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Enrolled Student Survey Report



Institutional Research and Effectiveness
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Executive Summary

Introduction

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

Enrolled Student Survey

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

Student Demographic and Academic Information

The survey respondents had the following characteristics:

- Almost half (43%) were under the age of 25.
- Two-thirds (66%) were female.
- Self-reported race/ethnicity was as follows: 67% White, 14% Black/Non-Hispanic, 10% Hispanic, 5% Other, 4% Asian/Pacific Islander, and <1% American Indian.
- Over half (55%) graduated from high school or received their G.E.D. more than five years ago.
- Thirty-one percent (31%) 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 (82%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)" as their primary reason for enrolling at SPC.
- The majority (84%) are enrolled in a degree or certificate program.
- Thirty-nine percent (39%) are enrolled in the AA program and forty-two percent (42%) in an AS/AAS program.
- The majority of survey respondents (66%) preferred to take most of their classes during the week.
- More than half (52%) are enrolled full-time and taking classes primarily for credit.
- Almost three-quarters (74%) 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 "Food Services."

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:

- Food Services (5.7),
- New student orientation (5.7),
- Student activities (5.8),
- Student publications (5.8), and
- Official mailings received from the college (5.8).

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 1.3 spread among all satisfaction scores, ranging from 6.3 for "Library" to 5.0 for "Food services."

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

- Library (6.3),
- Personal safety and security (6.2),
- Out-of-class computers (6.2),
- Overall quality of the educational programs (6.1), and
- Supplemental instructional centers/tutoring (6.0).

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 (5.0),
- Parking (5.3),
- Student publications (5.4),
- Academic Advising (5.5), and
- New student orientation (5.5).

The same five services listed above were rated in the lowest five last year.

Comparison of Importance and Level of Satisfaction

"Performance Gaps" are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance." A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. This year, there were no academic/support services with positive performance gaps.

The five smallest gaps are represented below:

- Official mailings received from the College (-0.1),
- Library (-0.2),
- Student activities (-0.3),
- New student orientation (-0.3), and
- Out-of-class access to computers (-0.3).

One academic and student support service had a performance gap lower than -1.00 indicating the most disparity between importance and satisfaction. This was:



- Parking (-1.1).

The item listed above was included in the lowest two 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:

- Academic advising (95.2%),
- Overall quality of the educational programs (95.0%),
- Variety of courses offered (95.0%),
- First choice of classes (94.3%), and
- Convenience of times courses are offered (93.0%).

The lowest five included:

- Specialized academic support services (54.1%),
- Student publications (54.7%),
- Student Activities (57.5%),
- Career counseling (57.9%), and
- Career assessment (58.4%).

Satisfaction Mean Differences

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

- Supplemental instructional centers/tutoring (+0.2),
- Overall educational support services (+0.2)
- Career Development Center resources (+0.2),
- Specialized academic support services (+0.2), and
- Registration center (+0.2).

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

- Food services (-0.2),
- Parking (-0.1),
- Student publications (< -0.1),
- Facilities (< -0.1), and
- Registering in-person (< -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 eighty-five years, St. Petersburg College (SPC) has provided a wide range of educational opportunities and services to a demographically diverse student body producing tens of thousands of alumni who have been on the forefront of building this county, state and beyond. This is due, in large part, to the College's institutional effectiveness.

Institutional Effectiveness

Institutional Effectiveness is the integrated, systematic, explicit, and documented process of measuring performance against the SPC mission for the purposes of continuous improvement of academic programs, administrative services, and educational support services offered by the College.

Operationally, the institutional effectiveness process ensures that the stated purposes of the College are accomplished. In other words did the institution successfully execute its mission, goals, and objectives? At SPC the Offices of Planning, Budgeting and Research work with all departments and units to establish measurable statements of intent that are used to analyze effectiveness and to guide continuous quality improvement efforts. Each of St. Petersburg College's units is required to participate in the institutional effectiveness process.

The bottom-line from SPC's institutional effectiveness process is improvement. Once SPC has identified what it is going to do then it acts through the process of teaching, researching, and managing to accomplish its desired outcomes. The level of success of SPC's actions is then evaluated. A straightforward assessment process requires a realistic consideration of the intended outcomes that the institution has set and an



explicit evaluation of the evidence that the institution is achieving that intent.

There is no single right or best way to measure success, improvement or quality. Nevertheless, objectives must be established, data related to those objectives must be collected and analyzed, and the results of those findings must be used to improve the institution in the future. The educational assessment is a critical component of St. Petersburg College's institutional effectiveness process.

Evaluation and Assessment Processes

The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 14 organizational units comprising 35 academic programs (lower division); (ii) 9 Colleges and Schools comprising 19 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.

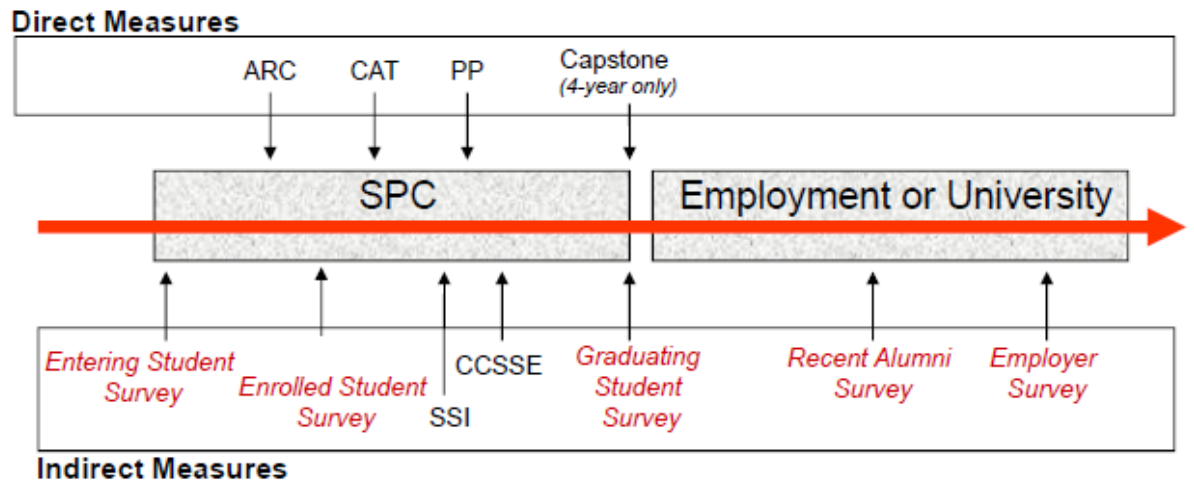


Figure 1: Student Assessment Points

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 20th annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 13 through November 3, 2014. To facilitate the planning process and minimize disruption in the classroom, the 2014-15 iteration of the survey was offered only online via the St. Petersburg College home page (<http://www.spcollege.edu>), the Angel Learning Management System login page, and the MYSPC login page. Students were able to access the survey from any campus computer or from their home computer. Over thirteen-hundred students (1,346) 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 Clearwater campus was selected by 21% of the students, followed by eCampus (19%), St. Petersburg-Gibbs (19%), and Tarpon Springs (13%).

Table 1
Survey Distribution by Reporting Campus (n=1327)

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	19	1
Clearwater	281	21
eCampus	256	19
EpiCenter	6	<1
Health Center	71	5
Seminole	165	12
SPC Downtown	92	7
SPC Mid-town	11	1
St. Pete-Gibbs	247	19
Tarpon Springs	179	13



Student Demographic and Academic Information

The demographic profile and academic background of the 1,346 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” (24%), followed by “20 - 24” (19%) and “30 - 39” (19%). Forty-three percent of respondents were under the age of 25.

Table 2
Age (n=1327)

Select your age category.		
	N	%
19 and under	312	24
20 - 24	252	19
25 - 29	179	13
30 - 39	246	19
40 - 49	183	14
50 - 59	115	9
60 and over	40	3

Gender

Two-thirds (66%) of the survey respondents were female.

Table 3
Gender (n=1322)

Select your gender.		
	N	%
Female	868	66
Male	454	34



Ethnicity

Over two-thirds (67%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic (14%) and Hispanic (10%).

Table 4
Ethnicity (n=1322)

Select your ethnicity.		
	N	%
American Indian	6	<1
Asian/Pacific Islander	50	4
Black/Non-Hispanic	182	14
Hispanic	134	10
White	882	67
Other	68	5

Time since High School

Over half of survey respondents (55%) graduated from high school or received their G.E.D. more than five years ago.

Table 5
Time since High School (n=1303)

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
Less than 1 year ago	252	19
1 - 3 years ago	233	18
4 - 5 years ago	99	8
More than 5 years ago	719	55



Number of Semester Hours

Thirty-one percent of survey respondents have been enrolled at the College only one semester, while more than half (57%) have been enrolled fewer than four semesters.

Table 6
Number of Semesters (n=1310)

How many semesters have you been enrolled at SPC?		
	N	%
1	404	31
2	148	11
3	191	15
4	145	11
5	100	8
6 or more	322	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=1310)

Number of credits you have earned at SPC?		
	N	%
0 - 15	658	50
16 - 30	239	18
31 - 45	154	12
Over 45	259	20



Internet Access

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

Table 8
Internet Access (n=1308)

Do you have access to a computer with Internet capabilities?		
	N	%
Yes	1280	98
No	28	2

Enrollment Reasons

A majority (82%) 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=1314)

What is the primary reason you enrolled at SPC?		
	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)	1077	82
To take courses for a new career	102	8
To upgrade job skills	40	3
For personal enrichment	41	3
Other, please specify	54	4



Enrollment

Over eighty percent (84%) of survey respondents are enrolled in a degree or certificate program.

Table 10
Enrollment (n=1333)

Are you enrolled in a degree or certificate program?		
	N	%
Yes	1123	84
No	210	16

Degree/Certificate Program

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

Table 11
Degree Type (n=1107)

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	437	39
Associate in Science/Associate in Applied Science Degree	468	42
Baccalaureate Degree (SPC)	159	14
Baccalaureate Degree (University Partnership Center)	13	1
Certificate or Technical Diploma	24	2
Graduate Degree (University Partnership Center)	6	<1



Class Time Preference

Two-thirds of survey respondents (66%) would prefer to take most of their classes during the week, while one-third (33%) would prefer to take most of their classes online.

Table 12
Class Time Preference (n=1297)

When would you prefer to take most of your classes?		
	N	%
Online	428	33
Weekday mornings	443	34
Weekday evenings	216	17
Weekday afternoons	199	15
Weekends	11	1

Enrollment Status

More than half of survey respondents (52%) are taking classes primarily for credit and are enrolled full-time.

Table 13
Enrollment Status (n=1294)

What is your enrollment status?		
	N	%
Primarily for credit and full-time	671	52
Primarily for credit and part-time	598	46
Primarily not for credit	25	2



Working Status

Almost three-quarters of survey respondents (74%) indicated that they are working while attending the College.

Table 14
Working Status (n=1298)

How many hours are you working while attending SPC?		
	N	%
Not working	334	26
Working 15 or fewer hours per week	168	13
Working 16 to 30 hours per week	271	21
Working 31 to 39 hours per week	132	10
Working 40 or more hours per week	393	30



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 "Food Services."

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: "Food Services" (5.7), "New student orientation" (5.7), "Student activities" (5.8), "Student Publications" (5.8), and "Official mailings received from the College" (5.8). 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	1084	6.64
Personal safety and security	1009	6.64
First choice of classes	1098	6.63
Convenience of times courses are offered	1082	6.62
Variety of courses offered	1100	6.58
Overall educational support services	992	6.55
Overall student support services	1039	6.52
Supplemental instructional centers/tutoring	813	6.51
Out-of-class access to computers	889	6.48
Other online student services	1111	6.47
Library	1021	6.47
Scholarships and Student Financial Assistance Office	968	6.44
Facilities	1007	6.44
Use of technology for instruction	1021	6.44
Academic advising	1155	6.43
Parking	1004	6.42
Registration Center	870	6.40
Registering online	1093	6.37
Specialized academic support services	623	6.36
Bookstore	1132	6.30
Career Development Center resources	711	6.23
Career counseling	702	6.22
General information about programs & services	1068	6.20
Application/admission process	1120	6.16
SPC OneCard Refund Process	909	6.13
Career assessment	703	6.11
Business Office	856	6.02
Initial testing for placement in courses	933	5.94
Registering in-person	809	5.87
Official mailings received from the College	962	5.80
Student publications	653	5.76
Student activities	690	5.75
New student orientation	841	5.74
Food services	769	5.73

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 1.3 spread among all satisfaction scores, ranging from "Library" (6.3) to "Food services" (5.0).

The top five rated student/academic services were "Library" with the highest mean (6.3), "Personal safety and security" (6.2), "Out-of-class access to computers" (6.2), "Overall quality of the educational programs" (6.1), and "Supplemental instructional centers/tutoring" (6.0). Four of these top five services were part of last year's top five services with "Supplemental instructional centers/tutoring" replacing "Facilities" this year.

The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.0), "Parking" (5.3), "Student publications" (5.4), "Academic advising" (5.5), and "New student orientation" (5.5). All 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	1021	6.27
Personal safety and security	1009	6.24
Out-of-class access to computers	889	6.20
Overall quality of the educational programs	1084	6.05
Supplemental instructional centers/tutoring	813	6.03
Overall educational support services	992	6.01
Facilities	1007	6.01
Use of technology for instruction	1021	5.99
Specialized academic support services	623	5.97
Other online student services	1111	5.91
Registration Center	870	5.91
Overall student support services	1039	5.91
First choice of classes	1098	5.89
Registering online	1093	5.88
Career Development Center resources	711	5.86
Variety of courses offered	1100	5.80
Application/admission process	1120	5.71
Official mailings received from the College	962	5.71
General information about programs & services	1068	5.69
Convenience of times courses are offered	1082	5.68
Career assessment	703	5.68
Career counseling	702	5.68
Business Office	856	5.68
Bookstore	1132	5.67
Initial testing for placement in courses	933	5.65
SPC OneCard Refund Process	909	5.59
Scholarships and Student Financial Assistance Office	968	5.57
Registering in-person	809	5.54
Student activities	690	5.49
New student orientation	841	5.46
Academic advising	1155	5.46
Student publications	653	5.41
Parking	1004	5.30
Food services	769	4.95

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



Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance" as shown in Table 17. A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. Last year, there were no academic/support services that had positive performance gaps.

This year, there were again no academic/support services with positive performance gaps. The five smallest gaps this year were "Official mailings received from the College" (-0.1), "Library" (-0.2), "Student Activities" (-0.3), "New Student Orientation" (-0.3), and "Out-of-Class Access to Computers" (-0.3).

Last year, two academic and student support services had performance gaps lower than -1.00. This year one academic and student support service had a performance gap lower than -1.00. This was: "Parking" (-1.1). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.



Table 17

Performance Gaps <i>[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]</i>				
	N	Importance	Satisfaction	Gap
Official mailings received from the College	962	5.80	5.71	-0.10
Library	1021	6.47	6.27	-0.20
Student activities	690	5.75	5.49	-0.27
New student orientation	841	5.74	5.46	-0.28
Out-of-class access to computers	889	6.48	6.20	-0.28
Initial testing for placement in courses	933	5.94	5.65	-0.29
Registering in-person	809	5.87	5.54	-0.34
Business Office	856	6.02	5.68	-0.34
Student publications	653	5.76	5.41	-0.35
Career Development Center resources	711	6.23	5.86	-0.37
Specialized academic support services	623	6.36	5.97	-0.39
Personal safety and security	1009	6.64	6.24	-0.39
Facilities	1007	6.44	6.01	-0.43
Career assessment	703	6.11	5.68	-0.43
Use of technology for instruction	1021	6.44	5.99	-0.45
Application/admission process	1120	6.16	5.71	-0.45
Supplemental instructional centers/tutoring	813	6.51	6.03	-0.48
Registration Center	870	6.40	5.91	-0.49
Registering online	1093	6.37	5.88	-0.50
General information about programs & services	1068	6.20	5.69	-0.52
Overall educational support services	992	6.55	6.01	-0.54
Career counseling	702	6.22	5.68	-0.54
SPC OneCard Refund Process	909	6.13	5.59	-0.54
Other online student services	1111	6.47	5.91	-0.56
Overall quality of the educational programs	1084	6.64	6.05	-0.59
Overall student support services	1039	6.52	5.91	-0.61
Bookstore	1132	6.30	5.67	-0.63
First choice of classes	1098	6.63	5.89	-0.75
Variety of courses offered	1100	6.58	5.80	-0.78
Food services	769	5.73	4.95	-0.78
Scholarships and Student Financial Assistance Office	968	6.44	5.57	-0.87
Convenience of times courses are offered	1082	6.62	5.68	-0.94
Academic advising	1155	6.43	5.46	-0.97
Parking	1004	6.42	5.30	-1.11*

**Performance gap less than -1.*

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



Usage of Student and Academic Services

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

One service had a usage estimate greater than 95%. This service was “Academic Advising” (95.2%). The four additional items making up the top five included: “Overall quality of the educational programs” (95.0%), “Variety of courses offered” (95.0%), “First choice of classes” (94.3%), and “Convenience of times courses are offered” (93.0%). The six services that topped the list this year were the same ones listed in the top six last year, although several services switched places.

The lowest five included “Specialized academic support services” (54.1%), “Student publications” (54.7%), “Student Activities” (57.5%), “Career counseling” (57.9%), and “Career assessment” (58.4%). “Student Activities” 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 <i>[Top five and bottom five usage estimates are highlighted.]</i>			
	Total Responses	N/A responses	Usage Estimate
Academic advising	1220	59	95.2%
Overall quality of the educational programs	1143	57	95.0%
Variety of courses offered	1163	58	95.0%
First choice of classes	1165	66	94.3%
Convenience of times courses are offered	1165	81	93.0%
Bookstore	1227	92	92.5%
Other online student services	1209	94	92.2%
Application/admission process	1227	97	92.1%
Registering online	1206	109	91.0%
Use of technology for instruction	1141	116	89.8%
General information about programs & services	1194	122	89.8%
Overall student support services	1185	144	87.8%
Overall educational support services	1149	156	86.4%
Personal safety and security	1187	174	85.3%
Facilities	1184	174	85.3%
Parking	1186	179	84.9%
Library	1222	198	83.8%
Official mailings received from the College	1190	222	81.3%
Scholarships and Student Financial Assistance Office	1219	247	79.7%
Registration Center	1142	268	76.5%
Initial testing for placement in courses	1228	289	76.5%
Out-of-class access to computers	1187	297	75.0%
SPC OneCard Refund Process	1226	313	74.5%
Business Office	1214	354	70.8%
Supplemental instructional centers/tutoring	1157	342	70.4%
New student orientation	1214	371	69.4%
Registering in-person	1208	398	67.1%
Food services	1201	429	64.3%
Career Development Center resources	1216	504	58.6%
Career assessment	1209	503	58.4%
Career counseling	1216	512	57.9%
Student activities	1206	513	57.5%
Student publications	1199	543	54.7%
Specialized academic support services	1157	531	54.1%



Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the 2010/11, 2011/12, 2012/13, 2013/14, and 2014/15 surveys, sorted in descending order by the 2014/15 means. Table 20 shows the mean differences between the 2013/14 and 2014/15 surveys, sorted in descending order by the mean differences.

Of the thirty-four service areas addressed in the survey, twenty-nine items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were “Supplemental Instructional Centers/Tutoring” (+0.2), “Overall educational support services” (+0.2), “Career Development Center resources” (+0.2), “Specialized academic support services” (+0.2), and “Registration Center” (+0.2), as shown in Table 20.

The services with the highest year-to-year decline in mean satisfaction scores were “Food Services” (-0.2), “Parking” (-0.1), “Student publications” (< -0.1), “Facilities” (< -0.1), and “Registering in-person” (< -0.1).



Table 19

History of Satisfaction Means	N=3186	N=1901	N=1694	N=1552	N=1346
	2010/11	2011/12	2012/13	2013/14	2014/15
Library	6.08	6.05	6.09	6.24	6.27
Personal safety and security	6.14	6.10	6.20	6.22	6.24
Out-of-class access to computers	5.98	6.10	6.13	6.11	6.20
Overall quality of educational programs	5.97	5.94	5.85	5.93	6.05
Supplemental Instructional Centers/Tutoring	5.66	5.70	5.66	5.83	6.03
Overall educational support services	5.84	5.81	5.77	5.83	6.01
Facilities	5.92	5.98	5.95	6.04	6.01
Use of technology for instruction	5.86	5.84	5.84	5.86	5.99
Specialized academic support services	5.63	5.74	5.65	5.80	5.97
Other Online Student Services	5.96	5.90	5.86	5.85	5.91
Registration Center	5.53	5.52	5.62	5.75	5.91
Overall student support services	5.65	5.70	5.64	5.81	5.91
First choice of classes	5.76	5.67	5.73	5.76	5.89
Registering Online	5.85	5.87	5.89	5.81	5.88
Career Development Center resources	5.41	5.48	5.41	5.68	5.86
Variety of courses offered	5.67	5.65	5.59	5.70	5.80
Application/admission process	5.49	5.54	5.51	5.63	5.71
Official mailings received from the College	5.58	5.59	5.60	5.63	5.71
General information about programs and services	5.48	5.51	5.49	5.60	5.69
Convenience of times classes are offered	5.61	5.52	5.53	5.55	5.68
Career assessment	5.35	5.38	5.28	5.57	5.68
Career counseling	5.20	5.31	5.09	5.52	5.68
Business office	5.45	5.45	5.53	5.63	5.68
Bookstore	5.15	5.23	5.27	5.59	5.67
Initial testing for placement in courses	5.50	5.50	5.42	5.53	5.65
SPC OneCard Refund Process	5.50	5.58	5.36	5.45	5.59
Scholarships and Student Financial Assistance Office	5.27	5.32	5.34	5.52	5.57
Registering in-person	5.27	5.33	5.22	5.56	5.54
Student activities	5.11	5.27	5.10	5.47	5.49
New student orientation	5.23	5.35	5.26	5.41	5.46
Academic advising	5.10	5.21	5.10	5.43	5.46
Student publications	5.25	5.27	5.10	5.44	5.41
Parking	4.98	5.04	5.24	5.38	5.30
Food services	4.94	5.02	4.70	5.18	4.95

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



Table 20

Satisfaction Mean Differences	N=1552	N=1346	Difference
	2013/14	2014/15	
Supplemental Instructional Centers/Tutoring	5.83	6.03	0.20
Overall educational support services	5.83	6.01	0.18
Career Development Center resources	5.68	5.86	0.18
Specialized academic support services	5.80	5.97	0.17
Registration Center	5.75	5.91	0.16
Career counseling	5.52	5.68	0.16
SPC OneCard Refund Process	5.45	5.59	0.14
Convenience of times classes are offered	5.55	5.68	0.13
Use of technology for instruction	5.86	5.99	0.13
First choice of classes	5.76	5.89	0.13
Overall quality of educational programs	5.93	6.05	0.12
Initial testing for placement in courses	5.53	5.65	0.12
Career assessment	5.57	5.68	0.11
Variety of courses offered	5.70	5.80	0.10
Overall student support services	5.81	5.91	0.10
Out-of-class access to computers	6.11	6.20	0.09
General information about programs and services	5.60	5.69	0.09
Bookstore	5.59	5.67	0.08
Application/admission process	5.63	5.71	0.08
Official mailings received from the College	5.63	5.71	0.08
Registering Online	5.81	5.88	0.07
Other Online Student Services	5.85	5.91	0.06
New student orientation	5.41	5.46	0.05
Scholarships and Student Financial Assistance Office	5.52	5.57	0.05
Business office	5.63	5.68	0.05
Library	6.24	6.27	0.03
Academic advising	5.43	5.46	0.03
Personal safety and security	6.22	6.24	0.02
Student activities	5.47	5.49	0.02
Registering in-person	5.56	5.54	-0.02
Facilities	6.04	6.01	-0.03
Student publications	5.44	5.41	-0.03
Parking	5.38	5.30	-0.08
Food services	5.18	4.95	-0.23

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 29. The full ratings for all thirty-four academic/student support services by campus can be found in Appendix B: Performance Gaps by Campus.

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, "Food services" had the lowest performance gap at the Allstate Center (-1.4) and received a Performance Gap Priority ranking of 1. "Bookstore" had the second lowest performance gap at the Allstate Center (-0.9) 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 one of its thirty-four academic and student support services with a Performance Gap of less than negative one. The widest gap was in the area of “Food Services” (-1.4), 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
Food services	8	6.38	5.00	-1.38

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

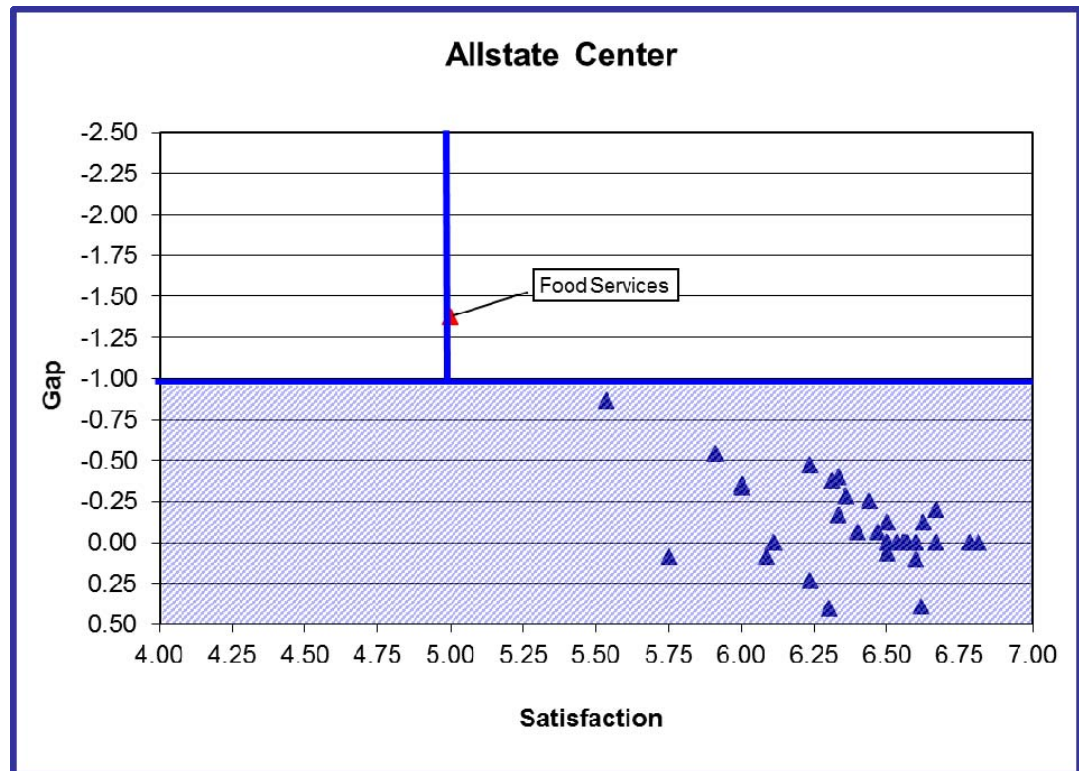


Figure 2: Allstate Center Performance Gap and Satisfaction Ratings



Clearwater Campus

The Clearwater campus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of “Parking” (-1.3), followed by “Academic Advising” (-1.1), 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
Parking	234	6.60	5.28	-1.32
Academic Advising	253	6.48	5.38	-1.11

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

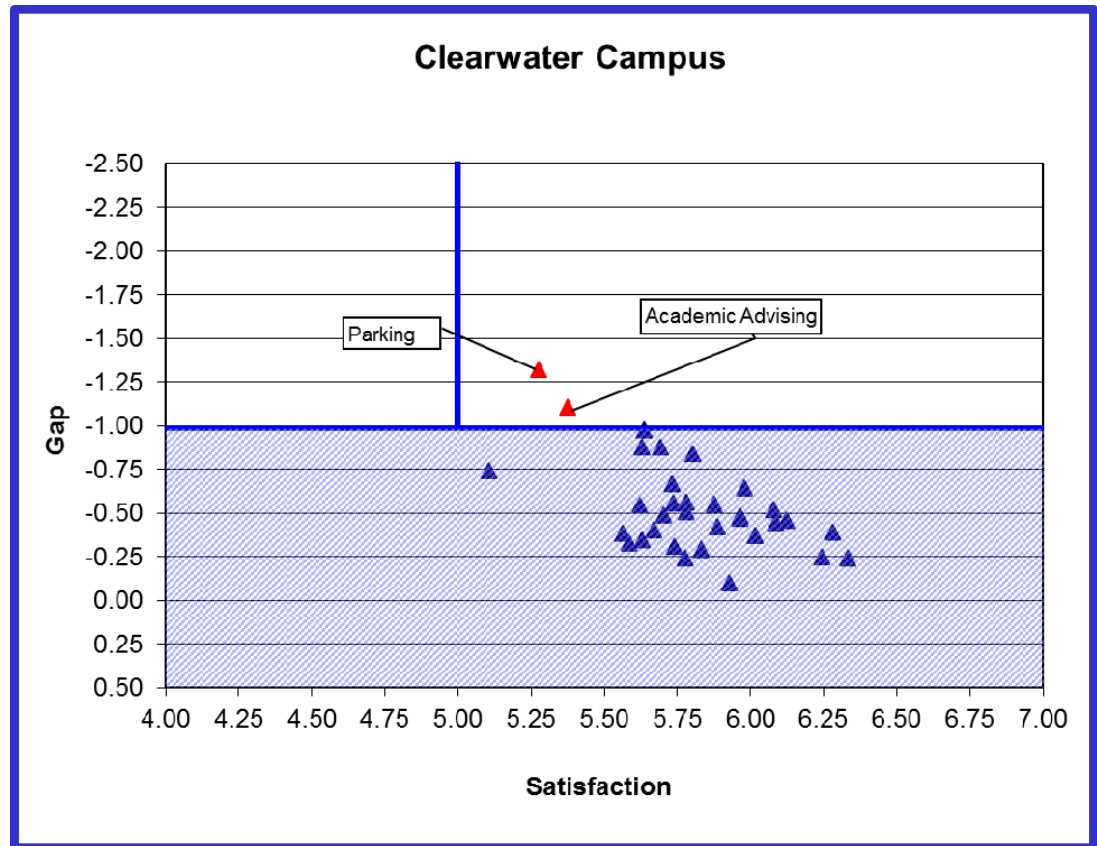


Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings



eCampus

ECampus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Scholarships and Student Financial Assistance Office” (-1.1), followed by “Academic Advising” (-1.0), 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
Scholarships and Student Financial Assistance Office	157	6.37	5.32	-1.05
Academic Advising	216	6.36	5.35	-1.01

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

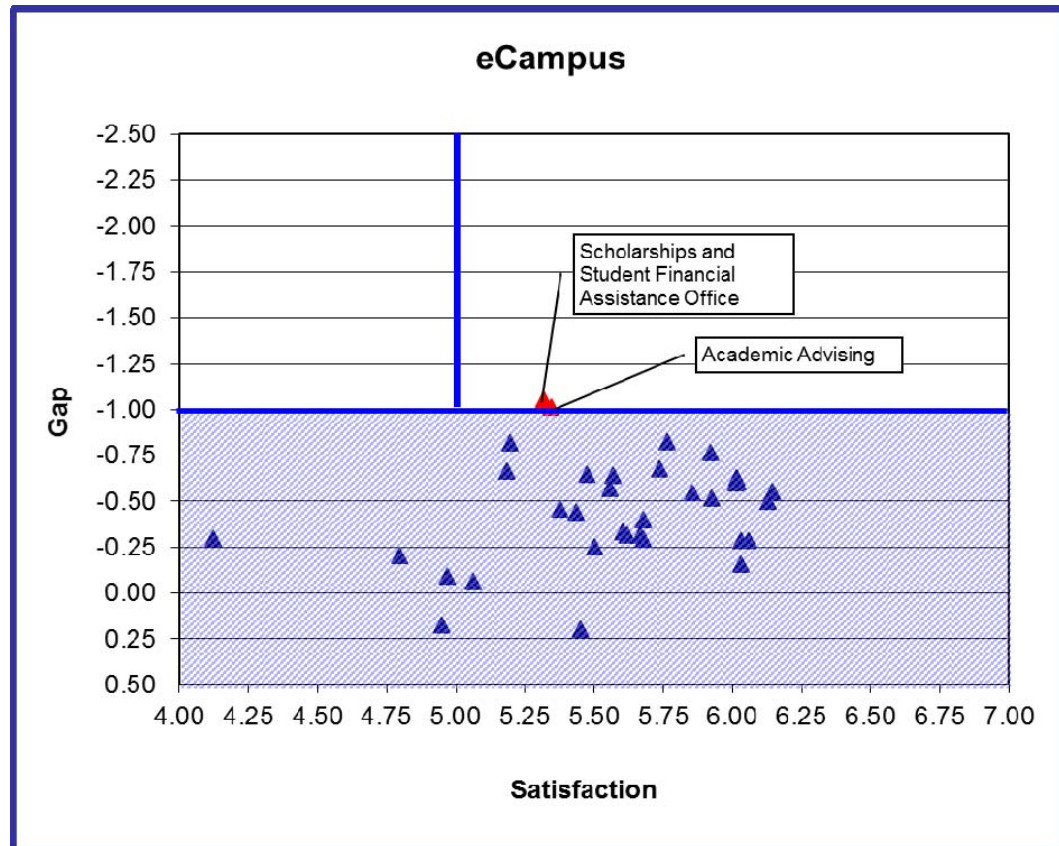


Figure 4: eCampus Performance Gap and Satisfaction Ratings



EpiCenter

Academic and student support services with response counts less than five are not included as part of the analyses employed in the Enrolled Student Survey. Therefore, since the number of responses representative of the EpiCenter did not meet this threshold (i.e., $n < 5$), there are no results to report.



Health Education Center

The Health Education Center had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Food Services” (-1.5), followed by “Academic Advising” (-1.0), as shown in Table 24. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

Performance Gaps Less Than -1: Health Education Center				
	N	Importance	Satisfaction	Gap
Food services	53	5.72	4.21	-1.51
Academic advising	64	6.28	5.27	-1.02

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

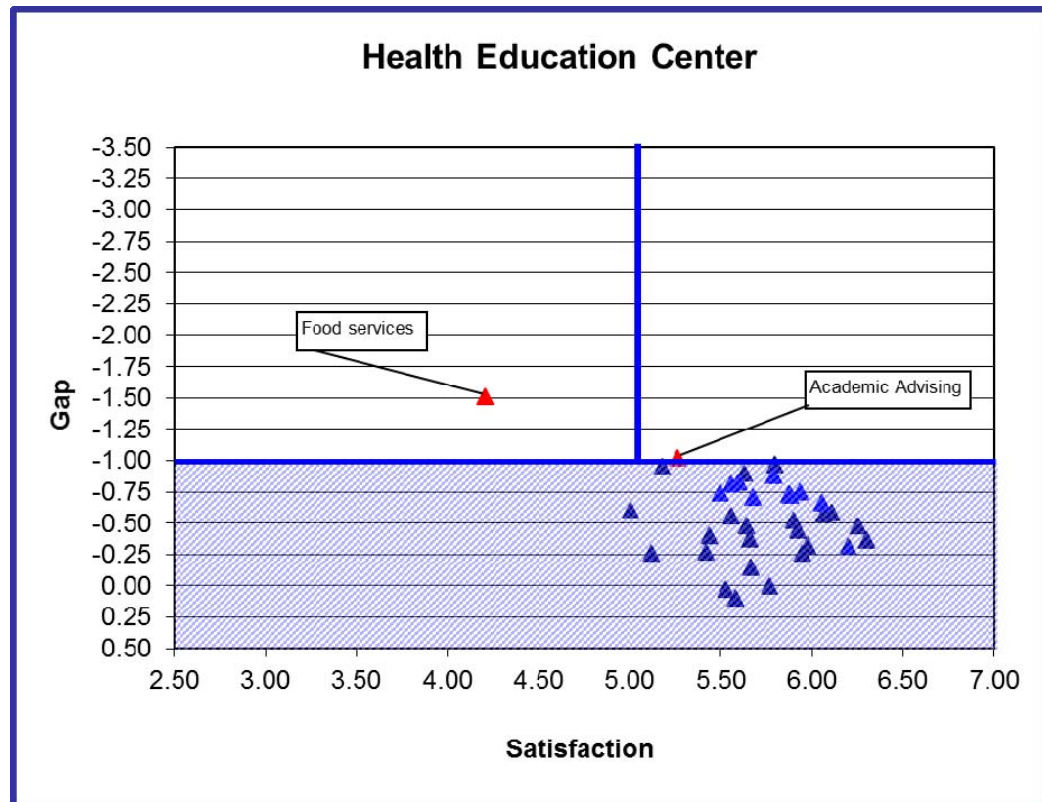


Figure 5: Health Education Center Performance Gap and Satisfaction Ratings



SPC Downtown

SPC Downtown had one of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was "Parking" (-1.8), as shown in Table 25. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

Performance Gaps Less Than -1: Downtown				
	N	Importance	Satisfaction	Gap
Parking	75	6.36	4.56	-1.80

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

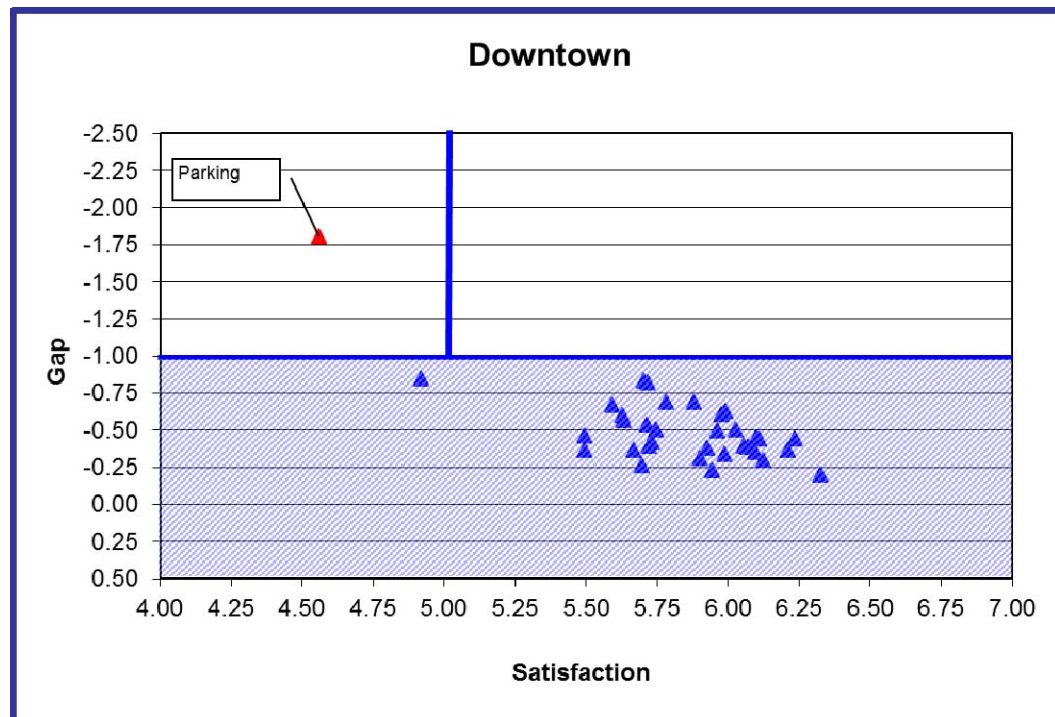


Figure 6: Downtown Performance Gap and Satisfaction Ratings



SPC Midtown

SPC Midtown had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-2.1), followed by "Food services" (-2.0), "Other online student services" (-1.3), and "Career Development Center resources" (-1.3), as shown in Table 26. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Midtown				
	N	Importance	Satisfaction	Gap
Parking	7	5.86	3.71	-2.14
Food services	7	5.86	3.86	-2.00
Other online student services	9	6.11	4.78	-1.33
Career Development Center resources	8	5.88	4.63	-1.25

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

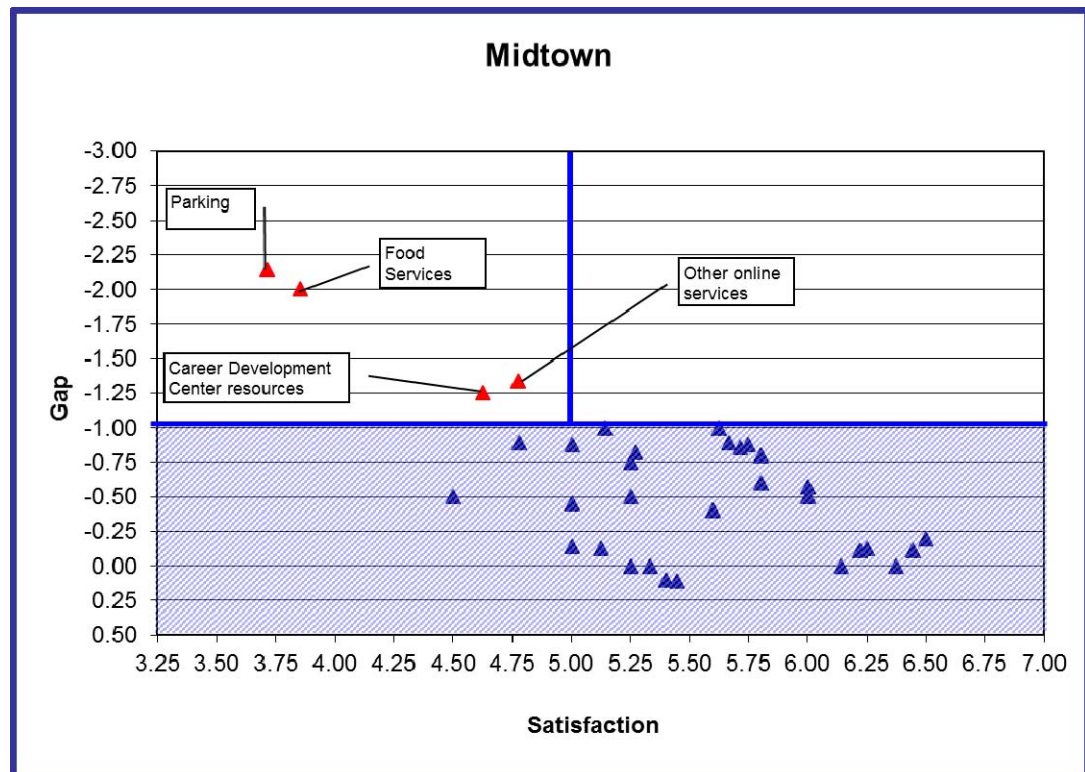


Figure 7: Midtown Performance Gap and Satisfaction Ratings



Seminole Campus

Seminole Campus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Convenience of times courses were offered” (-1.1), followed by “Food services” (-1.1), as shown in Table 27. Figure 8 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: Seminole				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	137	6.73	5.59	-1.14
Food services	102	5.97	4.90	-1.07

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

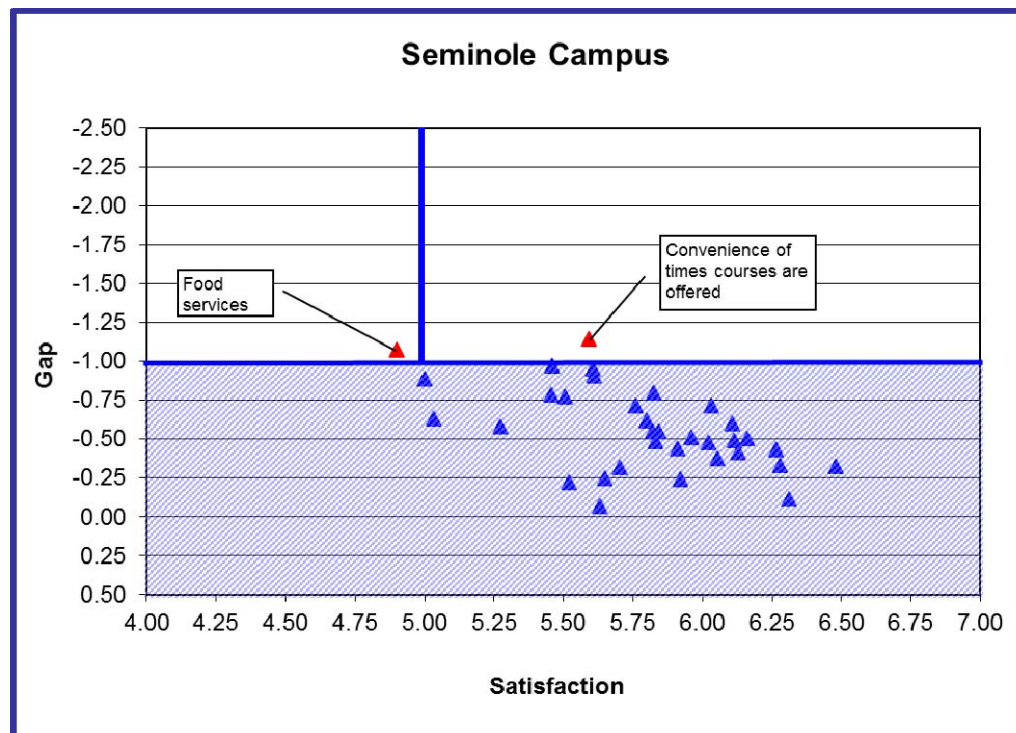


Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings



St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had one of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was “Parking” (-1.1), as shown in Table 28. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 28

Performance Gaps Less Than -1: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	210	6.46	5.32	-1.14

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

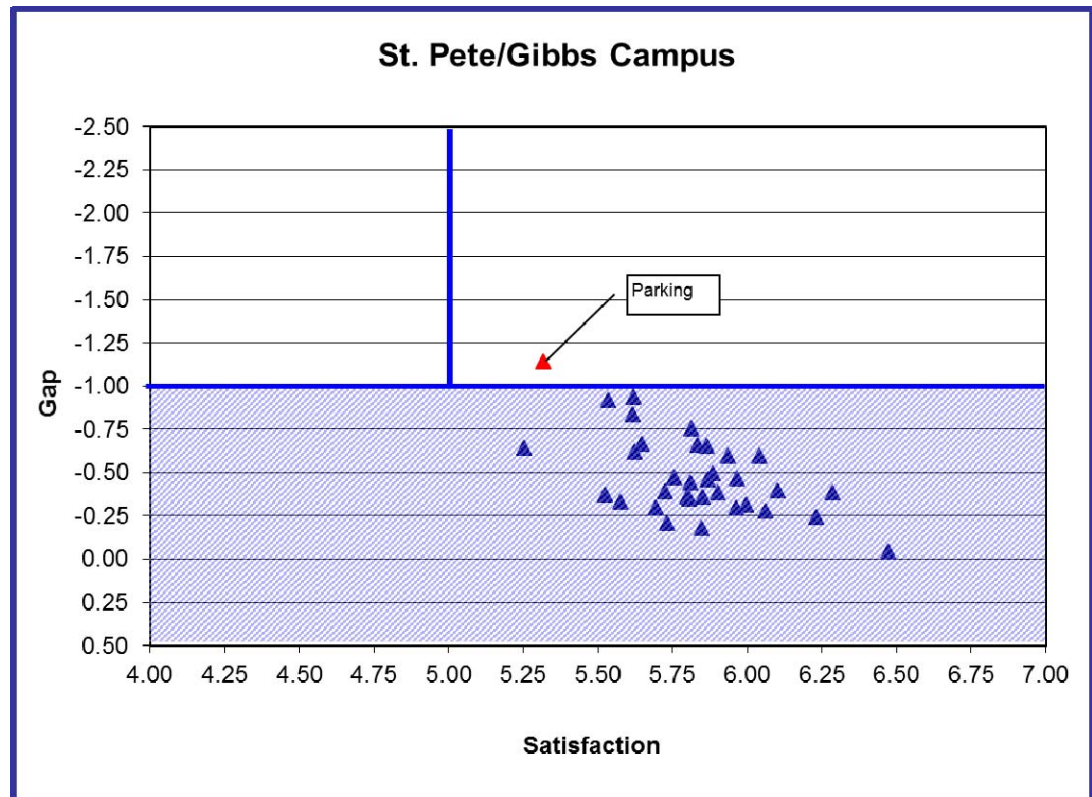


Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



Tarpon Springs Campus

The Tarpon Springs Campus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Convenience of times courses are offered” (-1.1), followed by “Academic advising” (-1.0), as shown in Table 29. Figure 10 displays the relationship between the Performance Gap and Satisfaction ratings.

Table 29

Performance Gaps Less Than -1: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	144	6.55	5.44	-1.11
Academic advising	156	6.32	5.29	-1.03

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

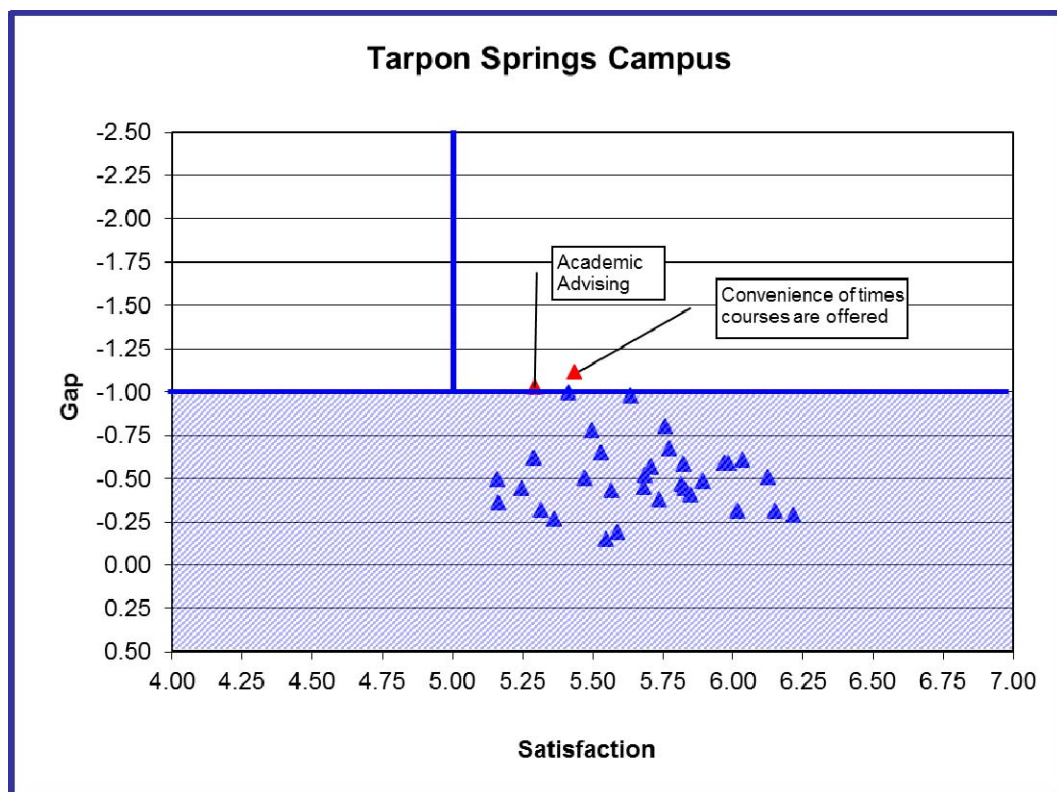


Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings



Conclusion

Importance of Academic and Student Support Services

Students were asked to rate the Importance of the College's academic and student support services on a 7-point scale ranging from "Very Important" (7) to "Not Important" (1). The top five ranked services in terms of importance to the 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: "Food Services" (5.7), "New student orientation" (5.7), "Student activities" (5.8), "Student Publications" (5.8), and "Official mailings received from the College" (5.8). 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" with the highest mean (6.3), "Personal safety and security" (6.2), "Out-of-class access to computers" (6.2), "Overall quality of the educational programs" (6.1), and "Supplemental instructional centers/tutoring" (6.0). Four of these top five services were part of last year's top five services with "Supplemental instructional centers/tutoring" replacing "Facilities" this year. The five student/academic services with the lowest satisfaction ratings were "Food services" (5.0), "Parking" (5.3), "Student publications" (5.4), "Academic advising" (5.5), and "New student orientation" (5.5). All five services were the same services rated in the lowest five last year.

Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance." A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. This year there were no academic/support services with positive performance gaps. The five smallest gaps were "Official mailings received from the College" (-0.1), "Library" (-0.2), "Student Activities" (-0.3), "New Student Orientation" (-0.3), and "Out-of-Class Access to Computers" (-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. One



academic and student support services had a performance gap lower than -1.00. This was: "Parking" (-1.1).

Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated level of usage is defined as the percent of students that rated the satisfaction level of the student or academic service. The estimated usage of each service is calculated by dividing the 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 "Academic Advising" (95.2%), "Overall quality of the educational programs" (95.0%), "Variety of courses offered" (95.0%), "First choice of classes" (94.3%), and "Convenience of times courses are offered" (93.0%). Last year, there were two services with usage of more than 95%. This year, "Academic advising" was the only service with a usage rate higher than 95%. The lowest five included "Specialized academic support services" (54.1%), "Student publications" (54.7%), "Student Activities" (57.5%), "Career counseling" (57.9%), and "Career assessment" (58.4%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, twenty-nine items demonstrated higher satisfaction scores than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Supplemental Instructional Centers/Tutoring" (+0.2), "Overall educational support services" (+0.2), "Career Development Center resources" (+0.2), "Specialized academic support services" (+0.2), and "Registration Center" (+0.2).

The services with the highest year-to-year decline in mean satisfaction scores were "Food Services" (-0.2), "Parking" (-0.1), "Student publications" (< -0.1), "Facilities" (< -0.1), and "Registering in-person" (< -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:

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Appendix A: Enrolled Student Survey

Enrolled Student Survey 2014

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.



Enrolled Student Survey 2014

Survey Instructions

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

Demographics

1. Select your age category.

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

2. Select your gender.

- Male
- Female

3. Select your ethnicity.

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



Enrolled Student Survey 2014

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



Enrolled Student Survey 2014

Demographics (Continued)

6. How many semesters have you been enrolled at SPC?

- 1
 2
 3
 4
 5
 6 or more

7. Select the number of credits you have earned at SPC.

- 0 - 15
 16 - 30
 31 - 45
 Over 45

8. Do you have access to a computer with Internet capabilities?

- Yes
 No

9. What is the primary reason you are enrolled at SPC?

- To receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)
 To upgrade job skills
 To take courses for a new career
 For personal enrichment
 Other, please specify

***10. Are you enrolled in a degree or certificate program (e.g., BS/BAS, AA, AS/AAS, etc.)?**

- Yes
 No



Enrolled Student Survey 2014

Demographics (Continued)

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

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

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



Enrolled Student Survey 2014

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



Enrolled Student Survey 2014

College Services and Offices

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

16. Application/admission process

	1	2	3	4	5	6	7	N/A
Importance of Application/admission process <i>(1 - Not Important to 7 - Very Important)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Application/admission process <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 <i>(1 - Not Important to 7 - Very Important)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Academic advising <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. Scholarships and Student Financial Assistance Office

	1	2	3	4	5	6	7	N/A
Importance of Scholarships and Student Financial Assistance Office <i>(1 - Not Important to 7 - Very Important)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Scholarships and Student Financial Assistance Office <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with SPC OneCard Refund Process (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Business Office

	1	2	3	4	5	6	7	N/A
Importance of Business Office (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Business Office (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Initial testing for placement in courses (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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College Services and Offices (Continued)

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

22. Bookstore

	1	2	3	4	5	6	7	N/A
Importance of Bookstore (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Bookstore (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Library

	1	2	3	4	5	6	7	N/A
Importance of Library (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Library (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Career Development Center resources (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Career assessment

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



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26. Career counseling

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



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College Services and Offices (Continued)

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

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Registering in-person (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Registering online

	1	2	3	4	5	6	7	N/A
Importance of Registering online (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Registering online (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Other online student services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Student activities (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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31. New student orientation

	1	2	3	4	5	6	7	N/A
Importance of New student orientation <i>(1 - Not Important to 7 - Very Important)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with New student orientation <i>(1 - Not Satisfied to 7 - Very Satisfied)</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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College Services and Offices (Continued)

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

32. Official mailings received from the College

	1	2	3	4	5	6	7	N/A
Importance of Official mailings received from the College (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Official mailings received from the College (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with General information about programs & services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Food services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

35. Student publications

	1	2	3	4	5	6	7	N/A
Importance of Student publications (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Student publications (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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College Services and Offices (Continued)

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

36. Facilities

	1	2	3	4	5	6	7	N/A
Importance of Facilities (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Facilities (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Parking

	1	2	3	4	5	6	7	N/A
Importance of Parking (1 - Not Important to 7 - Very Important)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Parking (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Personal safety and security (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Out-of-class access to computers (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Overall student support services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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College Services and Offices (Continued)

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

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Specialized academic support services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Supplemental instructional centers/tutoring (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Variety of courses offered (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction with Ability to enroll in your "first choice" of classes (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction with Convenience of times courses are offered (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Enrolled Student Survey 2014

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the Registration Center (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Use of technology for instruction (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Overall quality of the educational programs (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Overall educational support services (1 - Not Satisfied to 7 - Very Satisfied)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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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 30 through 39. The Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. Each table is sorted in ascending order by Performance Gap.



Table 30

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Food services	8	6.38	5.00	-1.38
Bookstore	15	6.40	5.53	-0.87
Scholarships and Student Financial Assistance Office	11	6.45	5.91	-0.55
Academic advising	17	6.71	6.24	-0.47
Library	15	6.73	6.33	-0.40
Variety of courses offered	16	6.69	6.31	-0.38
Official mailings received from the College	14	6.36	6.00	-0.36
Parking	12	6.33	6.00	-0.33
Registration center	14	6.64	6.36	-0.29
Convenience of times courses are offered	16	6.69	6.44	-0.25
Personal safety and security	15	6.87	6.67	-0.20
Supplemental instructional centers/tutoring	12	6.50	6.33	-0.17
First choice of classes	16	6.75	6.63	-0.13
Use of technology for instruction	16	6.63	6.50	-0.13
Facilities	15	6.53	6.47	-0.07
Out-of-class access to computers	15	6.47	6.40	-0.07
SPC OneCard Refund Process	9	6.11	6.11	0.00
Career counseling	9	6.56	6.56	0.00
Career assessment	10	6.50	6.50	0.00
Registering in-person	10	6.50	6.50	0.00
Specialized academic support services	10	6.60	6.60	0.00
Business Office	14	6.57	6.57	0.00
Overall educational support services	14	6.79	6.79	0.00
Other online student services	15	6.67	6.67	0.00
General information about programs & services	15	6.53	6.53	0.00
Overall student support services	16	6.56	6.56	0.00
Overall quality of the educational programs	16	6.81	6.81	0.00
Registering online	16	6.44	6.50	0.06
Initial testing for placement in courses	12	6.00	6.08	0.08
Student publications	12	5.67	5.75	0.08
Career Development Center resources	10	6.50	6.60	0.10
Application/admission process	17	6.00	6.24	0.24
New student orientation	13	6.23	6.62	0.38
Student activities	10	5.90	6.30	0.40



Table 31

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	234	6.60	5.28	-1.32
Academic advising	253	6.48	5.38	-1.11
Convenience of times courses are offered	238	6.61	5.63	-0.97
Variety of courses offered	230	6.57	5.69	-0.88
Scholarships and Student Financial Assistance Office	210	6.50	5.63	-0.88
First choice of classes	226	6.64	5.80	-0.84
Food services	182	5.85	5.10	-0.74
Bookstore	255	6.40	5.73	-0.67
Overall quality of the educational programs	225	6.62	5.98	-0.64
Registering online	226	6.34	5.78	-0.56
General information about programs & services	224	6.29	5.74	-0.56
Registration Center	199	6.43	5.87	-0.55
Application/admission process	250	6.17	5.62	-0.55
Overall student support services	223	6.60	6.08	-0.52
Career counseling	160	6.29	5.78	-0.51
SPC OneCard Refund Process	202	6.19	5.70	-0.49
Use of technology for instruction	222	6.45	5.96	-0.49
Other online student services	232	6.44	5.97	-0.47
Overall educational support services	206	6.58	6.12	-0.46
Facilities	227	6.58	6.12	-0.46
Supplemental instructional centers/tutoring	187	6.53	6.09	-0.44
Career Development Center resources	159	6.31	5.89	-0.42
Registering in-person	196	6.07	5.67	-0.40
Personal safety and security	233	6.67	6.28	-0.39
Student publications	157	5.94	5.56	-0.38
Specialized academic support services	147	6.39	6.01	-0.37
New student orientation	189	5.98	5.63	-0.35
Initial testing for placement in courses	224	5.92	5.58	-0.33
Career assessment	162	6.05	5.74	-0.31
Business Office	202	6.12	5.83	-0.29
Out-of-class access to computers	205	6.49	6.24	-0.25
Student activities	156	6.02	5.78	-0.24
Library	241	6.57	6.33	-0.24
Official mailings received from the College	205	6.03	5.93	-0.10



Table 32

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Scholarships and Student Financial Assistance Office	157	6.37	5.32	-1.05
Academic advising	216	6.36	5.35	-1.01
Variety of courses offered	211	6.59	5.76	-0.82
Parking	123	6.02	5.20	-0.82
Convenience of times courses are offered	185	6.69	5.92	-0.77
Overall student support services	170	6.41	5.74	-0.68
Career counseling	92	5.85	5.18	-0.66
Bookstore	194	6.12	5.47	-0.65
Supplemental instructional centers/tutoring	95	6.21	5.57	-0.64
First choice of classes	217	6.65	6.01	-0.63
Overall quality of the educational programs	204	6.63	6.02	-0.61
Other online student services	223	6.61	6.01	-0.60
Specialized academic support services	70	6.13	5.56	-0.57
Registering online	227	6.70	6.15	-0.55
Registration Center	117	6.40	5.85	-0.55
Overall educational support services	176	6.44	5.93	-0.52
Use of technology for instruction	181	6.62	6.13	-0.50
Career assessment	96	5.83	5.38	-0.46
Business Office	150	5.87	5.43	-0.44
Application/admission process	209	6.08	5.68	-0.40
General information about programs & services	200	5.94	5.61	-0.34
Facilities	123	5.98	5.67	-0.32
SPC OneCard Refund Process	162	5.93	5.62	-0.31
Food services	57	4.42	4.12	-0.30
Career Development Center resources	93	5.97	5.68	-0.29
Out-of-class access to computers	98	6.32	6.03	-0.29
Personal safety and security	123	6.34	6.06	-0.28
Initial testing for placement in courses	140	5.75	5.50	-0.25
Registering in-person	83	5.00	4.80	-0.20
Library	138	6.19	6.03	-0.16
Student publications	67	5.06	4.97	-0.09
New student orientation	111	5.13	5.06	-0.06
Student activities	58	4.78	4.95	0.17
Official mailings received from the College	169	5.25	5.45	0.20



Table 33

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

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



Table 34

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Food services	53	5.72	4.21	-1.51
Academic advising	64	6.28	5.27	-1.02
Convenience of times courses are offered	59	6.76	5.80	-0.97
Bookstore	63	6.13	5.17	-0.95
Facilities	62	6.53	5.63	-0.90
Overall quality of the educational programs	63	6.67	5.79	-0.87
Overall student support services	62	6.42	5.60	-0.82
Parking	61	6.36	5.56	-0.80
Other online student services	60	6.68	5.93	-0.75
General information about programs & services	60	6.23	5.50	-0.73
Variety of courses offered	55	6.60	5.87	-0.73
Overall educational support services	60	6.60	5.88	-0.72
Scholarships and Student Financial Assistance Office	53	6.38	5.68	-0.70
First choice of classes	56	6.71	6.05	-0.66
New student orientation	50	5.60	5.00	-0.60
Registering online	58	6.69	6.10	-0.59
Specialized academic support services	45	6.64	6.07	-0.58
Career counseling	36	6.11	5.56	-0.56
Use of technology for instruction	57	6.42	5.89	-0.53
SPC OneCard Refund Process	50	6.12	5.64	-0.48
Supplemental instructional centers/tutoring	48	6.73	6.25	-0.48
Out-of-class access to computers	52	6.37	5.92	-0.44
Application/admission process	55	5.84	5.44	-0.40
Career assessment	35	6.03	5.66	-0.37
Personal safety and security	60	6.67	6.30	-0.37
Registration Center	44	6.30	5.98	-0.32
Library	61	6.51	6.20	-0.31
Registering in-person	41	5.68	5.41	-0.27
Student publications	34	5.38	5.12	-0.26
Career Development Center resources	38	6.21	5.95	-0.26
Initial testing for placement in courses	47	5.81	5.66	-0.15
Business Office	51	5.76	5.76	0.00
Student activities	40	5.50	5.53	0.03
Official mailings received from the College	52	5.48	5.58	0.10



Table 35

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	75	6.36	4.56	-1.80
Food services	74	5.77	4.92	-0.85
Variety of courses offered	81	6.54	5.70	-0.84
Scholarships and Student Financial Assistance Office	78	6.54	5.72	-0.82
Application/admission process	82	6.48	5.78	-0.70
Convenience of times courses are offered	81	6.57	5.88	-0.69
SPC OneCard Refund Process	76	6.26	5.59	-0.67
Academic advising	83	6.61	5.99	-0.63
First choice of classes	82	6.59	5.98	-0.61
Bookstore	83	6.23	5.63	-0.60
Career assessment	65	6.20	5.63	-0.57
Career counseling	63	6.25	5.71	-0.54
Registering in-person	75	6.25	5.75	-0.51
Overall student support services	81	6.53	6.02	-0.51
Registration Center	78	6.46	5.96	-0.50
New student orientation	71	5.96	5.49	-0.46
Supplemental instructional centers/tutoring	71	6.55	6.10	-0.45
Personal safety and security	83	6.55	6.11	-0.45
Overall quality of the educational programs	81	6.68	6.23	-0.44
Initial testing for placement in courses	71	6.15	5.73	-0.42
Library	73	6.45	6.05	-0.40
Student activities	68	6.12	5.72	-0.40
Use of technology for instruction	74	6.46	6.07	-0.39
General information about programs & services	81	6.31	5.93	-0.38
Overall educational support services	76	6.58	6.21	-0.37
Student publications	60	6.03	5.67	-0.37
Business Office	63	5.86	5.49	-0.37
Specialized academic support services	54	6.44	6.09	-0.35
Career Development Center resources	65	6.32	5.98	-0.34
Other online student services	79	6.22	5.90	-0.32
Facilities	81	6.42	6.12	-0.30
Registering online	82	5.96	5.70	-0.27
Official mailings received from the College	70	6.17	5.94	-0.23
Out-of-class access to computers	80	6.53	6.33	-0.20



Table 36

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Parking	7	5.86	3.71	-2.14
Food services	7	5.86	3.86	-2.00
Other online student services	9	6.11	4.78	-1.33
Career Development Center resources	8	5.88	4.63	-1.25
Registering online	7	6.14	5.14	-1.00
Use of technology for instruction	8	6.63	5.63	-1.00
Student activities	9	5.67	4.78	-0.89
Overall educational support services	9	6.56	5.67	-0.89
Personal safety and security	8	6.63	5.75	-0.88
Convenience of times courses are offered	8	5.88	5.00	-0.88
Supplemental instructional centers/tutoring	7	6.57	5.71	-0.86
Application/admission process	11	6.09	5.27	-0.82
Academic advising	10	6.60	5.80	-0.80
First choice of classes	8	6.00	5.25	-0.75
Scholarships and Student Financial Assistance Office	10	6.40	5.80	-0.60
Out-of-class access to computers	7	6.57	6.00	-0.57
Student publications				
General information about programs & services	8	5.75	5.25	-0.50
Overall student support services	8	6.50	6.00	-0.50
Bookstore	10	6.50	6.00	-0.50
Initial testing for placement in courses	11	5.45	5.00	-0.45
SPC OneCard Refund Process	10	6.00	5.60	-0.40
Registering in-person	10	6.70	6.50	-0.20
Career counseling	7	5.14	5.00	-0.14
Career assessment	8	5.25	5.13	-0.13
Facilities	8	6.38	6.25	-0.13
Library	9	6.33	6.22	-0.11
Overall quality of the educational programs	9	6.56	6.44	-0.11
Specialized academic support services				
Business Office	6	5.33	5.33	0.00
Variety of courses offered	7	6.14	6.14	0.00
Registration center	8	6.38	6.38	0.00
New student orientation	10	5.30	5.40	0.10
Official mailings received from the College	9	5.33	5.44	0.11

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



Table 37

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	137	6.73	5.59	-1.14
Food services	102	5.97	4.90	-1.07
Academic advising	142	6.43	5.46	-0.97
Scholarships and Student Financial Assistance Office	122	6.56	5.61	-0.95
Parking	136	6.51	5.61	-0.90
Variety of courses offered	138	6.68	5.80	-0.88
Other online student services	137	6.62	5.82	-0.80
General information about programs & services	130	6.24	5.45	-0.78
SPC OneCard Refund Process	109	6.28	5.50	-0.77
Career counseling	91	6.47	5.76	-0.71
First choice of classes	133	6.74	6.03	-0.71
Student activities	92	5.66	5.03	-0.63
Registering online	128	6.41	5.80	-0.62
Overall student support services	130	6.71	6.11	-0.60
Student publications	85	5.85	5.27	-0.58
Career Development Center resources	84	6.37	5.82	-0.55
Career assessment	88	6.39	5.84	-0.55
Use of technology for instruction	125	6.47	5.96	-0.51
Overall quality of the educational programs	132	6.66	6.16	-0.50
Overall educational support services	125	6.60	6.11	-0.49
Application/admission process	131	6.31	5.83	-0.48
Registration Center	103	6.50	6.02	-0.48
Bookstore	143	6.35	5.91	-0.44
Facilities	137	6.69	6.26	-0.43
Supplemental instructional centers/tutoring	109	6.54	6.13	-0.41
Specialized academic support services	77	6.43	6.05	-0.38
Out-of-class access to computers	125	6.61	6.28	-0.33
Personal safety and security	134	6.80	6.48	-0.32
Business Office	100	6.02	5.70	-0.32
Registering in-person	102	5.89	5.65	-0.25
Initial testing for placement in courses	113	6.16	5.92	-0.24
Official mailings received from the College	121	5.74	5.52	-0.22
Library	135	6.42	6.31	-0.11
New student orientation	100	5.70	5.63	-0.07



Table 38

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Parking	210	6.46	5.32	-1.14
Convenience of times courses are offered	210	6.56	5.62	-0.94
Academic advising	210	6.45	5.53	-0.92
Scholarships and Student Financial Assistance Office	187	6.45	5.61	-0.84
First choice of classes	208	6.57	5.81	-0.75
Bookstore	211	6.31	5.64	-0.67
Overall student support services	202	6.49	5.83	-0.66
Overall educational support services	196	6.52	5.86	-0.65
Food services	175	5.90	5.25	-0.65
SPC OneCard Refund Process	172	6.24	5.62	-0.62
Variety of courses offered	210	6.53	5.93	-0.60
Overall quality of the educational programs	205	6.63	6.04	-0.60
Registration Center	183	6.38	5.89	-0.50
General information about programs & services	207	6.23	5.75	-0.47
Facilities	208	6.43	5.97	-0.47
Other online student services	205	6.33	5.87	-0.46
Career assessment	151	6.25	5.81	-0.44
Supplemental instructional centers/tutoring	166	6.50	6.10	-0.40
Initial testing for placement in courses	181	6.12	5.72	-0.39
Career counseling	153	6.29	5.90	-0.39
Personal safety and security	211	6.67	6.28	-0.38
Student publications	145	5.90	5.52	-0.37
Registering online	201	6.21	5.85	-0.36
Application/admission process	207	6.16	5.80	-0.36
Business Office	155	6.15	5.81	-0.35
New student orientation	171	5.91	5.57	-0.33
Use of technology for instruction	199	6.31	5.99	-0.32
Registering in-person	167	5.99	5.69	-0.30
Career Development Center resources	157	6.26	5.96	-0.30
Specialized academic support services	135	6.34	6.06	-0.28
Out-of-class access to computers	183	6.48	6.23	-0.25
Student activities	156	5.94	5.73	-0.21
Official mailings received from the College	188	6.03	5.85	-0.18
Library	202	6.51	6.47	-0.04



Table 39

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	144	6.55	5.44	-1.11
Academic advising	156	6.32	5.29	-1.03
Parking	143	6.41	5.41	-1.00
First choice of classes	148	6.61	5.64	-0.98
Variety of courses offered	148	6.56	5.76	-0.80
Scholarships and Student Financial Assistance Office	137	6.28	5.50	-0.78
Overall student support services	144	6.44	5.77	-0.67
Career counseling	89	6.18	5.53	-0.65
SPC OneCard Refund Process	117	5.91	5.29	-0.62
Overall quality of the educational programs	146	6.64	6.03	-0.61
Supplemental instructional centers/tutoring	115	6.57	5.98	-0.59
Overall educational support services	127	6.56	5.97	-0.59
Other online student services	147	6.41	5.82	-0.59
General information about programs & services	139	6.27	5.71	-0.57
Registering online	145	6.21	5.68	-0.52
Personal safety and security	139	6.63	6.12	-0.51
Business Office	113	5.97	5.47	-0.50
Food services	108	5.66	5.16	-0.50
Bookstore	155	6.37	5.89	-0.48
Use of technology for instruction	136	6.29	5.82	-0.47
Application/admission process	154	6.13	5.68	-0.45
Registering in-person	123	5.69	5.24	-0.45
Registration Center	121	6.27	5.83	-0.45
Career assessment	85	6.00	5.56	-0.44
Specialized academic support services	78	6.26	5.85	-0.41
Career Development Center resources	95	6.12	5.74	-0.38
Student activities	99	5.53	5.16	-0.36
New student orientation	124	5.64	5.31	-0.32
Facilities	143	6.33	6.01	-0.31
Out-of-class access to computers	121	6.46	6.15	-0.31
Library	144	6.51	6.22	-0.29
Student publications	86	5.63	5.36	-0.27
Official mailings received from the College	131	5.78	5.59	-0.19
Initial testing for placement in courses	132	5.70	5.55	-0.15



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 "Food Services" had the lowest performance gap at the Allstate Center (-1.4) and received a Performance Gap Priority ranking of 1. "Bookstore" had the second lowest performance gap at the Allstate Center (-0.9) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 40. The table is sorted alphabetically by service.

Table 40

Performance Gap Priority Rankings by Campus	AC	CL	EC	EPI*	HEC	DT	MT*	SEM	SPG	TS	Mean
Academic advising	4	2	2		2	8	13	3	3	2	4.3
Application/admission process	32	13	20		23	5	12	21	24	21	19.0
Bookstore	2	8	8		4	10	17	23	6	19	10.8
Business Office	21	30	19		32	27	31	29	25	17	25.7
Career assessment	25	29	18		24	11	26	17	17	24	21.2
Career counseling	23	15	7		18	12	24	11	20	8	15.3
Career Development Center resources	31	22	25		30	29	4	16	29	26	23.6
Convenience of times courses are offered	10	3	5		3	6	10	1	2	1	4.6
Facilities	15	20	22		5	31	25	24	15	29	20.7
First choice of classes	13	6	10		14	9	14	10	5	4	9.4
Food services	1	7	24		1	2	2	2	9	18	7.3
General information about programs & services	24	11	21		10	24	19	8	14	14	16.1
Initial testing for placement in courses	29	28	28		31	20	21	31	19	34	26.8
Library	5	33	30		27	21	28	33	34	31	26.9
New student orientation	33	27	32		15	16	33	34	26	28	27.1
Official mailings received from the College	7	34	34		34	33	34	32	33	33	30.4
Other online student services	19	18	12		9	30	3	7	16	13	14.1
Out-of-class access to computers	16	31	26		22	34	16	27	31	30	25.9
Overall educational support services	18	19	16		12	25	8	20	8	12	15.3
Overall quality of the educational programs	17	9	11		6	19	27	19	12	10	14.4
Overall student support services	22	14	6		7	14	18	14	7	7	12.1
Parking	8	1	4		8	1	1	5	1	3	3.6
Personal safety and security	11	24	27		25	18	9	28	21	16	19.9
Registering in-person	26	23	29		28	13	23	30	28	22	24.7
Registering online	28	10	14		16	32	6	13	23	15	17.4
Registration Center	9	12	15		26	15	29	22	13	23	18.2
Scholarships and Student Financial Assistance Office	3	5	1		13	4	15	4	4	6	6.1
SPC OneCard Refund Process	27	16	23		20	7	22	9	10	9	15.9
Specialized academic support services	20	26	13		17	28		26	30	25	23.1
Student activities	34	32	33		33	22	7	12	32	27	25.8
Student publications	30	25	31		29	26		15	22	32	26.3
Supplemental instructional centers/tutoring	12	21	9		21	17	11	25	18	11	16.1
Use of technology for instruction	14	17	17		19	23	5	18	27	20	17.8
Variety of courses offered	6	4	3		11	3	30	6	11	5	8.8

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

Table 41

Satisfaction Score by Campus	AC	CL	EC	EPI*	HEC	DT	MT*	SEM	SPG	TS	Overall
Academic advising	6.24	5.38	5.35		5.27	5.99	5.80	5.46	5.53	5.29	5.59
Application/admission process	6.24	5.62	5.68		5.44	5.78	5.27	5.83	5.80	5.68	5.70
Bookstore	5.53	5.73	5.47		5.17	5.63	6.00	5.91	5.64	5.89	5.67
Business Office	6.57	5.83	5.43		5.76	5.49	5.33	5.70	5.81	5.47	5.71
Career assessment	6.50	5.74	5.38		5.66	5.63	5.13	5.84	5.81	5.56	5.69
Career counseling	6.56	5.78	5.18		5.56	5.71	5.00	5.76	5.90	5.53	5.66
Career Development Center resources	6.60	5.89	5.68		5.95	5.98	4.63	5.82	5.96	5.74	5.80
Convenience of times courses are offered	6.44	5.63	5.92		5.80	5.88	5.00	5.59	5.62	5.44	5.70
Facilities	6.47	6.12	5.67		5.63	6.12	6.25	6.26	5.97	6.01	6.06
First choice of classes	6.63	5.80	6.01		6.05	5.98	5.25	6.03	5.81	5.64	5.91
Food services	5.00	5.10	4.12		4.21	4.92	3.86	4.90	5.25	5.16	4.72
General information about programs & services	6.53	5.74	5.61		5.50	5.93	5.25	5.45	5.75	5.71	5.72
Initial testing for placement in courses	6.08	5.58	5.50		5.66	5.73	5.00	5.92	5.72	5.55	5.64
Library	6.33	6.33	6.03		6.20	6.05	6.22	6.31	6.47	6.22	6.24
New student orientation	6.62	5.63	5.06		5.00	5.49	5.40	5.63	5.57	5.31	5.52
Official mailings received from the College	6.00	5.93	5.45		5.58	5.94	5.44	5.52	5.85	5.59	5.70
Other online student services	6.67	5.97	6.01		5.93	5.90	4.78	5.82	5.87	5.82	5.86
Out-of-class access to computers	6.40	6.24	6.03		5.92	6.33	6.00	6.28	6.23	6.15	6.18
Overall educational support services	6.79	6.12	5.93		5.88	6.21	5.67	6.11	5.86	5.97	6.06
Overall quality of the educational programs	6.81	5.98	6.02		5.79	6.23	6.44	6.16	6.04	6.03	6.17
Overall student support services	6.56	6.08	5.74		5.60	6.02	6.00	6.11	5.83	5.77	5.97
Parking	6.00	5.28	5.20		5.56	4.56	3.71	5.61	5.32	5.41	5.18
Personal safety and security	6.67	6.28	6.06		6.30	6.11	5.75	6.48	6.28	6.12	6.23
Registering in-person	6.50	5.67	4.80		5.41	5.75	6.50	5.65	5.69	5.24	5.69
Registering online	6.50	5.78	6.15		6.10	5.70	5.14	5.80	5.85	5.68	5.86
Registration Center	6.36	5.87	5.85		5.98	5.96	6.38	6.02	5.89	5.83	6.01
Scholarships and Student Financial Assistance Office	5.91	5.63	5.32		5.68	5.72	5.80	5.61	5.61	5.50	5.64
SPC OneCard Refund Process	6.11	5.70	5.62		5.64	5.59	5.60	5.50	5.62	5.29	5.63
Specialized academic support services	6.60	6.01	5.56		6.07	6.09		6.05	6.06	5.85	6.04
Student activities	6.30	5.78	4.95		5.53	5.72	4.78	5.03	5.73	5.16	5.44
Student publications	5.75	5.56	4.97		5.12	5.67		5.27	5.52	5.36	5.40
Supplemental instructional centers/tutoring	6.33	6.09	5.57		6.25	6.10	5.71	6.13	6.10	5.98	6.03
Use of technology for instruction	6.50	5.96	6.13		5.89	6.07	5.63	5.96	5.99	5.82	5.99
Variety of courses offered	6.31	5.69	5.76		5.87	5.70	6.14	5.80	5.93	5.76	5.89

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

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