.53
Use of technology for instruction	229	6.30	5.78	-0.52
Personal safety and security	235	6.66	6.14	-0.52
Specialized academic support services	102	6.04	5.53	-0.51
Student activities	142	5.76	5.26	-0.50
Facilities	238	6.44	5.97	-0.47
Initial testing for placement in courses	188	5.70	5.24	-0.46
Business Office	183	5.85	5.47	-0.38
Registering in-person	161	5.75	5.39	-0.37
Library	238	6.47	6.12	-0.35
Student publications	126	5.67	5.33	-0.34
Official mailings received from the College	204	5.77	5.58	-0.19

Table 31

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Academic advising	202	6.44	5.25	-1.19
Overall educational support services	171	6.57	5.59	-0.98
Overall quality of the educational programs	204	6.77	5.87	-0.90
Scholarships and Student Financial Assistance Office	156	6.46	5.58	-0.87
Overall student support services	173	6.46	5.62	-0.84
Other online student services	210	6.70	5.87	-0.83
First choice of classes	207	6.71	5.91	-0.80
Registering online	207	6.77	6.00	-0.77
Bookstore	204	6.22	5.47	-0.75
Use of technology for instruction	179	6.69	5.96	-0.73
Variety of courses offered	202	6.61	5.89	-0.72
Convenience of times courses are offered	168	6.70	6.02	-0.68
General information about programs & services	185	6.18	5.54	-0.65
Career counseling	73	6.11	5.48	-0.63
Registration Center	115	6.42	5.82	-0.60
Parking	116	6.22	5.72	-0.51
Career Development Center resources	77	6.19	5.73	-0.47
Career assessment	74	5.97	5.53	-0.45
Business Office	135	6.04	5.60	-0.44
Initial testing for placement in courses	113	6.03	5.61	-0.42
Food services	49	5.29	4.94	-0.35
Personal safety and security	110	6.54	6.20	-0.34
Specialized academic support services	55	5.96	5.65	-0.31
SPC OneCard Refund Process	156	6.02	5.72	-0.29
Application/admission process	188	6.08	5.81	-0.27
Library	131	6.34	6.07	-0.27
Out-of-class access to computers	86	6.41	6.15	-0.26
Supplemental instructional centers/tutoring	81	6.02	5.78	-0.25
Student publications	66	5.41	5.29	-0.12
New student orientation	103	5.33	5.23	-0.10
Facilities	107	6.15	6.07	-0.08
Official mailings received from the College	165	5.68	5.61	-0.08
Student activities	54	5.19	5.11	-0.07
Registering in-person	68	4.84	5.16	0.32

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Table 32

Performance Gaps: EpiCenter	N	Importance	Satisfaction	Gap
New student orientation	6	6.33	4.00	-2.33
Convenience of times courses are offered	12	6.67	4.67	-2.00
First choice of classes	13	6.69	4.77	-1.92
Variety of courses offered	13	6.77	5.15	-1.62
Bookstore	12	6.58	5.00	-1.58
Student activities	7	6.57	5.00	-1.57
Academic advising	14	6.43	5.00	-1.43
Student publications	7	6.43	5.00	-1.43
Registering online	12	6.50	5.17	-1.33
Food services	7	6.14	4.86	-1.29
Overall quality of the educational programs	14	6.93	5.64	-1.29
Supplemental instructional centers/tutoring	7	6.43	5.14	-1.29
Overall student support services	13	6.62	5.38	-1.23
Use of technology for instruction	14	6.86	5.64	-1.21
Overall educational support services	13	6.69	5.54	-1.15
Out-of-class access to computers	9	7.00	6.00	-1.00
General information about programs & services	11	6.09	5.18	-0.91
Career counseling	7	6.29	5.43	-0.86
Career assessment	7	6.00	5.14	-0.86
Other online student services	13	6.85	6.00	-0.85
Application/admission process	11	6.09	5.36	-0.73
Specialized academic support services	6	6.33	5.67	-0.67
Business Office	11	6.45	5.82	-0.64
Scholarships and Student Financial Assistance Office	10	6.60	6.10	-0.50
Official mailings received from the College	12	6.17	5.67	-0.50
SPC OneCard Refund Process	10	5.50	5.00	-0.50
Parking	11	6.27	6.00	-0.27
Career Development Center resources	9	6.11	5.89	-0.22
Registration Center	10	6.30	6.10	-0.20
Library	9	6.78	6.67	-0.11
Personal safety and security	10	6.70	6.60	-0.10
Facilities	13	6.54	6.46	-0.08
Registering in-person	6	5.17	5.17	0.00
Initial testing for placement in courses	8	4.63	4.75	0.13

Table 33

Performance Gaps: Health Education Center	N	Importance	Satisfaction	Gap
Food services	37	5.70	2.86	-2.84
Convenience of times courses are offered	50	6.66	5.36	-1.30
Parking	52	6.56	5.29	-1.27
Overall quality of the educational programs	55	6.73	5.56	-1.16
General information about programs & services	49	6.45	5.43	-1.02
Career counseling	26	5.88	4.96	-0.92
First choice of classes	49	6.69	5.78	-0.92
Overall student support services	51	6.63	5.73	-0.90
Bookstore	54	6.15	5.26	-0.89
Academic advising	53	6.23	5.36	-0.87
Overall educational support services	50	6.60	5.78	-0.82
Facilities	51	6.55	5.75	-0.80
Scholarships and Student Financial Assistance Office	44	6.36	5.59	-0.77
Application/admission process	45	6.36	5.62	-0.73
Registering online	51	6.65	5.92	-0.73
Other online student services	51	6.67	6.00	-0.67
Career assessment	23	5.57	4.91	-0.65
Career Development Center resources	28	5.86	5.21	-0.64
Registration Center	30	6.40	5.77	-0.63
Variety of courses offered	49	6.41	5.78	-0.63
Specialized academic support services	37	6.54	5.95	-0.59
Use of technology for instruction	49	6.47	5.90	-0.57
Out-of-class access to computers	42	6.40	5.86	-0.55
Library	47	6.47	6.02	-0.45
Supplemental instructional centers/tutoring	36	6.28	5.83	-0.44
Student publications	30	5.53	5.10	-0.43
SPC OneCard Refund Process	44	6.20	5.77	-0.43
Personal safety and security	52	6.75	6.33	-0.42
Initial testing for placement in courses	29	5.31	5.03	-0.28
New student orientation	37	6.14	5.89	-0.24
Registering in-person	28	5.54	5.43	-0.11
Student activities	31	5.87	5.81	-0.06
Official mailings received from the College	47	5.83	5.83	0.00
Business Office	38	5.63	5.68	0.05

Table 34

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	47	6.60	4.94	-1.66
First choice of classes	51	6.47	5.55	-0.92
Convenience of times courses are offered	52	6.44	5.56	-0.88
Bookstore	59	6.10	5.22	-0.88
Supplemental instructional centers/tutoring	46	6.41	5.54	-0.87
Variety of courses offered	51	6.59	5.76	-0.82
Scholarships and Student Financial Assistance Office	53	6.55	5.74	-0.81
Food services	45	5.91	5.24	-0.67
SPC OneCard Refund Process	53	6.28	5.64	-0.64
Facilities	52	6.50	5.88	-0.62
Academic advising	59	5.97	5.37	-0.59
Overall quality of the educational programs	50	6.50	5.96	-0.54
Overall educational support services	50	6.52	6.00	-0.52
Overall student support services	53	6.49	6.02	-0.47
Use of technology for instruction	48	6.31	5.85	-0.46
Specialized academic support services	33	6.48	6.03	-0.45
Registration Center	44	6.18	5.73	-0.45
Registering online	51	6.10	5.67	-0.43
Personal safety and security	54	6.57	6.17	-0.41
Application/admission process	57	5.98	5.61	-0.37
Student activities	45	6.13	5.78	-0.36
General information about programs & services	55	6.24	5.89	-0.35
New student orientation	50	5.92	5.60	-0.32
Initial testing for placement in courses	54	6.26	6.00	-0.26
Business Office	43	6.12	5.86	-0.26
Career counseling	42	6.17	5.93	-0.24
Other online student services	49	6.31	6.10	-0.20
Registering in-person	56	5.88	5.68	-0.20
Official mailings received from the College	50	5.98	5.80	-0.18
Library	51	6.41	6.24	-0.18
Student publications	42	5.81	5.67	-0.14
Out-of-class access to computers	49	6.27	6.14	-0.12
Career assessment	45	6.00	5.98	-0.02
Career Development Center resources	44	6.14	6.14	0.00

Table 35

Performance Gaps: Midtown	N	Importance	Satisfaction	Gap
Specialized academic support services				
General information about programs & services				
Business Office	5	5.20	4.60	-0.60
Career counseling	5	6.00	5.40	-0.60
New student orientation				
Application/admission process				
Academic advising				
Overall educational support services				
Use of technology for instruction				
Career Development Center resources	5	6.20	6.00	-0.20
Scholarships and Student Financial Assistance Office	5	5.80	5.60	-0.20
Library				
Out-of-class access to computers	5	6.20	6.20	0.00
Initial testing for placement in courses				
Registering online				
Food services				
Student publications				
Career assessment	5	5.60	5.80	0.20
Overall student support services	5	5.60	5.80	0.20
Variety of courses offered				
Bookstore	5	5.60	6.00	0.40
First choice of classes				
Official mailings received from the College				
SPC OneCard Refund Process	5	4.40	5.00	0.60
Parking	5	4.60	5.20	0.60
Student activities				
Convenience of times courses are offered				
Other online student services				
Personal safety and security	5	4.60	5.40	0.80
Registering in-person				
Facilities	5	4.60	5.60	1.00
Registration Center				
Supplemental instructional centers/tutoring				
Overall quality of the educational programs				

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

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Table 36

Performance Gaps: Seminole Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	236	6.54	5.62	-0.92
Parking	233	6.53	5.71	-0.82
Variety of courses offered	235	6.60	5.81	-0.80
First choice of classes	236	6.58	5.96	-0.62
Food services	195	6.03	5.43	-0.59
Overall quality of the educational programs	231	6.68	6.18	-0.50
Other online student services	227	6.52	6.05	-0.47
Bookstore	240	6.42	5.95	-0.47
Use of technology for instruction	231	6.52	6.06	-0.45
Scholarships and Student Financial Assistance Office	190	6.44	5.99	-0.45
Academic advising	239	6.46	6.05	-0.41
SPC OneCard Refund Process	170	6.01	5.61	-0.39
Overall educational support services	225	6.54	6.19	-0.35
Application/admission process	225	6.30	5.96	-0.34
Registration Center	202	6.48	6.16	-0.31
General information about programs & services	230	6.26	5.95	-0.31
Overall student support services	221	6.57	6.27	-0.29
Registering online	209	6.22	5.93	-0.29
Supplemental instructional centers/tutoring	196	6.48	6.20	-0.28
Initial testing for placement in courses	201	6.30	6.03	-0.27
Career counseling	172	6.34	6.07	-0.27
Personal safety and security	232	6.66	6.42	-0.25
Facilities	225	6.60	6.36	-0.24
Registering in-person	195	6.13	5.90	-0.23
Career assessment	170	6.21	5.98	-0.23
Out-of-class access to computers	217	6.65	6.45	-0.19
Specialized academic support services	149	6.36	6.19	-0.17
New student orientation	194	5.96	5.82	-0.14
Career Development Center resources	160	6.15	6.04	-0.11
Student publications	176	5.82	5.75	-0.07
Student activities	188	6.05	6.03	-0.02
Library	228	6.43	6.43	0.00
Business Office	174	5.96	5.99	0.03
Official mailings received from the College	215	5.86	5.90	0.04

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Table 37

Performance Gaps: St. Pete/Gibbs Campus	N	Importance	Satisfaction	Gap
Parking	264	6.41	5.30	-1.10
Scholarships and Student Financial Assistance Office	257	6.50	5.46	-1.04
Academic advising	290	6.40	5.38	-1.02
Convenience of times courses are offered	279	6.61	5.63	-0.97
First choice of classes	272	6.60	5.78	-0.82
Variety of courses offered	275	6.58	5.77	-0.81
Bookstore	288	6.27	5.55	-0.72
SPC OneCard Refund Process	235	6.13	5.46	-0.66
Registration Center	243	6.40	5.74	-0.66
Other online student services	277	6.39	5.76	-0.64
Overall student support services	273	6.48	5.85	-0.63
General information about programs & services	262	6.25	5.63	-0.62
Overall quality of the educational programs	281	6.60	5.99	-0.61
Career counseling	191	6.15	5.54	-0.61
Initial testing for placement in courses	254	5.92	5.32	-0.60
Overall educational support services	257	6.46	5.87	-0.59
Food services	229	5.86	5.30	-0.55
Application/admission process	277	6.05	5.52	-0.54
Supplemental instructional centers/tutoring	234	6.35	5.87	-0.48
Registering online	263	6.25	5.79	-0.46
Facilities	277	6.45	6.01	-0.44
Personal safety and security	283	6.61	6.19	-0.42
New student orientation	226	5.82	5.42	-0.40
Registering in-person	235	6.03	5.64	-0.39
Official mailings received from the College	240	5.92	5.54	-0.38
Career assessment	206	5.92	5.55	-0.37
Student activities	201	5.75	5.38	-0.37
Use of technology for instruction	265	6.20	5.85	-0.35
Specialized academic support services	171	6.18	5.83	-0.35
Career Development Center resources	200	6.02	5.67	-0.35
Business Office	217	5.88	5.55	-0.33
Out-of-class access to computers	260	6.53	6.23	-0.30
Student publications	189	5.72	5.47	-0.25
Library	281	6.49	6.40	-0.09

Table 38

Performance Gaps: Tarpon Springs Campus	N	Importance	Satisfaction	Gap
Parking	232	6.33	5.30	-1.03
Scholarships and Student Financial Assistance Office	194	6.24	5.28	-0.96
Academic advising	234	6.15	5.21	-0.94
Convenience of times courses are offered	229	6.34	5.48	-0.86
Registration Center	201	6.24	5.39	-0.85
Variety of courses offered	223	6.35	5.58	-0.77
Overall student support services	213	6.33	5.62	-0.72
First choice of classes	222	6.37	5.69	-0.68
Overall educational support services	212	6.31	5.65	-0.67
Career counseling	161	5.95	5.29	-0.66
Other online student services	214	6.32	5.67	-0.65
General information about programs & services	209	5.95	5.34	-0.61
Food services	173	6.10	5.50	-0.61
Application/admission process	231	5.95	5.35	-0.60
Career Development Center resources	155	6.01	5.42	-0.59
Supplemental instructional centers/tutoring	185	6.26	5.69	-0.57
Career assessment	157	5.98	5.43	-0.55
SPC OneCard Refund Process	171	5.62	5.08	-0.54
New student orientation	187	5.62	5.09	-0.53
Overall quality of the educational programs	219	6.37	5.84	-0.53
Registering online	212	6.07	5.56	-0.51
Registering in-person	191	5.86	5.40	-0.47
Use of technology for instruction	212	6.09	5.63	-0.46
Bookstore	240	6.19	5.76	-0.43
Facilities	214	6.31	5.89	-0.42
Specialized academic support services	146	5.98	5.56	-0.42
Out-of-class access to computers	202	6.21	5.80	-0.41
Initial testing for placement in courses	206	5.80	5.47	-0.33
Business Office	174	5.82	5.51	-0.32
Student activities	161	5.49	5.20	-0.29
Personal safety and security	223	6.40	6.14	-0.26
Student publications	144	5.54	5.29	-0.25
Library	226	6.31	6.11	-0.20
Official mailings received from the College	203	5.63	5.45	-0.18

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 "Career Development Center Resources" had the lowest performance gap at the Allstate Center (-1.7) and received a Performance Gap Priority ranking of 1. "Career Assessment" had the second lowest performance gap at the Allstate Center (-1.6) 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	7	3	1	7	10	11	■	11	3	3	6.2
Application/admission process	10	23	25	21	14	20	■	14	18	14	17.7
Bookstore	4	12	9	5	9	4	21	8	7	24	10.3
Business Office	8	30	19	23	34	25	3	33	31	29	23.5
Career assessment	2	15	18	19	17	33	18	25	26	17	19.0
Career counseling	3	7	14	18	6	26	4	21	14	10	12.3
Career Development Center resources	1	21	17	28	18	34	10	29	30	15	20.3
Convenience of times courses are offered	14	1	12	2	2	3	■	1	4	4	4.8
Facilities	12	28	31	32	12	10	31	23	21	25	22.5
First choice of classes	31	5	7	3	7	2	■	4	5	8	8.0
Food services	■	10	21	10	1	8	■	5	17	13	10.6
General information about programs & services	16	18	13	17	5	22	■	16	12	12	14.6
Initial testing for placement in courses	11	29	20	34	29	24	■	20	15	28	23.3
Library	24	32	26	30	24	30	■	32	34	33	29.4
Registration Center	18	14	15	29	19	17	■	15	9	5	15.7
New student orientation	17	20	30	1	30	23	■	28	23	19	21.2
Official mailings received from the College	25	34	32	25	33	29	■	34	25	34	30.1
Other online student services	19	16	6	20	16	27	■	7	10	11	14.7
Out-of-class access to computers	34	22	27	16	23	32	13	26	32	27	25.2
Overall educational support services	15	11	2	15	11	13	■	13	16	9	11.7
Overall quality of the educational programs	26	8	3	11	4	12	■	6	13	20	11.4
Overall student support services	20	9	5	13	8	14	19	17	11	7	12.3
Parking	5	2	16	27	3	1	25	2	1	1	8.3
Personal safety and security	13	25	22	31	28	19	29	22	22	31	24.2
Registering in-person	21	31	34	33	31	28	■	24	24	22	27.6
Registering online	23	19	8	9	15	18	■	18	20	21	16.8
Scholarships and Student Financial Assistance Office	6	6	4	24	13	7	11	10	2	2	8.5
SPC OneCard Refund Process	28	17	24	26	27	9	24	12	8	18	19.3
Specialized academic support services	27	26	23	22	21	16	■	27	29	26	24.1
Student activities	33	27	33	6	32	21	■	31	27	30	26.7
Student publications	29	33	29	8	26	31	■	30	33	32	27.9
Supplemental instructional centers/tutoring	22	13	28	12	25	5	■	19	19	16	17.7
Use of technology for instruction	30	24	10	14	22	15	■	9	28	23	19.4
Variety of courses offered	9	4	11	4	20	6	■	3	6	6	7.7

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	EC	EPI	HEC	DT	MT*	SEM	SPG	TS	Overall
Academic advising	5.77	5.23	5.25	5.00	5.36	5.37	■	6.05	5.38	5.21	5.40
Application/admission process	5.83	5.59	5.81	5.36	5.62	5.61	■	5.96	5.52	5.35	5.63
Bookstore	4.92	5.41	5.47	5.00	5.26	5.22	6.00	5.95	5.55	5.76	5.45
Business Office	5.50	5.47	5.60	5.82	5.68	5.86	4.60	5.99	5.55	5.51	5.56
Career assessment	4.71	5.33	5.53	5.14	4.91	5.98	5.80	5.98	5.55	5.43	5.44
Career counseling	4.67	5.12	5.48	5.43	4.96	5.93	5.40	6.07	5.54	5.29	5.39
Career Development Center resources	4.71	5.52	5.73	5.89	5.21	6.14	6.00	6.04	5.67	5.42	5.63
Convenience of times courses are offered	5.83	5.17	6.02	4.67	5.36	5.56	■	5.62	5.63	5.48	5.48
Facilities	5.90	5.97	6.07	6.46	5.75	5.88	5.60	6.36	6.01	5.89	5.99
First choice of classes	6.50	5.55	5.91	4.77	5.78	5.55	■	5.96	5.78	5.69	5.72
Food services	■	5.03	4.94	4.86	2.86	5.24	■	5.43	5.30	5.50	4.90
General information about programs & services	5.83	5.52	5.54	5.18	5.43	5.89	■	5.95	5.63	5.34	5.59
Initial testing for placement in courses	5.63	5.24	5.61	4.75	5.03	6.00	■	6.03	5.32	5.47	5.45
Library	6.27	6.12	6.07	6.67	6.02	6.24	■	6.43	6.40	6.11	6.26
Registration Center	6.10	5.62	5.82	6.10	5.77	5.73	■	6.16	5.74	5.39	5.83
New student orientation	5.86	5.22	5.23	4.00	5.89	5.60	■	5.82	5.42	5.09	5.35
Official mailings received from the College	5.62	5.58	5.61	5.67	5.83	5.80	■	5.90	5.54	5.45	5.67
Other online student services	6.00	5.78	5.87	6.00	6.00	6.10	■	6.05	5.76	5.67	5.91
Out-of-class access to computers	6.38	5.88	6.15	6.00	5.86	6.14	6.20	6.45	6.23	5.80	6.11
Overall educational support services	6.17	5.72	5.59	5.54	5.78	6.00	■	6.19	5.87	5.65	5.83
Overall quality of the educational programs	6.46	5.78	5.87	5.64	5.56	5.96	■	6.18	5.99	5.84	5.92
Overall student support services	6.23	5.62	5.62	5.38	5.73	6.02	5.80	6.27	5.85	5.62	5.81
Parking	5.20	5.15	5.72	6.00	5.29	4.94	5.20	5.71	5.30	5.30	5.38
Personal safety and security	6.00	6.14	6.20	6.60	6.33	6.17	5.40	6.42	6.19	6.14	6.16
Registering in-person	5.63	5.39	5.16	5.17	5.43	5.68	■	5.90	5.64	5.40	5.49
Registering online	6.31	5.79	6.00	5.17	5.92	5.67	■	5.93	5.79	5.56	5.79
Scholarships and Student Financial Assistance Office	5.44	5.20	5.58	6.10	5.59	5.74	5.60	5.99	5.46	5.28	5.60
SPC OneCard Refund Process	6.00	5.26	5.72	5.00	5.77	5.64	5.00	5.61	5.46	5.08	5.45
Specialized academic support services	5.43	5.53	5.65	5.67	5.95	6.03	■	6.19	5.83	5.56	5.76
Student activities	3.83	5.26	5.11	5.00	5.81	5.78	■	6.03	5.38	5.20	5.27
Student publications	4.88	5.33	5.29	5.00	5.10	5.67	■	5.75	5.47	5.29	5.31
Supplemental instructional centers/tutoring	5.83	5.63	5.78	5.14	5.83	5.54	■	6.20	5.87	5.69	5.72
Use of technology for instruction	6.54	5.78	5.96	5.64	5.90	5.85	■	6.06	5.85	5.63	5.91
Variety of courses offered	5.79	5.47	5.89	5.15	5.78	5.76	■	5.81	5.77	5.58	5.67

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

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