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Enrolled Student Survey Report



Institutional Research and Effectiveness
St. Petersburg College



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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:

- More than one-third (34%) were under the age of 25.
- More than two-thirds (67%) were female.
- Self-reported race/ethnicity was as follows: 67% White, 12% Black/Non-Hispanic, 11% Hispanic, 7% Other, 3% Asian/Pacific Islander, and 1% American Indian.
- Two-thirds (66%) graduated from high school or received their G.E.D. more than five years ago.
- Twenty-eight percent (28%) have been enrolled at the College only one semester.
- Less than half (45%) have earned 15 or fewer credit hours at SPC.
- Almost all (99%) have access to a computer with Internet capabilities.
- Almost eighty percent (79%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS/AAS)" as their primary reason for enrolling at SPC.
- Eighty percent (80%) are enrolled in a degree or certificate program.
- Twenty-nine percent (29%) are enrolled in the AA program and forty-three percent (43%) in an AS program.
- Two-thirds 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.
- Three-quarters (75%) of the respondents indicated that they are working while attending the College.

Importance of Academic and Student Support Services

Students were asked to rate the Importance of the College's academic and student support services on a 7-point scale ranging from "Very Important" (7) to "Not Important" (1). All services were rated within a 1.1 spread on the 7-point scale, with ratings ranging from 6.7 for "Overall quality of the educational programs" to 5.6 for "New student orientation."

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

- Overall quality of the educational programs (6.7),
- First choice of classes (6.7),



- Personal safety and security (6.7),
- Variety of courses offered (6.6), and
- Convenience of times courses are 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:

- New student orientation (5.6),
- Student publications (5.7),
- Official mailings received from the college (5.7),
- Student activities (5.7), and
- Registering in-person (5.7).

All 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 1.2 spread among all satisfaction scores, ranging from 6.3 for "Personal safety and security" to 5.1 for "Food services."

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

- Personal safety and security (6.3),
- Library (6.3),
- Out-of-class computers (6.1),
- Facilities (6.1), and
- Learning centers/tutoring (5.9), and

All 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 (5.1),
- New student orientation (5.2),
- Academic Advising (5.3),
- Career counseling (5.3), and
- SPC OneCard Refund Process (5.4).

Three of the five services listed above were rated in the lowest five last year.

Comparison of Importance and Level of Satisfaction

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

The five smallest gaps are represented below:

- Official mailings received from the College (-0.1),
- Library (-0.2),
- Student publications (-0.3),
- Registering in-person (-0.3), and
- Student activities (-0.3).



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

- Convenience of times courses are offered (-1.1),
- Parking (-1.1), and
- Academic advising (-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 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:

- Overall quality of the educational programs (94.3%),
- Variety of courses offered (94.0%),
- First choice of classes (92.8%),
- Academic advising (92.2%), and
- Other online student services (91.2%).

The lowest five included:

- Student publications (49.7%),
- Career counseling (49.7%),
- Career development center resources (50.0%),
- Career assessment (50.5%), and
- Specialized academic support services (52.5%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was:

- Personal safety and security (+0.04).

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

- Scholarships and student financial assistance office (-0.3),
- Career counseling (-0.3),
- Career development center resources (-0.3),
- SPC OneCard refund process (-0.2), and
- Registering in-person (-0.2).

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

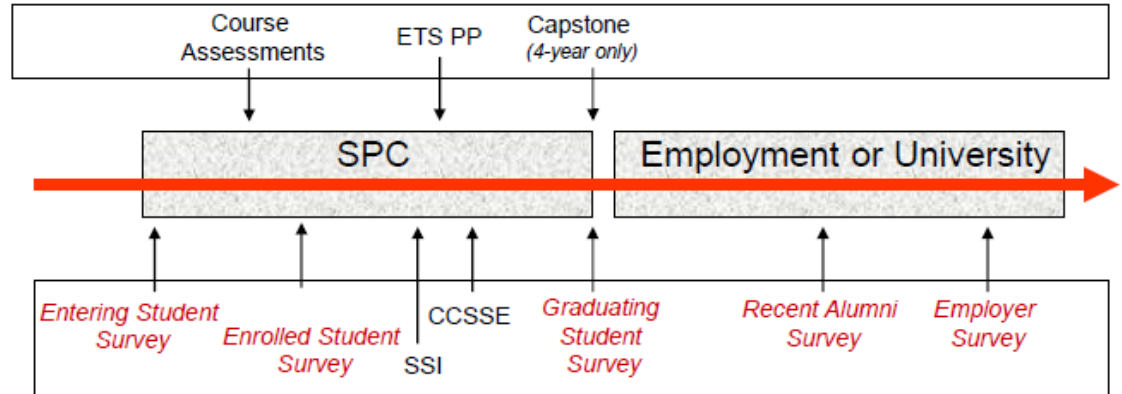
The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 14 organizational units comprising 35 academic programs (lower division); (ii) 9 Colleges and Schools comprising 19 baccalaureate programs (upper division), and (iii)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



Direct Measures



Indirect Measures

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 22nd annual administration of the survey.

The survey was available to all enrolled students for a three-week period from October 24 through November 14, 2016. To facilitate the planning process and minimize disruption in the classroom, the 2016-17 iteration of the survey was offered only online via the St. Petersburg College home page (<http://www.spcollege.edu>), the MyCourses System login page, and the MYSPC login page. Students were able to access the survey from any campus computer or from their home computer. Almost eleven-hundred students (1,098) 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-one 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 27% of the students, followed by Online (18%), Health Education Center (16%), and St. Pete Gibbs (15%).

Table 1
Survey Distribution by Reporting Campus (n=1087)

Select the campus where you are receiving most of your services.		
	N	%
Allstate Center	12	1
Clearwater	289	27
EpiCenter	4	<1
Health Education Center	173	16
Online	197	18
Seminole	88	8
SPC Downtown	47	4
SPC Mid-town	20	2
St. Pete-Gibbs	163	15
Tarpon Springs	94	9



Student Demographic and Academic Information

The demographic profile and academic background of the 1,098 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” (20%), followed by “30 - 39” (18%) and “40 - 49” (15%). Thirty-four percent of respondents were under the age of 25.

Table 2
Age (n=1093)

Select your age category.		
	N	%
19 and under	218	20
20 - 24	150	14
25 - 29	156	14
30 - 39	197	18
40 - 49	165	15
50 - 59	152	14
60 and over	55	5

Gender

More than two-thirds (67%) of the survey respondents were female.

Table 3
Gender (n=1088)

Select your gender.		
	N	%
Female	727	67
Male	361	33



Ethnicity

Over two-thirds (67%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic (12%) and Hispanic (11%).

Table 4
Ethnicity (n=1086)

Select your ethnicity.		
	N	%
American Indian	7	1
Asian/Pacific Islander	30	3
Other	75	7
Hispanic	123	11
Black/Non-Hispanic	127	12
White	724	67

Time since High School

Two-thirds of survey respondents (66%) graduated from high school or received their G.E.D. more than five years ago.

Table 5
Time since High School (n=1080)

How long has it been since you graduated from high school or received your G.E.D.?		
	N	%
Less than 1 year ago	165	15
1 - 3 years ago	145	13
4 - 5 years ago	61	6
More than 5 years ago	709	66



Number of Semesters

Twenty-eight percent of survey respondents have been enrolled at the College only one semester, while half (50%) have been enrolled fewer than four semesters.

Table 6
Number of Semesters (n=1055)

How many semesters have you been enrolled at SPC?		
	N	%
1	299	28
2	106	10
3	128	12
4	97	9
5	72	7
6 or more	353	33

Number of Credits Received

Almost half (45%) of the survey respondents had earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=1059)

Number of credits you have earned at SPC?		
	N	%
0 - 15	472	45
16 - 30	190	18
31 - 45	126	12
Over 45	271	26



Internet Access

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

Table 8
Internet Access (n=1068)

Do you have access to a computer with Internet capabilities?		
	N	%
Yes	1056	99
No	12	1

Enrollment Reasons

Almost eighty percent (79%) of survey respondents selected “to receive a degree/certificate (e.g., BS/BAS, AA, AS)” as their primary reason for enrolling at SPC.

Table 9
Enrollment Reasons (n=1068)

What is the primary reason you enrolled at SPC?		
	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS)	849	79
To take courses for a new career	92	9
To upgrade job skills	29	3
For personal enrichment	42	4
Other, please specify	56	5



Enrollment

Eighty percent (80%) of survey respondents are enrolled in a degree or certificate program.

Table 10
Enrollment (n=1075)

Are you enrolled in a degree or certificate program?		
	N	%
Yes	861	80
No	214	20

Degree/Certificate Program

Forty-three percent of survey respondents are enrolled in an Associate in Science program, and twenty-nine percent are enrolled in the Associate in Arts program at SPC.

Table 11
Degree Type (n=856)

Which type of degree/certificate program are you currently enrolled in?		
	N	%
Associate in Arts Degree	246	29
Associate in Science	369	43
Baccalaureate Degree (SPC)	199	23
Baccalaureate Degree (University Partnership Center)	10	1
Certificate or Technical Diploma	32	4



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=1034)

When would you prefer to take most of your classes?		
	N	%
Online	346	33
Weekday mornings	433	42
Weekday evenings	124	12
Weekday afternoons	126	12
Weekends	5	<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=1027)

What is your enrollment status?		
	N	%
Primarily for credit and full-time	536	52
Primarily for credit and part-time	455	44
Primarily not for credit	36	4



Working Status

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

Table 14
Working Status (n=1035)

How many hours are you working while attending SPC?		
	N	%
Not working	256	25
Working 15 or fewer hours per week	110	11
Working 16 to 30 hours per week	186	18
Working 31 to 39 hours per week	148	14
Working 40 or more hours per week	335	32



Importance of Academic and Student Support Services

Students were asked to rate the importance of the College's academic and student support services on a 7-point scale ranging from "Very Important" (7) to "Not Important" (1). Table 15 provides a listing of the 34 student and academic support services ranked by mean scores in descending order. All services were rated within a 1.1 spread on the 7-point importance scale, with ratings ranging from 6.7 for "Overall quality of the educational programs" to 5.6 for "New student orientation."

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

The five lowest rated services in terms of importance were: "New student orientation" (5.6), "Student Publications" (5.7), "Official mailings received from the College" (5.7), "Student activities" (5.7), and "Registering in-person" (5.7). All five services were the same services rated in the lowest five last year, although ordered differently.



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	825	6.68
First choice of classes	825	6.67
Personal safety and security	746	6.67
Variety of courses offered	835	6.63
Convenience of times courses are offered	803	6.61
Overall educational support services	738	6.57
Learning centers/tutoring	613	6.55
Overall student support services	765	6.55
Out-of-class access to computers	635	6.51
Facilities	749	6.50
Parking	758	6.47
Other online student services	855	6.45
Library	759	6.44
Use of technology for instruction	766	6.44
Registering online	831	6.43
Registration Center	622	6.37
Specialized academic support services	455	6.36
Academic advising	879	6.33
Scholarships and Student Financial Assistance Office	727	6.29
General information about programs & services	808	6.22
Bookstore	863	6.19
Career counseling	470	6.07
Application/admission process	794	6.07
Career Development Center resources	475	6.00
Career assessment	477	5.96
SPC OneCard Refund Process	598	5.94
Business Office	585	5.91
Food services	557	5.86
Initial testing for placement in courses	625	5.86
Registering in-person	578	5.72
Student activities	492	5.69
Official mailings received from the College	739	5.68
Student publications	452	5.65
New student orientation	586	5.59

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 1.2 spread among all satisfaction scores, ranging from "Personal safety and security" (6.3) to "Food services" (5.1).

The top five rated student/academic services were "Personal safety and security" with the highest mean (6.3), "Library" (6.3), "Out-of-class access to computers" (6.1), "Facilities" (6.1), and "Learning centers/tutoring" (5.9). All of the top five services were part of last year's top five services with "Personal safety and security" replacing "Library" this year, as the highest mean.

The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.1), "New student orientation" (5.2), "Academic advising" (5.3), "Career counseling" (5.3), and "SPC OneCard Refund Process" (5.4). Three of the five services were the same services rated in the lowest five last year.



Table 16

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service. [Top five and bottom five mean scores are highlighted.]		
	N	Mean
Personal safety and security	746	6.27
Library	759	6.25
Out-of-class access to computers	635	6.14
Facilities	749	6.09
Learning centers/tutoring	613	5.94
Overall quality of the educational programs	825	5.93
Overall educational support services	738	5.88
Use of technology for instruction	766	5.88
Other online student services	855	5.84
Registering online	831	5.82
Registration Center	622	5.79
Overall student support services	765	5.79
Specialized academic support services	455	5.79
First choice of classes	825	5.77
Application/admission process	794	5.74
Variety of courses offered	835	5.69
General information about programs & services	808	5.61
Business Office	585	5.60
Official mailings received from the College	739	5.60
Bookstore	863	5.57
Career Development Center resources	475	5.52
Convenience of times courses are offered	803	5.49
Initial testing for placement in courses	625	5.47
Registering in-person	578	5.46
Career assessment	477	5.46
Student activities	492	5.41
Student publications	452	5.40
Parking	758	5.39
Scholarships and Student Financial Assistance Office	727	5.37
SPC OneCard Refund Process	598	5.35
Career counseling	470	5.33
Academic advising	879	5.27
New student orientation	586	5.23
Food services	557	5.11

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 publications" (-0.3), "Registering in-person" (-0.3), and "Student activities" (-0.3).

Last year, one academic and student support service had a performance gap lower than -1.00. This year, three academic and student support services had performance gaps lower than -1.00. They were: "Convenience of times courses are offered" (-1.1), "Parking" (-1.1), and "Academic advising" (-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	739	5.68	5.60	-0.09
Library	759	6.44	6.25	-0.19
Student publications	452	5.65	5.40	-0.25
Registering in-person	578	5.72	5.46	-0.26
Student activities	492	5.69	5.41	-0.28
Business Office	585	5.91	5.60	-0.31
Application/admission process	794	6.07	5.74	-0.32
New student orientation	586	5.59	5.23	-0.37
Out-of-class access to computers	635	6.51	6.14	-0.37
Initial testing for placement in courses	625	5.86	5.47	-0.39
Personal safety and security	746	6.67	6.27	-0.40
Facilities	749	6.50	6.09	-0.41
Career Development Center resources	475	6.00	5.52	-0.48
Career assessment	477	5.96	5.46	-0.49
Use of technology for instruction	766	6.44	5.88	-0.56
Specialized academic support services	455	6.36	5.79	-0.57
Registration Center	622	6.37	5.79	-0.58
SPC OneCard Refund Process	598	5.94	5.35	-0.59
Learning centers/tutoring	613	6.55	5.94	-0.61
Registering online	831	6.43	5.82	-0.61
Bookstore	863	6.19	5.57	-0.61
Other online student services	855	6.45	5.84	-0.61
General information about programs & services	808	6.22	5.61	-0.61
Overall educational support services	738	6.57	5.88	-0.69
Career counseling	470	6.07	5.33	-0.74
Food services	557	5.86	5.11	-0.75
Overall quality of the educational programs	825	6.68	5.93	-0.75
Overall student support services	765	6.55	5.79	-0.76
First choice of classes	825	6.67	5.77	-0.90
Scholarships and Student Financial Assistance Office	727	6.29	5.37	-0.92
Variety of courses offered	835	6.63	5.69	-0.94
Academic advising	879	6.33	5.27	-1.05*
Parking	758	6.47	5.39	-1.08*
Convenience of times courses are offered	803	6.61	5.49	-1.12*

**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).

The top five services with the highest usage estimates were "Overall quality of the educational programs" (94.3%), "Variety of courses offered" (94.0%), "First choice of classes" (92.8%), "Academic advising" (92.2%), and "Other online student services" (91.2%). Three of the five services that topped the list this year were the same ones listed in the top five last year.

The lowest five included "Student publications" (49.7%), "Career counseling" (49.7%), "Career development center resources" (50.0%), "Career assessment" (50.5%), and "Specialized academic support services" (52.5%). 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
	Overall quality of the educational programs	876	50
Variety of courses offered	890	53	94.0%
First choice of classes	890	64	92.8%
Academic advising	962	75	92.2%
Other online student services	944	83	91.2%
Bookstore	955	90	90.6%
Convenience of times courses are offered	893	89	90.0%
Registering online	939	105	88.8%
General information about programs & services	923	113	87.8%
Use of technology for instruction	876	108	87.7%
Application/admission process	973	138	85.8%
Overall student support services	902	135	85.0%
Parking	898	139	84.5%
Overall educational support services	878	137	84.4%
Facilities	898	146	83.7%
Personal safety and security	897	146	83.7%
Official mailings received from the College	920	178	80.7%
Library	955	195	79.6%
Scholarships and Student Financial Assistance Office	972	239	75.4%
Out-of-class access to computers	895	259	71.1%
Registration Center	880	257	70.8%
Learning centers/tutoring	884	270	69.5%
Initial testing for placement in courses	972	340	65.0%
New student orientation	937	349	62.8%
SPC OneCard Refund Process	967	362	62.6%
Registering in-person	941	358	62.0%
Business Office	963	371	61.5%
Food services	916	355	61.2%
Student activities	937	442	52.8%
Specialized academic support services	886	421	52.5%
Career assessment	947	469	50.5%
Career Development Center resources	954	477	50.0%
Career counseling	953	479	49.7%
Student publications	915	460	49.7%



Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the, 2012/13, 2013/14, 2014/15, 2015/16, and 2016/17 surveys, sorted in descending order by the 2016/17 means. Table 20 shows the mean differences between the 2015/16 and 2016/17 surveys, sorted in descending order by the mean differences.

Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was "Personal safety and security" (+0.04), as shown in Table 20.

The services with the highest year-to-year decline in mean satisfaction scores were "Scholarships and student financial assistance office" (-0.3), "Career counseling" (-0.3), "Career development center resources" (-0.3), "SPC OneCard refund process" (-0.2), and "Registering in-person" (-0.2).



Table 19

History of Satisfaction Means	N=1694	N=1552	N=1346	N=1252	N=1098
	2012/13	2013/14	2014/15	2015/16	2016/17
Personal safety and security	6.20	6.22	6.24	6.22	6.27
Library	6.09	6.24	6.27	6.25	6.25
Out-of-class access to computers	6.13	6.11	6.20	6.23	6.14
Facilities	5.95	6.04	6.01	6.11	6.09
Learning Centers/Tutoring	5.66	5.83	6.03	6.13	5.94
Overall quality of educational programs	5.85	5.93	6.05	6.04	5.93
Overall educational support services	5.77	5.83	6.01	6.02	5.88
Use of technology for instruction	5.84	5.86	5.99	6.02	5.88
Other Online Student Services	5.86	5.85	5.91	5.98	5.84
Registering Online	5.89	5.81	5.88	5.96	5.82
Registration Center	5.62	5.75	5.91	5.94	5.79
Overall student support services	5.64	5.81	5.91	5.92	5.79
Specialized academic support services	5.65	5.80	5.97	5.92	5.79
First choice of classes	5.73	5.76	5.89	5.84	5.77
Application/admission process	5.51	5.63	5.71	5.85	5.74
Variety of courses offered	5.59	5.70	5.80	5.72	5.69
General information about programs and services	5.49	5.60	5.69	5.69	5.61
Business office	5.53	5.63	5.68	5.70	5.60
Official mailings received from the College	5.60	5.63	5.71	5.69	5.60
Bookstore	5.27	5.59	5.67	5.61	5.57
Career Development Center resources	5.41	5.68	5.86	5.81	5.52
Convenience of times classes are offered	5.53	5.55	5.68	5.56	5.49
Initial testing for placement in courses	5.42	5.53	5.65	5.53	5.47
Registering in-person	5.22	5.56	5.54	5.67	5.46
Career assessment	5.28	5.57	5.68	5.61	5.46
Student activities	5.10	5.47	5.49	5.49	5.41
Student publications	5.10	5.44	5.41	5.54	5.40
Parking	5.24	5.38	5.30	5.56	5.39
Scholarships and Student Financial Assistance Office	5.34	5.52	5.57	5.70	5.37
SPC OneCard Refund Process	5.36	5.45	5.59	5.56	5.35
Career counseling	5.09	5.52	5.68	5.63	5.33
Academic advising	5.10	5.43	5.46	5.47	5.27
New student orientation	5.26	5.41	5.46	5.24	5.23
Food services	4.70	5.18	4.95	5.19	5.11

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



Table 20

Satisfaction Mean Differences	N=1252	N=1098	Difference
	2015/16	2016/17	
Personal safety and security	6.22	6.27	0.04
Library	6.25	6.25	0.00
New student orientation	5.24	5.23	-0.01
Facilities	6.11	6.09	-0.02
Variety of courses offered	5.72	5.69	-0.03
Bookstore	5.61	5.57	-0.03
Initial testing for placement in courses	5.53	5.47	-0.06
Convenience of times classes are offered	5.56	5.49	-0.07
First choice of classes	5.84	5.77	-0.07
Student activities	5.49	5.41	-0.08
Food services	5.19	5.11	-0.08
General information about programs and services	5.69	5.61	-0.08
Out-of-class access to computers	6.23	6.14	-0.09
Official mailings received from the College	5.69	5.60	-0.09
Business office	5.70	5.60	-0.10
Overall quality of educational programs	6.04	5.93	-0.11
Application/admission process	5.85	5.74	-0.11
Overall student support services	5.92	5.79	-0.13
Specialized academic support services	5.92	5.79	-0.13
Student publications	5.54	5.40	-0.14
Overall educational support services	6.02	5.88	-0.14
Use of technology for instruction	6.02	5.88	-0.14
Registering Online	5.96	5.82	-0.14
Other Online Student Services	5.98	5.84	-0.15
Career assessment	5.61	5.46	-0.15
Registration Center	5.94	5.79	-0.15
Parking	5.56	5.39	-0.17
Learning Centers/Tutoring	6.13	5.94	-0.19
Academic advising	5.47	5.27	-0.20
Registering in-person	5.67	5.46	-0.21
SPC OneCard Refund Process	5.56	5.35	-0.21
Career Development Center resources	5.81	5.52	-0.29
Career counseling	5.63	5.33	-0.30
Scholarships and Student Financial Assistance Office	5.70	5.37	-0.33

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

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, "Food services" had the lowest performance gap at the Allstate Center (-3.0) and received a Performance Gap Priority ranking of 1. The "Registration Center" had the second lowest performance gap at the Allstate Center (-2.1) 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 seventeen of its thirty-four academic and student support services with Performance Gaps less than negative one. However, three of the seventeen services had a response count of less than five and were therefore not reported on. The widest gap was in the area of “Food services” (-3.0), followed by the “Registration Center” (-2.1), and “Convenience of times courses are offered” (-2.1), 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	5	5.80	2.80	-3.00
Registration Center	9	6.44	4.33	-2.11
Convenience of times courses are offered	10	6.60	4.50	-2.10
Career counseling				
Registering online	11	6.82	4.91	-1.91
Specialized academic support services				
Other online student services	9	6.56	4.89	-1.67
Business Office	8	6.38	4.75	-1.63
Use of technology for instruction	10	6.30	4.70	-1.60
Scholarships and Student Financial Assistance Office	9	6.56	5.00	-1.56
Career assessment				
Academic advising	10	6.50	5.00	-1.50
Overall student support services	9	6.33	4.89	-1.44
New student orientation	7	5.57	4.14	-1.43
Variety of courses offered	9	6.67	5.33	-1.33
General information about programs & services	10	6.50	5.20	-1.30
Application/admission process	8	5.88	4.63	-1.25

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

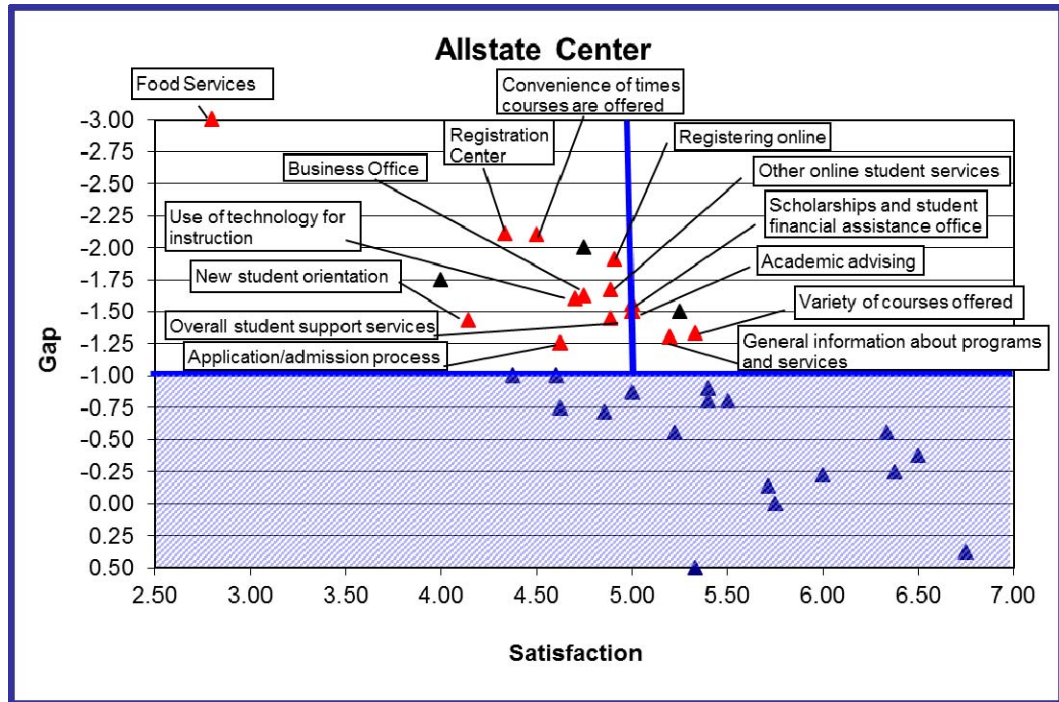


Figure 2: Allstate Center Performance Gap and Satisfaction Ratings



Clearwater Campus

The Clearwater campus had three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Parking" (-1.4), followed by "Convenience of times courses are offered" (-1.2), and "Academic Advising" (-1.0), 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	235	6.56	5.14	-1.42
Convenience of times courses are offered	238	6.55	5.37	-1.18
Academic advising	241	6.31	5.28	-1.02

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

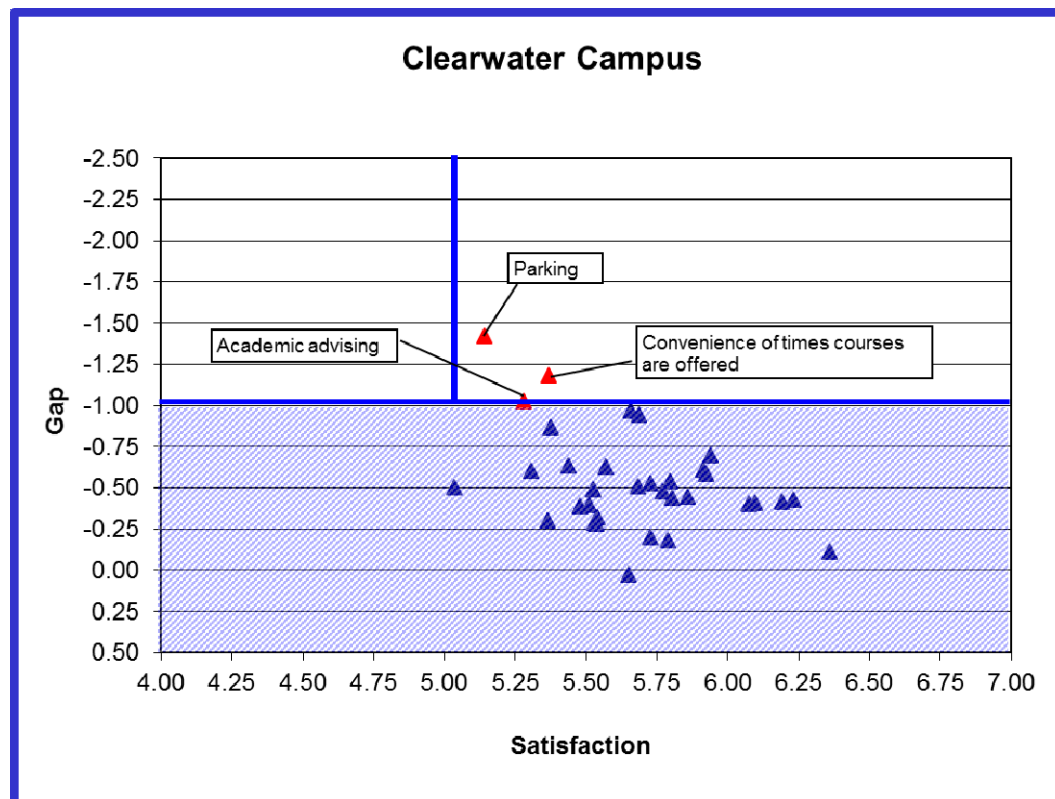


Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings



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 no academic and student support services with Performance Gaps less than negative one. Figure 4 displays the relationship between the Performance Gaps and Satisfaction ratings.

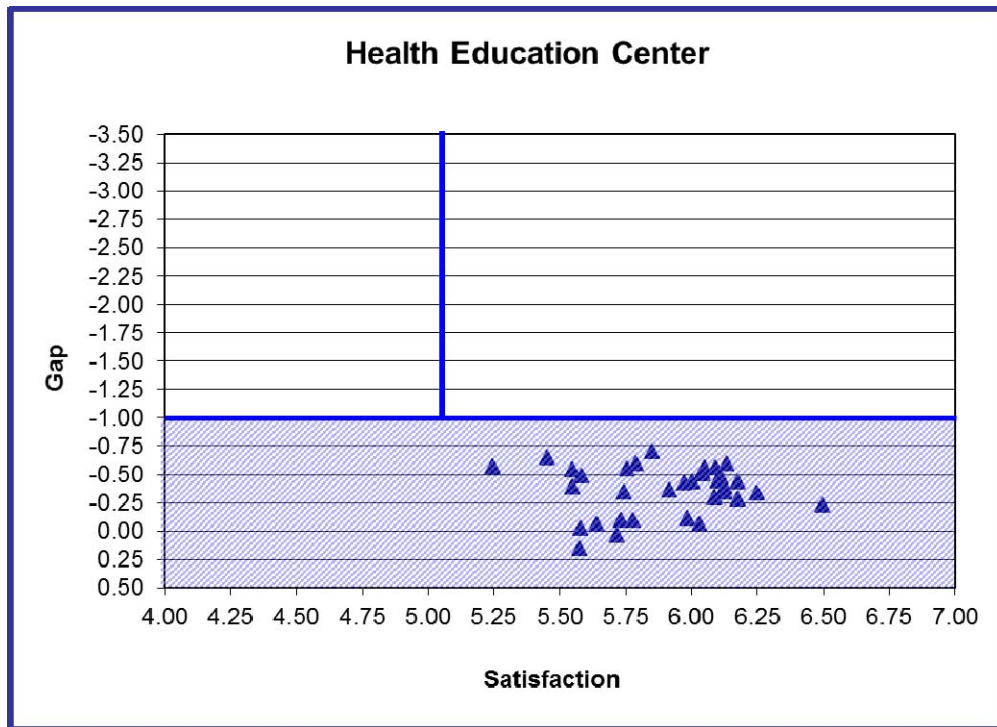


Figure 4: Health Education Center Performance Gap and Satisfaction Ratings



SPC Downtown

SPC Downtown had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-2.0), followed by "Convenience of times courses are offered" (-1.3), and "First choice of classes" (-1.2), as shown in Table 23. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 23

Performance Gaps Less Than -1: Downtown				
	N	Importance	Satisfaction	Gap
Parking	37	6.57	4.59	-1.97
Convenience of times courses are offered	40	6.78	5.48	-1.30
First choice of classes	40	6.78	5.63	-1.15
Variety of courses offered	41	6.83	5.68	-1.15

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

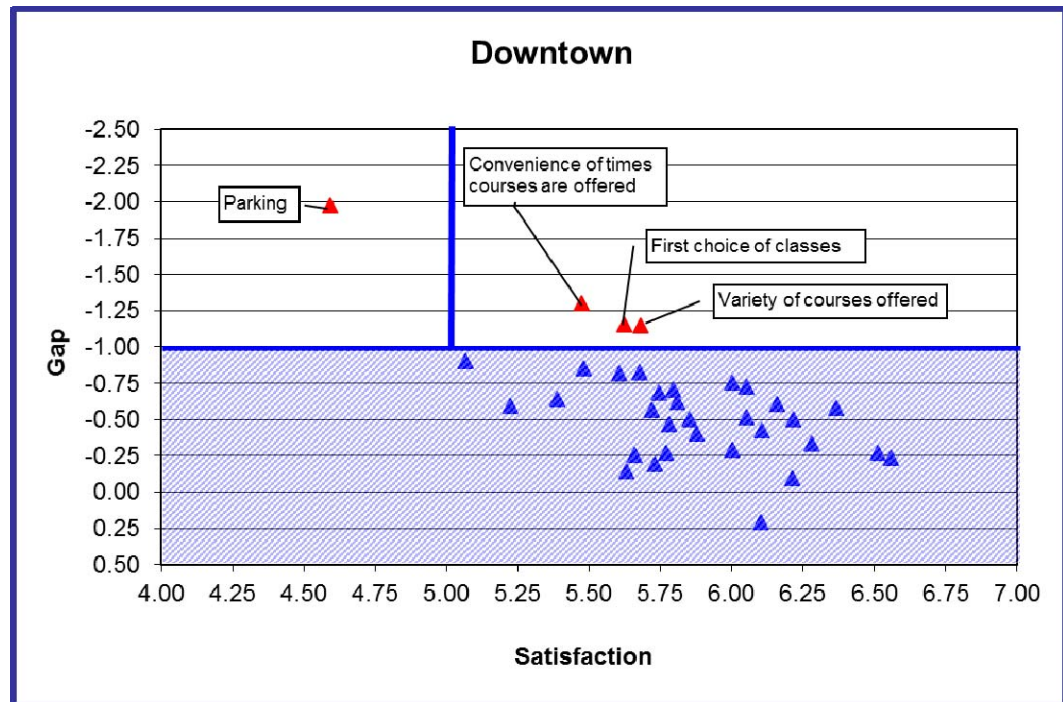


Figure 5: Downtown Performance Gap and Satisfaction Ratings



SPC Midtown

SPC Midtown had no academic and student support services with Performance Gaps less than negative one. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

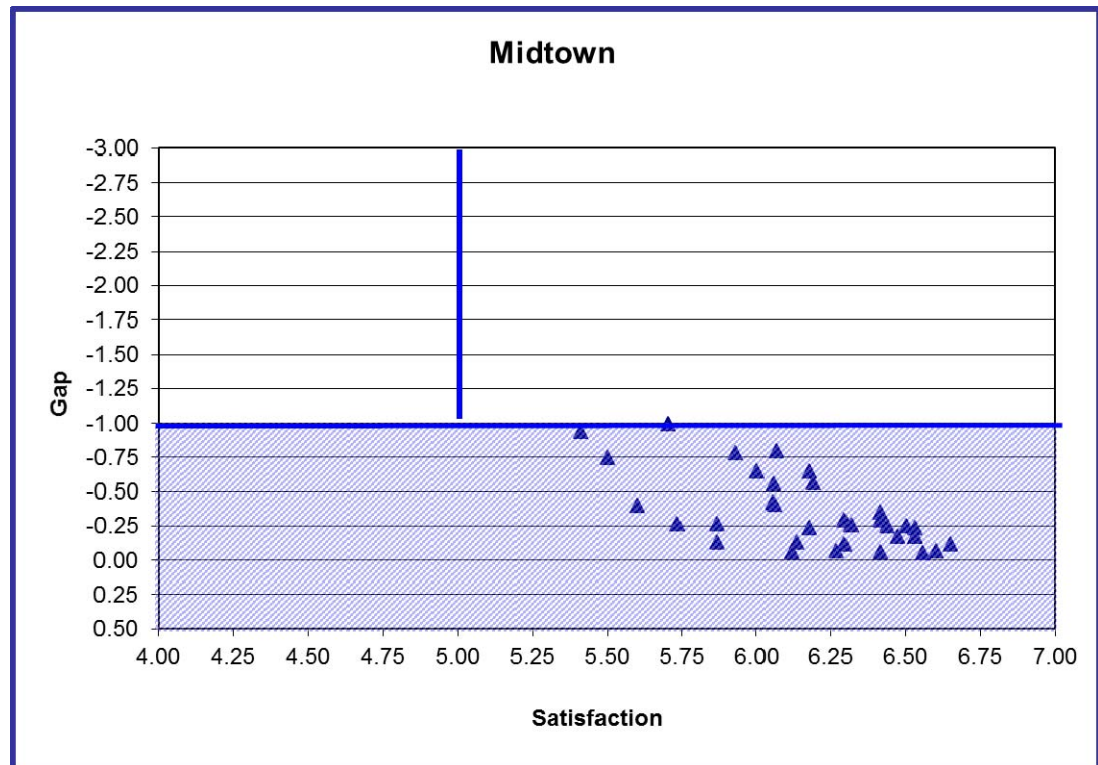


Figure 6: Midtown Performance Gap and Satisfaction Ratings



Seminole Campus

Seminole Campus had eight of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was “Convenience of times courses were offered” (-1.7), followed by “Variety of courses offered” (-1.6), and “Food services” (-1.3), as shown in Table 24. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

Performance Gaps Less Than -1: Seminole				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	57	6.74	5.00	-1.74
Variety of courses offered	54	6.74	5.17	-1.57
Food services	35	6.23	4.89	-1.34
Learning centers/tutoring	43	6.74	5.42	-1.33
Academic advising	66	6.44	5.24	-1.20
Bookstore	63	6.21	5.05	-1.16
Career counseling	36	6.19	5.17	-1.03
Scholarships and Student Financial Assistance Office	57	6.21	5.19	-1.02

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

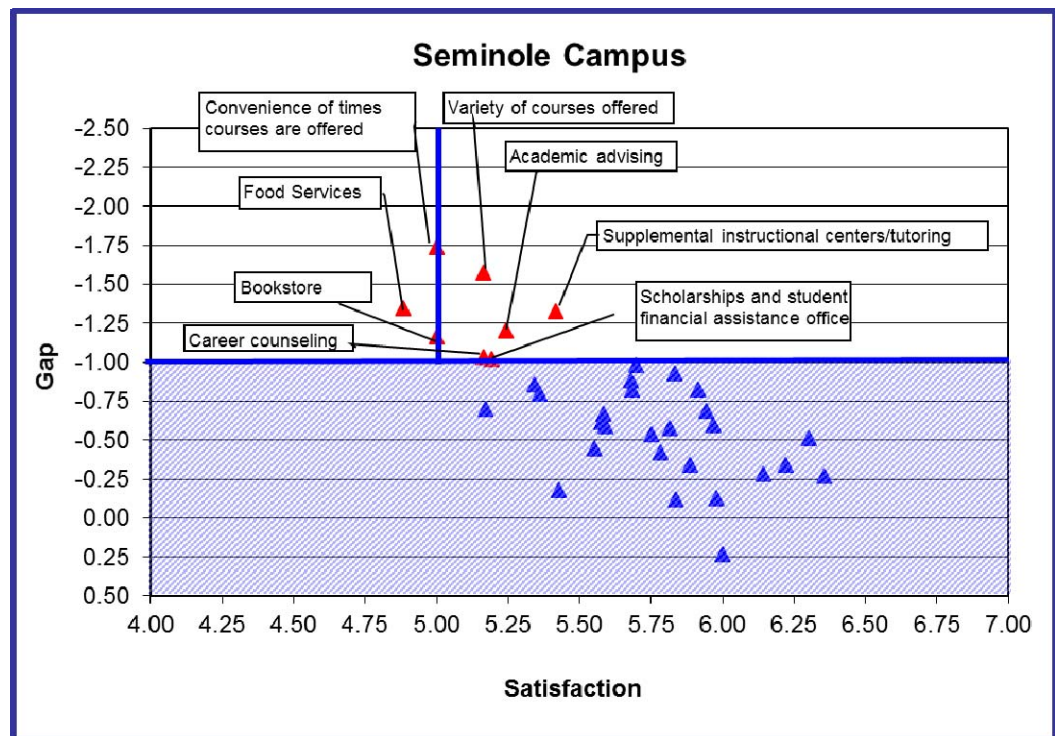


Figure 7: Seminole Campus Performance Gap and Satisfaction Ratings



St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Convenience of times courses are offered” (-1.3), followed by “Academic Advising” (-1.2), and “Variety of courses offered” (-1.2), as shown in Table 25. Figure 8 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

Performance Gaps Less Than -1: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	126	6.64	5.39	-1.25
Academic advising	122	6.38	5.16	-1.22
Variety of courses offered	128	6.56	5.38	-1.19
Food services	82	5.68	4.50	-1.18
Parking	121	6.39	5.26	-1.13

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

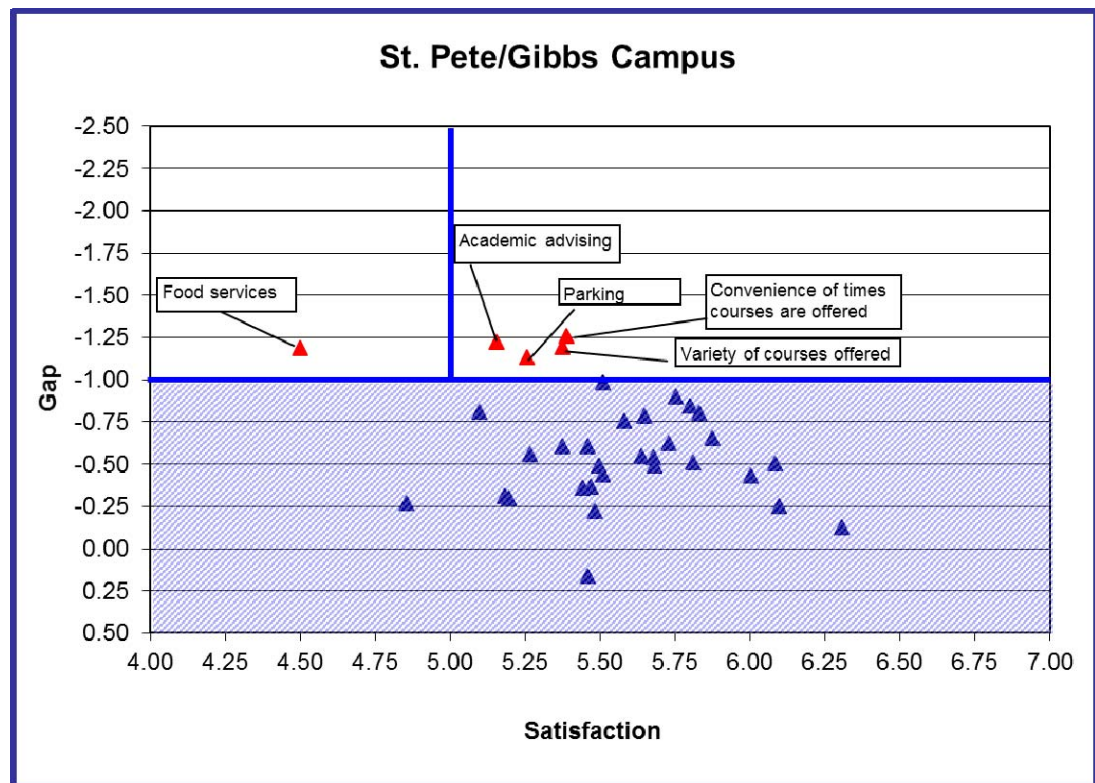


Figure 8: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings



Tarpon Springs Campus

The Tarpon Springs Campus had six of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic Advising” (-1.4), followed by “Career counseling” (-1.3), and “Convenience of times courses are offered” (-1.2), as shown in Table 26. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	78	6.38	5.04	-1.35
Career counseling	45	6.04	4.73	-1.31
Convenience of times courses are offered	72	6.56	5.32	-1.24
Overall student support services	64	6.55	5.39	-1.16
Scholarships and Student Financial Assistance Office	71	6.42	5.35	-1.07
General information about programs & services	68	6.21	5.18	-1.03

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

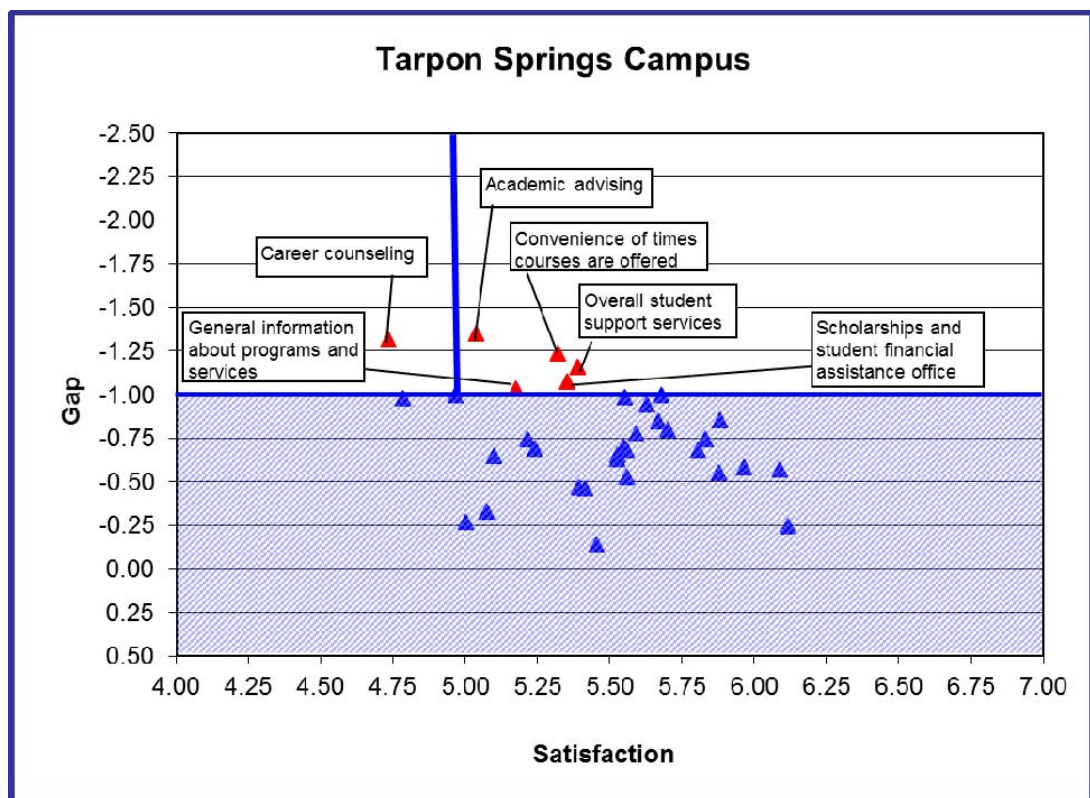


Figure 9: Tarpon Springs Campus Performance Gap and Satisfaction Ratings



Online (eCampus)

Online had five of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was “Academic Advising” (-1.3), followed by “Career Counseling” (-1.1), and “Specialized academic support services” (-1.1), as shown in Table 27. Figure 10 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: eCampus				
	N	Importance	Satisfaction	Gap
Academic advising	154	6.25	4.95	-1.31
Career counseling	53	6.00	4.89	-1.11
Specialized academic support services	53	6.26	5.21	-1.06
Scholarships and Student Financial Assistance Office	108	6.32	5.27	-1.06
Overall student support services	123	6.59	5.57	-1.02

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

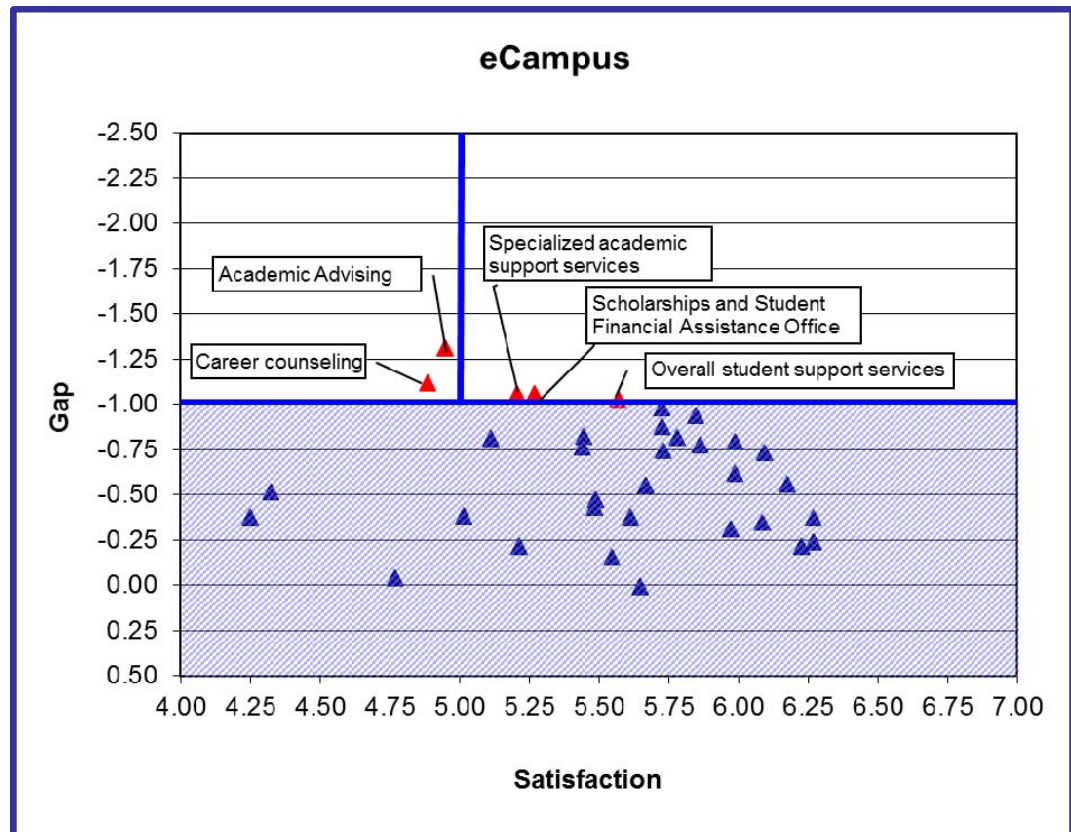


Figure 10: eCampus Performance Gap and Satisfaction Ratings



Conclusion

Importance of Academic and Student Support Services

Students were asked to rate the Importance of the College's academic and student support services on a 7-point scale ranging from "Very Important" (7) to "Not Important" (1). The top five ranked services in terms of importance to students were: "Overall quality of the educational programs" with the highest mean (6.7), "First choice of classes" (6.7), "Personal safety and security" (6.7), "Variety of courses offered" (6.6), and "Convenience of times courses are offered" (6.6). These were the same top five services as last year. The five lowest rated services in terms of importance were: "New student orientation" (5.6), "Student Publications" (5.7), "Official mailings received from the College" (5.7), "Student activities" (5.7), and "Registering in-person" (5.7). All 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 top five rated student/academic services were "Personal safety and security" with the highest mean (6.3), "Library" (6.3), "Out-of-class access to computers" (6.1), "Facilities" (6.1), and "Learning centers/tutoring" (5.9). All of the top five services were part of last year's top five services with "Personal safety and security" replacing "Library" this year, as the service with the highest mean. The five-student/academic services with the lowest satisfaction ratings were "Food services" (5.1), "New student orientation" (5.2), "Academic advising" (5.3), "Career counseling" (5.3), and "SPC OneCard Refund Process" (5.4). Three of the five services were the same services rated in the lowest five last year.

Comparison of Importance and Level of Satisfaction

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



and student support services had performance gaps lower than -1.00. They were: "Convenience of times courses are offered" (-1.1), "Parking" (-1.1), and "Academic advising" (-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 "Overall quality of the educational programs" (94.3%), "Variety of courses offered" (94.0%), "First choice of classes" (92.8%), "Academic advising" (92.2%), and "Other online student services" (91.2%). The lowest five included "Student publications" (49.7%), "Career counseling" (49.7%), "Career development center resources" (50.0%), "Career assessment" (50.5%), and "Specialized academic support services" (52.5%).

Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was "Personal safety and security" (+0.04).

The services with the highest year-to-year decline in mean satisfaction scores were "Scholarships and student financial assistance office" (-0.3), "Career counseling" (-0.3), "Career development center resources" (-0.3), "SPC OneCard refund process" (-0.2), and "Registering in-person" (-0.2).

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 2016

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 2016

Survey Instructions

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

Demographics

1. Select your age category.

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

2. Select your gender.

- Male
- Female

3. Select your ethnicity.

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



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

- Allstate Center
- Clearwater
- Online
- 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 2016

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)
- 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, etc.)?

Yes

No



Enrolled Student Survey 2016

Demographics (Continued)

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

- Associate in Arts Degree
- Associate in 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 2016

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 2016

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 (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 Scholarships and Student Financial Assistance 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"/>
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"/>



Enrolled Student Survey 2016

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 <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 assessment <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"/>

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"/>



Enrolled Student Survey 2016

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"/>

31. New student orientation

	1	2	3	4	5	6	7	N/A
Importance of New student orientation (1 - Not Important to 7 - Very Important)	<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 (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"/>



Enrolled Student Survey 2016

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 <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 Student publications <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"/>



Enrolled Student Survey 2016

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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Enrolled Student Survey 2016

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. Learning Centers/Tutoring (e.g., Learning Support Centers and Learning Commons)

	1	2	3	4	5	6	7	N/A
Importance of Learning 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 Learning 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"/>

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"/>

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"/>



Enrolled Student Survey 2016

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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Enrolled Student Survey 2016

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 28 through 37. The Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. Each table is sorted in ascending order by Performance Gap.



Table 28

Performance Gaps: Allstate Center				
	N	Importance	Satisfaction	Gap
Food services	5	5.80	2.80	-3.00
Registration Center	9	6.44	4.33	-2.11
Convenience of times courses are offered	10	6.60	4.50	-2.10
Career counseling				
Registering online	11	6.82	4.91	-1.91
Specialized academic support services				
Other online student services	9	6.56	4.89	-1.67
Business Office	8	6.38	4.75	-1.63
Use of technology for instruction	10	6.30	4.70	-1.60
Scholarships and Student Financial Assistance Office	9	6.56	5.00	-1.56
Career assessment				
Academic advising	10	6.50	5.00	-1.50
Overall student support services	9	6.33	4.89	-1.44
New student orientation	7	5.57	4.14	-1.43
Variety of courses offered	9	6.67	5.33	-1.33
General information about programs & services	10	6.50	5.20	-1.30
Application/admission process	8	5.88	4.63	-1.25
Student publications	5	5.60	4.60	-1.00
Registering in-person	8	5.38	4.38	-1.00
First choice of classes	10	6.30	5.40	-0.90
Overall educational support services	8	5.88	5.00	-0.88
Overall quality of the educational programs	10	6.30	5.50	-0.80
Career Development Center resources	5	6.20	5.40	-0.80
Initial testing for placement in courses	8	5.38	4.63	-0.75
SPC OneCard Refund Process	7	5.57	4.86	-0.71
Library	9	6.89	6.33	-0.56
Official mailings received from the College	9	5.78	5.22	-0.56
Parking	8	6.88	6.50	-0.38
Facilities	8	6.63	6.38	-0.25
Bookstore	9	6.22	6.00	-0.22
Out-of-class access to computers	7	5.86	5.71	-0.14
Learning centers/tutoring				
Personal safety and security	8	6.38	6.75	0.38
Student activities	6	4.83	5.33	0.50

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



Table 29

Performance Gaps: Clearwater Campus				
	N	Importance	Satisfaction	Gap
Parking	235	6.56	5.14	-1.42
Convenience of times courses are offered	238	6.55	5.37	-1.18
Academic advising	241	6.31	5.28	-1.02
First choice of classes	235	6.62	5.66	-0.97
Variety of courses offered	239	6.63	5.69	-0.94
Scholarships and Student Financial Assistance Office	202	6.24	5.38	-0.87
Overall quality of the educational programs	231	6.64	5.94	-0.70
SPC OneCard Refund Process	169	6.07	5.44	-0.63
General information about programs & services	222	6.19	5.57	-0.63
Overall student support services	220	6.52	5.91	-0.61
Food services	190	5.91	5.31	-0.61
Overall educational support services	201	6.51	5.93	-0.58
Other online student services	231	6.34	5.80	-0.54
Registering online	220	6.25	5.73	-0.53
Bookstore	248	6.19	5.68	-0.51
New student orientation	175	5.54	5.03	-0.50
Career counseling	130	6.02	5.52	-0.49
Use of technology for instruction	219	6.25	5.77	-0.47
Specialized academic support services	133	6.30	5.86	-0.44
Registration Center	192	6.24	5.80	-0.44
Personal safety and security	230	6.66	6.23	-0.43
Out-of-class access to computers	204	6.60	6.19	-0.41
Learning centers/tutoring	181	6.50	6.09	-0.41
Facilities	230	6.47	6.07	-0.40
Career assessment	141	5.91	5.51	-0.40
Initial testing for placement in courses	201	5.87	5.48	-0.39
Registering in-person	189	5.86	5.54	-0.32
Student publications	137	5.66	5.36	-0.30
Application/admission process	217	5.82	5.53	-0.29
Student activities	162	5.82	5.54	-0.28
Career Development Center resources	139	5.93	5.73	-0.20
Business Office	176	5.97	5.79	-0.18
Library	225	6.48	6.36	-0.12
Official mailings received from the College	217	5.63	5.65	0.02



Table 30

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

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



Table 31

Performance Gaps: Health Education Center				
	N	Importance	Satisfaction	Gap
Parking	133	6.56	5.85	-0.71
Scholarships and Student Financial Assistance Office	118	6.10	5.45	-0.65
First choice of classes	123	6.73	6.13	-0.60
Academic advising	140	6.39	5.79	-0.60
SPC OneCard Refund Process	106	5.82	5.25	-0.58
Overall quality of the educational programs	136	6.65	6.09	-0.57
Convenience of times courses are offered	125	6.61	6.05	-0.56
Bookstore	142	6.30	5.75	-0.55
Food services	110	6.09	5.55	-0.55
Overall educational support services	129	6.57	6.04	-0.53
Use of technology for instruction	127	6.55	6.04	-0.51
Career Development Center resources	76	6.07	5.58	-0.49
Other online student services	136	6.60	6.11	-0.49
Overall student support services	122	6.55	6.10	-0.45
Registration Center	93	6.44	6.00	-0.44
Facilities	126	6.61	6.17	-0.44
Out-of-class access to computers	100	6.40	5.97	-0.43
Career assessment	73	5.95	5.55	-0.40
Registering online	136	6.52	6.13	-0.40
General information about programs & services	130	6.28	5.92	-0.37
Learning centers/tutoring	114	6.47	6.12	-0.35
Career counseling	77	6.09	5.74	-0.35
Variety of courses offered	126	6.59	6.25	-0.34
Specialized academic support services	92	6.39	6.09	-0.30
Library	126	6.46	6.17	-0.29
Personal safety and security	131	6.73	6.50	-0.23
New student orientation	110	6.10	5.98	-0.12
Initial testing for placement in courses	98	5.88	5.78	-0.10
Official mailings received from the College	119	5.83	5.73	-0.10
Application/admission process	134	6.10	6.03	-0.07
Business Office	99	5.70	5.64	-0.06
Student publications	83	5.60	5.58	-0.02
Student activities	91	5.68	5.71	0.03
Registering in-person	87	5.43	5.57	0.15



Table 32

Performance Gaps: Downtown				
	N	Importance	Satisfaction	Gap
Parking	37	6.57	4.59	-1.97
Convenience of times courses are offered	40	6.78	5.48	-1.30
First choice of classes	40	6.78	5.63	-1.15
Variety of courses offered	41	6.83	5.68	-1.15
Food services	31	5.97	5.06	-0.90
Career Development Center resources	27	6.33	5.48	-0.85
Bookstore	40	6.50	5.68	-0.83
Career counseling	33	6.42	5.61	-0.82
Overall quality of the educational programs	37	6.76	6.00	-0.76
Overall student support services	40	6.78	6.05	-0.73
Registration Center	34	6.50	5.79	-0.71
Scholarships and Student Financial Assistance Office	35	6.43	5.74	-0.69
Initial testing for placement in courses	36	6.03	5.39	-0.64
General information about programs & services	42	6.43	5.81	-0.62
Overall educational support services	38	6.76	6.16	-0.61
SPC OneCard Refund Process	27	5.81	5.22	-0.59
Learning centers/tutoring	33	6.94	6.36	-0.58
Career assessment	32	6.28	5.72	-0.56
Facilities	39	6.56	6.05	-0.51
Specialized academic support services	28	6.71	6.21	-0.50
Registering online	40	6.35	5.85	-0.50
Academic advising	41	6.24	5.78	-0.46
Other online student services	38	6.53	6.11	-0.42
Student activities	32	6.28	5.88	-0.41
Use of technology for instruction	36	6.61	6.28	-0.33
Registering in-person	34	6.29	6.00	-0.29
Student publications	26	6.04	5.77	-0.27
Personal safety and security	41	6.78	6.51	-0.27
New student orientation	35	5.91	5.66	-0.26
Out-of-class access to computers	34	6.79	6.56	-0.24
Business Office	26	5.92	5.73	-0.19
Official mailings received from the College	35	5.77	5.63	-0.14
Library	33	6.30	6.21	-0.09
Application/admission process	39	5.90	6.10	0.21



Table 33

Performance Gaps: Midtown				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	17	6.71	5.71	-1.00
Food services	17	6.35	5.41	-0.94
First choice of classes	15	6.87	6.07	-0.80
New student orientation	14	6.71	5.93	-0.79
Parking	16	6.25	5.50	-0.75
Variety of courses offered	17	6.65	6.00	-0.65
Learning centers/tutoring	17	6.82	6.18	-0.65
Official mailings received from the College	16	6.75	6.19	-0.56
General information about programs & services	18	6.61	6.06	-0.56
Bookstore	19	6.47	6.05	-0.42
Scholarships and Student Financial Assistance Office	17	6.47	6.06	-0.41
Initial testing for placement in courses	15	6.00	5.60	-0.40
Personal safety and security	17	6.76	6.41	-0.35
Registration Center	17	6.71	6.41	-0.29
Student activities	17	6.59	6.29	-0.29
SPC OneCard Refund Process	15	6.13	5.87	-0.27
Student publications	15	6.00	5.73	-0.27
Library	19	6.58	6.32	-0.26
Use of technology for instruction	16	6.75	6.50	-0.25
Overall educational support services	16	6.69	6.44	-0.25
Out-of-class access to computers	17	6.76	6.53	-0.24
Career counseling	17	6.41	6.18	-0.24
Registering in-person	17	6.71	6.53	-0.18
Overall student support services	17	6.71	6.53	-0.18
Overall quality of the educational programs	17	6.65	6.47	-0.18
Registering online	15	6.00	5.87	-0.13
Career Development Center resources	15	6.27	6.13	-0.13
Other online student services	17	6.41	6.29	-0.12
Facilities	17	6.76	6.65	-0.12
Specialized academic support services	15	6.67	6.60	-0.07
Business Office	15	6.33	6.27	-0.07
Career assessment	17	6.18	6.12	-0.06
Application/admission process	17	6.47	6.41	-0.06
Academic advising	18	6.61	6.56	-0.06



Table 34

Performance Gaps: Seminole Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	57	6.74	5.00	-1.74
Variety of courses offered	54	6.74	5.17	-1.57
Food services	35	6.23	4.89	-1.34
Learning centers/tutoring	43	6.74	5.42	-1.33
Academic advising	66	6.44	5.24	-1.20
Bookstore	63	6.21	5.05	-1.16
Career counseling	36	6.19	5.17	-1.03
Scholarships and Student Financial Assistance Office	57	6.21	5.19	-1.02
First choice of classes	56	6.68	5.70	-0.98
Overall quality of the educational programs	54	6.76	5.83	-0.93
Use of technology for instruction	50	6.56	5.68	-0.88
Career assessment	35	6.20	5.34	-0.86
Overall educational support services	46	6.74	5.91	-0.83
Parking	57	6.51	5.68	-0.82
Student activities	25	6.16	5.36	-0.80
SPC OneCard Refund Process	47	5.87	5.17	-0.70
Overall student support services	51	6.63	5.94	-0.69
Specialized academic support services	24	6.25	5.58	-0.67
Student publications	26	6.19	5.58	-0.62
Other online student services	59	6.56	5.97	-0.59
Career Development Center resources	39	6.18	5.59	-0.59
Registration Center	38	6.39	5.82	-0.58
Registering online	52	6.29	5.75	-0.54
Personal safety and security	53	6.81	6.30	-0.51
Business Office	38	6.00	5.55	-0.45
Application/admission process	55	6.20	5.78	-0.42
Out-of-class access to computers	41	6.56	6.22	-0.34
General information about programs & services	53	6.23	5.89	-0.34
Library	57	6.42	6.14	-0.28
Facilities	56	6.63	6.36	-0.27
New student orientation	28	5.61	5.43	-0.18
Official mailings received from the College	47	6.11	5.98	-0.13
Initial testing for placement in courses	49	5.96	5.84	-0.12
Registering in-person	43	5.77	6.00	0.23



Table 35

Performance Gaps: St. Pete/Gibbs Campus				
	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	126	6.64	5.39	-1.25
Academic advising	122	6.38	5.16	-1.22
Variety of courses offered	128	6.56	5.38	-1.19
Food services	82	5.68	4.50	-1.18
Parking	121	6.39	5.26	-1.13
Scholarships and Student Financial Assistance Office	102	6.49	5.51	-0.98
Overall quality of the educational programs	120	6.65	5.75	-0.90
Overall educational support services	109	6.64	5.80	-0.84
Career counseling	73	5.90	5.10	-0.81
First choice of classes	123	6.63	5.83	-0.80
Overall student support services	113	6.43	5.65	-0.79
Specialized academic support services	69	6.33	5.58	-0.75
Learning centers/tutoring	95	6.53	5.87	-0.65
Registering online	117	6.35	5.73	-0.62
General information about programs & services	116	6.06	5.46	-0.60
Career Development Center resources	78	5.97	5.37	-0.60
Career assessment	75	5.83	5.27	-0.56
Application/admission process	110	6.18	5.64	-0.55
Use of technology for instruction	115	6.22	5.68	-0.54
Registration Center	94	6.32	5.81	-0.51
Personal safety and security	119	6.59	6.08	-0.50
SPC OneCard Refund Process	89	5.99	5.49	-0.49
Other online student services	128	6.17	5.68	-0.49
Bookstore	130	5.95	5.51	-0.44
Facilities	120	6.43	6.00	-0.43
Initial testing for placement in courses	90	5.83	5.47	-0.37
Registering in-person	91	5.80	5.44	-0.36
Student activities	83	5.49	5.18	-0.31
Student publications	67	5.49	5.19	-0.30
New student orientation	89	5.12	4.85	-0.27
Out-of-class access to computers	106	6.35	6.09	-0.25
Business Office	77	5.70	5.48	-0.22
Library	121	6.43	6.31	-0.12
Official mailings received from the College	105	5.30	5.46	0.16



Table 36

Performance Gaps: Tarpon Springs Campus				
	N	Importance	Satisfaction	Gap
Academic advising	78	6.38	5.04	-1.35
Career counseling	45	6.04	4.73	-1.31
Convenience of times courses are offered	72	6.56	5.32	-1.24
Overall student support services	64	6.55	5.39	-1.16
Scholarships and Student Financial Assistance Office	71	6.42	5.35	-1.07
General information about programs & services	68	6.21	5.18	-1.03
Learning centers/tutoring	59	6.68	5.68	-1.00
Initial testing for placement in courses	57	5.96	4.96	-1.00
First choice of classes	69	6.54	5.55	-0.99
SPC OneCard Refund Process	46	5.76	4.78	-0.98
Variety of courses offered	70	6.57	5.63	-0.94
Overall quality of the educational programs	67	6.73	5.88	-0.85
Overall educational support services	60	6.52	5.67	-0.85
Other online student services	70	6.50	5.70	-0.80
Parking	66	6.36	5.59	-0.77
Registering in-person	51	5.96	5.22	-0.75
Specialized academic support services	35	6.57	5.83	-0.74
Registration Center	51	6.25	5.55	-0.71
Career assessment	42	5.93	5.24	-0.69
Use of technology for instruction	62	6.48	5.81	-0.68
Registering online	68	6.24	5.56	-0.68
Business Office	55	6.18	5.53	-0.65
Official mailings received from the College	60	5.75	5.10	-0.65
Bookstore	76	6.16	5.53	-0.63
Out-of-class access to computers	55	6.55	5.96	-0.58
Personal safety and security	68	6.66	6.09	-0.57
Facilities	65	6.43	5.88	-0.55
Application/admission process	70	6.09	5.56	-0.53
Food services	51	5.86	5.39	-0.47
Career Development Center resources	41	5.88	5.41	-0.46
Student activities	42	5.40	5.07	-0.33
New student orientation	52	5.27	5.00	-0.27
Library	69	6.36	6.12	-0.25
Student publications	44	5.59	5.45	-0.14



Table 37

Performance Gaps: eCampus				
	N	Importance	Satisfaction	Gap
Academic advising	154	6.25	4.95	-1.31
Career counseling	53	6.00	4.89	-1.11
Specialized academic support services	53	6.26	5.21	-1.06
Scholarships and Student Financial Assistance Office	108	6.32	5.27	-1.06
Overall student support services	123	6.59	5.57	-1.02
Variety of courses offered	145	6.70	5.72	-0.98
First choice of classes	148	6.78	5.84	-0.94
Convenience of times courses are offered	112	6.60	5.72	-0.88
Parking	79	6.27	5.44	-0.82
Overall educational support services	127	6.60	5.78	-0.82
Career Development Center resources	53	5.92	5.11	-0.81
Overall quality of the educational programs	149	6.78	5.99	-0.79
Other online student services	161	6.64	5.86	-0.78
Bookstore	132	6.20	5.44	-0.77
Learning centers/tutoring	66	6.47	5.73	-0.74
Registering online	164	6.82	6.09	-0.73
Registration Center	86	6.60	5.99	-0.62
Use of technology for instruction	127	6.73	6.17	-0.56
General information about programs & services	141	6.22	5.67	-0.55
Student activities	31	4.84	4.32	-0.52
Business Office	84	5.96	5.49	-0.48
Career assessment	56	5.91	5.48	-0.43
New student orientation	73	5.40	5.01	-0.38
SPC OneCard Refund Process	88	5.99	5.61	-0.38
Food services	32	4.63	4.25	-0.38
Personal safety and security	75	6.64	6.27	-0.37
Facilities	83	6.43	6.08	-0.35
Application/admission process	139	6.28	5.97	-0.31
Out-of-class access to computers	67	6.51	6.27	-0.24
Library	97	6.44	6.23	-0.22
Student publications	47	5.43	5.21	-0.21
Initial testing for placement in courses	66	5.70	5.55	-0.15
Registering in-person	52	4.81	4.77	-0.04
Official mailings received from the College	125	5.64	5.65	0.01



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 Campus (-3.0) and received a Performance Gap Priority ranking of 1. The "Registration Center" had the second lowest performance gap at the Allstate Campus (-2.1) and received a Performance Gap Priority ranking of 2. This appendix contains a side-by-side comparison of the priority rankings in Table 38. The table is sorted alphabetically by service.

Table 38

Performance Gap Priority Rankings by Campus	AC*	CL	EPI*	HEC	DT	MT	SEM	SPG	TS	EC	Mean
Academic advising	11	3		4	22	34	5	2	1	1	9.2
Application/admission process	17	29		30	34	33	26	18	28	28	27.0
Bookstore	30	15		8	7	10	6	24	24	14	15.3
Business Office	8	32		31	31	31	25	32	22	21	25.9
Career assessment		25		18	18	32	12	17	19	22	20.4
Career counseling		17		22	8	21	7	9	2	2	11.0
Career Development Center resources	22	31		12	6	27	21	16	30	11	19.6
Convenience of times courses are offered	3	2		7	2	1	1	1	3	8	3.1
Facilities	29	24		16	19	29	30	25	27	27	25.1
First choice of classes	20	4		3	3	3	9	10	9	7	7.6
Food services	1	11		9	5	2	3	4	29	25	9.9
General information about programs & services	16	9		20	14	9	28	15	6	19	15.1
Initial testing for placement in courses	24	26		28	13	12	33	26	7	32	22.3
Library	26	33		25	33	18	29	33	33	30	28.9
New student orientation	14	16		27	29	4	31	30	32	23	22.9
Official mailings received from the College	27	34		29	32	8	32	34	23	34	28.1
Other online student services	7	13		13	23	28	20	23	14	13	17.1
Out-of-class access to computers	31	22		17	30	22	27	31	25	29	26.0
Overall educational support services	21	12		10	15	20	13	8	13	10	13.6
Overall quality of the educational programs	23	7		6	9	25	10	7	12	12	12.3
Overall student support services	13	10		14	10	24	17	11	4	5	12.0
Parking	28	1		1	1	5	14	5	15	9	8.8
Personal safety and security	33	21		26	28	13	24	21	26	26	24.2
Registering in-person	18	27		34	26	23	34	27	16	33	26.4
Registering online	5	14		19	20	26	23	14	21	16	17.6
Registration Center	2	20		15	11	15	22	20	18	17	15.6
Scholarships and Student Financial Assistance Office	10	6		2	12	11	8	6	5	4	7.1
SPC OneCard Refund Process	25	8		5	16	16	16	22	10	24	15.8
Specialized academic support services		19		24	21	30	18	12	17	3	18.0
Student activities	34	30		33	24	14	15	28	31	20	25.4
Student publications	19	28		32	27	17	19	29	34	31	26.2
Learning centers/tutoring		23		21	17	7	4	13	8	15	13.5
Use of technology for instruction	9	18		11	25	19	11	19	20	18	16.7
Variety of courses offered	15	5		23	4	6	2	3	11	6	8.3

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

Table 39

Satisfaction Score by Campus	AC*	CL	EPI*	HEC	DT	MT	SEM	SPG	TS	EC	Overall
Academic advising	5.00	5.28		5.79	5.78	6.56	5.24	5.16	5.04	4.95	5.42
Application/admission process	4.63	5.53		6.03	6.10	6.41	5.78	5.64	5.56	5.97	5.74
Bookstore	6.00	5.68		5.75	5.68	6.05	5.05	5.51	5.53	5.44	5.63
Business Office	4.75	5.79		5.64	5.73	6.27	5.55	5.48	5.53	5.49	5.58
Career assessment		5.51		5.55	5.72	6.12	5.34	5.27	5.24	5.48	5.53
Career counseling		5.52		5.74	5.61	6.18	5.17	5.10	4.73	4.89	5.37
Career Development Center resources	5.40	5.73		5.58	5.48	6.13	5.59	5.37	5.41	5.11	5.53
Convenience of times courses are offered	4.50	5.37		6.05	5.48	5.71	5.00	5.39	5.32	5.72	5.39
Facilities	6.38	6.07		6.17	6.05	6.65	6.36	6.00	5.88	6.08	6.18
First choice of classes	5.40	5.66		6.13	5.63	6.07	5.70	5.83	5.55	5.84	5.76
Food services	2.80	5.31		5.55	5.06	5.41	4.89	4.50	5.39	4.25	4.79
General information about programs & services	5.20	5.57		5.92	5.81	6.06	5.89	5.46	5.18	5.67	5.64
Initial testing for placement in courses	4.63	5.48		5.78	5.39	5.60	5.84	5.47	4.96	5.55	5.41
Library	6.33	6.36		6.17	6.21	6.32	6.14	6.31	6.12	6.23	6.24
New student orientation	4.14	5.03		5.98	5.66	5.93	5.43	4.85	5.00	5.01	5.23
Official mailings received from the College	5.22	5.65		5.73	5.63	6.19	5.98	5.46	5.10	5.65	5.62
Other online student services	4.89	5.80		6.11	6.11	6.29	5.97	5.68	5.70	5.86	5.82
Out-of-class access to computers	5.71	6.19		5.97	6.56	6.53	6.22	6.09	5.96	6.27	6.17
Overall educational support services	5.00	5.93		6.04	6.16	6.44	5.91	5.80	5.67	5.78	5.86
Overall quality of the educational programs	5.50	5.94		6.09	6.00	6.47	5.83	5.75	5.88	5.99	5.94
Overall student support services	4.89	5.91		6.10	6.05	6.53	5.94	5.65	5.39	5.57	5.78
Parking	6.50	5.14		5.85	4.59	5.50	5.68	5.26	5.59	5.44	5.51
Personal safety and security	6.75	6.23		6.50	6.51	6.41	6.30	6.08	6.09	6.27	6.35
Registering in-person	4.38	5.54		5.57	6.00	6.53	6.00	5.44	5.22	4.77	5.49
Registering online	4.91	5.73		6.13	5.85	5.87	5.75	5.73	5.56	6.09	5.73
Registration Center	4.33	5.80		6.00	5.79	6.41	5.82	5.81	5.55	5.99	5.72
Scholarships and Student Financial Assistance Office	5.00	5.38		5.45	5.74	6.06	5.19	5.51	5.35	5.27	5.44
SPC OneCard Refund Process	4.86	5.44		5.25	5.22	5.87	5.17	5.49	4.78	5.61	5.30
Specialized academic support services		5.86		6.09	6.21	6.60	5.58	5.58	5.83	5.21	5.87
Student activities	5.33	5.54		5.71	5.88	6.29	5.36	5.18	5.07	4.32	5.41
Student publications	4.60	5.36		5.58	5.77	5.73	5.58	5.19	5.45	5.21	5.39
Learning centers/tutoring		6.09		6.12	6.36	6.18	5.42	5.87	5.68	5.73	5.93
Use of technology for instruction	4.70	5.77		6.04	6.28	6.50	5.68	5.68	5.81	6.17	5.85
Variety of courses offered	5.33	5.69		6.25	5.68	6.00	5.17	5.38	5.63	5.72	5.65

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

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