2017-18
Enrolled Student Survey Report

Institutional Research and Effectiveness
St. Petersburg College

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

Enrolled Student Survey Report Produced by

Department of Institutional Research and Effectiveness

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

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

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

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Executive Summary

Introduction

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

Enrolled Student Survey

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

Student Demographic and Academic Information

The survey respondents had the following characteristics:

- Forty percent (40%) were under the age of 25.
- Almost three-quarters (71%) were female.
- Self-reported race/ethnicity was as follows: 61% White, 12% Black/Non-Hispanic, 12% Hispanic, 8% Other, 6% Asian/Pacific Islander, and 1% American Indian.
- Almost two-thirds (60%) graduated from high school or received their G.E.D. more than five years ago.
- Thirty-nine percent (39%) have been enrolled at the College only one semester.
- Over half (52%) have earned 15 or fewer credit hours at SPC.
- Almost all (98%) have access to a computer with Internet capabilities.
- Over eighty percent (82%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS)" as their primary reason for enrolling at SPC.
- Eighty-five percent (85%) are enrolled in a degree or certificate program.
- Twenty-nine percent (29%) are enrolled in the AA program and thirty-nine percent (39%) in an AS program.
- Almost two-thirds of survey respondents (62%) preferred to take most of their classes during the week.
- Almost half (48%) are enrolled full-time and taking classes primarily for credit.
- Almost three-quarters (72%) 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 1.0 spread on the 7-point scale, with ratings ranging from 6.8 for "Personal safety and security" to 5.8 for "Student publications."

Those services ranked in the top five in terms of importance to students were:
- ☐ Personal safety and security (6.8),
- ☐ First choice of classes (6.7),
- ☐ Convenience of times courses are offered (6.7),

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- ☐ Variety of courses offered (6.7), and
- ☐ Overall student support services (6.7).

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

The five lowest rated services in terms of importance were:
- ☐ Official mailings received from the college (6.0),
- ☐ Food services (6.0),
- ☐ Student activities (5.9),
- ☐ New student orientation (5.9), and
- ☐ Student publications (5.8).

Four of these five services were in the lowest five services 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 6.5 for "Out of class access to computers" to 5.3 for "Food services."

Services that were ranked in the top five in terms of satisfaction were:
- ☐ Out of class access to computers (6.5),
- ☐ Personal safety and security (6.4),
- ☐ Facilities (6.3),
- ☐ Library (6.3), and
- ☐ Learning centers/tutoring (6.2).

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:
- ☐ Scholarships and Student Financial Assistance Office (5.6),
- ☐ Bookstore (5.6),
- ☐ New student orientation (5.6),
- ☐ Academic Advising (5.6), and
- ☐ Food services (5.3).

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:
- ☐ Student activities (-0.03),
- ☐ Official mailings received from the college (-0.09),
- ☐ Registering in-person (-0.2),
- ☐ Out of class access to computers (-0.2), and
- ☐ Student publications (-0.2).

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

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☐ Academic advising (-1.01).

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

The top five services indicating the highest usage percentages were:
☐ Academic advising (94.2%),
☐ Overall quality of the educational programs (93.7%),
☐ First choice of classes (92.3%),
☐ Variety of courses offered (91.5%), and
☐ Registering online (91.4%).

The lowest five included:
☐ Specialized academic support services (55.9%),
☐ Student publications (55.9%),
☐ Career assessment (54.7%),
☐ Career counseling (54.3%), and
☐ Career Development Center resources (54.0%).

Satisfaction Mean Differences
All of the thirty-four service areas addressed in the survey demonstrated a higher satisfaction score than the previous year.

The five areas with the highest year-to-year increase in mean satisfaction scores were:
☐ Student activities (0.5),
☐ Registering in-person (0.5),
☐ Career Development Center resources (0.5),
☐ Career assessment (0.4), and
☐ Career counseling (0.4).

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) 27 organizational units comprising 32 academic programs (lower division); (ii) 9 Colleges and Schools comprising 17 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), 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 completed on a four-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.
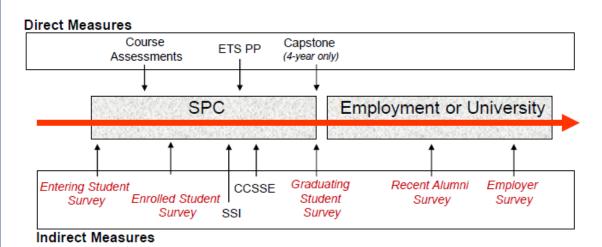
Direct Measures

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 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. This is the 23rd annual administration of the survey.

The survey was available to all enrolled students for a two-week period from November 7 through November 21, 2017. To facilitate the planning process and minimize disruption in the classroom, the 2017-18 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. Over five-hundred students (531) 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-three 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 Online campus was selected by 22% of the students, followed by St. Pete Gibbs (19%), and Clearwater (16%).

Table 1
Survey Distribution by Reporting Campus (n=487)

Select the campus where you are receiving most of your services.	N	%
Allstate Center	2	<1
Clearwater	80	16
EpiCenter	18	4
Health Education Center	48	10
Online	109	22
Seminole	43	9
SPC Downtown	36	7
SPC Mid-town	12	2
St. Pete-Gibbs	91	19
Tarpon Springs	48	10

Student Demographic and Academic Information

The demographic profile and academic background of the 532 survey respondents (N) to the Enrolled Student Survey are summarized in the following narrative, tables, and charts.

Age
The largest age category for survey participants was "19 and under" (24%), followed by "30 - 39" (17%), while "40 – 49" and "20 – 24" were tied (16%). Forty percent of respondents were under the age of 25.

Table 2
Age (n=487)

Select your age category.	N	%
19 and under	117	24
20 – 24	77	16
25 – 29	69	14
30 - 39	82	17
40 - 49	78	16
50 - 59	51	10
60 and over	13	3

Gender
Almost three-quarters (71%) of the survey respondents were female.

Table 3
Gender (n=481)

Select your gender.	N	%
Female	340	71
Male	141	29

Ethnicity

Almost two-thirds (61%) of survey respondents selected White as their ethnicity. The next two largest categories Black/Non-Hispanic and Hispanic were tied (12%).

Table 4
Ethnicity (n=487)

Select your ethnicity.	N	%
American Indian	3	1
Asian/Pacific Islander	30	6
Other	38	8
Hispanic	57	12
Black/Non-Hispanic	60	12
White	299	61

Time since High School

Almost two-thirds of survey respondents (60%) graduated from high school or received their G.E.D. more than five years ago.

Table 5
Time since High School (n=472)

How long has it been since you graduated from high school or received your G.E.D.?	N	%
Less than 1 year ago	91	19
1 - 3 years ago	72	15
4 - 5 years ago	26	6
More than 5 years ago	283	60

Number of Semesters

Thirty-nine percent of survey respondents have been enrolled at the College only one semester, while over two-thirds (68%) have been enrolled fewer than five semesters.

Table 6
Number of Semesters (n=467)

How many semesters have you been enrolled at SPC?	N	%
1	182	39%
2	41	9%
3	55	12%
4	40	9%
5	22	5%
6 or more	127	27%

Number of Credits Received

Over half (52%) of the survey respondents had earned 15 or fewer credit hours at SPC.

Table 7
Number of Credits Received (n=463)

Number of credits you have earned at SPC?	N	%
0 - 15	243	52
16 - 30	56	12
31 - 45	46	10
Over 45	118	25

Internet Access

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

Table 8
Internet Access (n=468)

Do you have access to a computer with Internet capabilities?	N	%
Yes	459	98
No	9	2

Enrollment Reasons

Over eighty percent (82%) 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=470)

What is the primary reason you enrolled at SPC?	N	%
To receive a degree/certificate (e.g., BS/BAS, AA, AS)	384	82
To take courses for a new career	35	7
To upgrade job skills	11	2
For personal enrichment	15	3
Other, please specify	25	5

Enrollment

Eighty-five percent of survey respondents are enrolled in a degree or certificate program.

Table 10
Enrollment (n=475)

Are you enrolled in a degree or certificate program?	N	%
Yes	402	85
No	73	15

Degree/Certificate Program

Thirty-nine percent of survey respondents are enrolled in an Associate in Science program, followed by twenty-nine percent who are enrolled in the Associate in Arts program at SPC.

Table 11
Degree Type (n=391)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	116	29
Associate in Science	155	39
Baccalaureate Degree (SPC)	96	24
Baccalaureate Degree (University Partnership Center)	4	1
Certificate or Technical Diploma	20	5

Class Time Preference

Almost two-thirds of survey respondents (62%) would prefer to take most of their classes during the week, while over one-third (37%) would prefer to take most of their classes online.

Table 12
Class Time Preference (n=458)

When would you prefer to take most of your classes?	N	%
Online	170	37
Weekday mornings	184	40
Weekday afternoons	51	11
Weekday evenings	50	11
Weekends	3	1

Enrollment Status

The majority of survey respondents are taking classes primarily for credit and are enrolled either full-time (48%), or part-time (47%).

Table 13
Enrollment Status (n=457)

What is your enrollment status?	N	%
Primarily for credit and full-time	221	48
Primarily for credit and part-time	217	47
Primarily not for credit	19	4

Working Status

Almost three-quarters of survey respondents (72%) indicated that they are working while attending the College.

Table 14
Working Status (n=461)

How many hours are you working while attending SPC?	N	%
Not working	127	28
Working 15 or fewer hours per week	64	14
Working 16 to 30 hours per week	80	17
Working 31 to 39 hours per week	44	10
Working 40 or more hours per week	146	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 1.0 spread on the 7-point importance scale, with ratings ranging from 6.8 for "Personal safety and security" to 5.8 for "Student Publications."

The top five ranked services in terms of importance to students were: "Personal safety and security" (6.8), "First choice of classes" (6.7), "Convenience of times courses are offered" (6.7), "Variety of courses offered" (6.7), and "Overall student support services" (6.7). Four of these were in the top five services last year.

The five lowest rated services in terms of importance were: "Official mailings received from the College" (6.0), "Food Services" (6.0), "Student activities" (5.9), "New student orientation" (5.9), and "Student Publications" (5.8). Four of these were in the lowest five services last year.

Table 15

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you. *[Top five and bottom five mean scores are highlighted.]*	N	Mean
Personal safety and security	342	6.78
First choice of classes	371	6.73
Convenience of times courses are offered	365	6.72
Variety of courses offered	368	6.66
Overall student support services	355	6.66
Overall quality of the educational programs	371	6.65
Out-of-class access to computers	301	6.62
Learning centers/tutoring	285	6.61
Other online student services	375	6.61
Academic advising	402	6.56
Overall educational support services	335	6.56
Parking	335	6.55
Use of technology for instruction	353	6.52
Facilities	343	6.52
Registering online	381	6.49
Library	338	6.49
Registration Center	288	6.46
Specialized academic support services	220	6.45
Scholarships and Student Financial Assistance Office	350	6.43
Application/admission process	377	6.34
Career counseling	231	6.32
General information about programs & services	367	6.31
Bookstore	369	6.26
Career Development Center resources	229	6.25
Career assessment	229	6.13
SPC OneCard Refund Process	277	6.13
Business Office	262	6.12
Initial testing for placement in courses	284	6.12
Registering in-person	263	6.09
Official mailings received from the College	318	5.98
Food services	263	5.95
Student activities	243	5.92
New student orientation	286	5.89
Student publications	232	5.81

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 "Out-of-class access to computers" (6.5) to "Food services" (5.3).

The top five rated student/academic services were "Out-of-class access to computers" (6.5), "Personal safety and security" (6.4), "Facilities" (6.3), "Library" (6.3), and "Learning centers/tutoring" (6.2). All of the top five services were part of last year's top five services.

The five-student/academic services with the lowest satisfaction ratings were "Scholarships and Student Financial Assistance Office" (5.6), "Bookstore" (5.6), "New student orientation" (5.6), "Academic advising" (5.6), and "Food services" (5.3). 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
Out-of-class access to computers	301	6.45
Personal safety and security	342	6.42
Facilities	343	6.30
Library	338	6.28
Learning centers/tutoring	285	6.21
Specialized academic support services	220	6.15
Overall student support services	355	6.12
Overall quality of the educational programs	371	6.10
Registration Center	288	6.09
Overall educational support services	335	6.07
First choice of classes	371	6.06
Other online student services	375	6.05
Use of technology for instruction	353	6.05
Career Development Center resources	229	5.98
Application/admission process	377	5.93
Registering in-person	263	5.93
Registering online	381	5.91
Official mailings received from the College	318	5.89
Student activities	243	5.89
Career assessment	229	5.88
Variety of courses offered	368	5.85
Business Office	262	5.82
Initial testing for placement in courses	284	5.80
General information about programs & services	367	5.77
Convenience of times courses are offered	365	5.74
SPC OneCard Refund Process	277	5.71
Parking	335	5.70
Career counseling	231	5.69
Student publications	232	5.63
Scholarships and Student Financial Assistance Office	350	5.62
Bookstore	369	5.59
New student orientation	286	5.56
Academic advising	402	5.55
Food services	263	5.25

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 "Student activities" (-0.03) "Official mailings received from the College" (-0.09), "Registering in-person" (-0.2) "Out of class access to computers" (-0.2), and "Student publications" (-0.2).

Last year, three academic and student support services had a performance gap lower than -1.00. This year, one academic and student support service had a performance gap lower than -1.00, and that was "Academic advising" (-1.01). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.

Table 17

Performance Gaps *[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]*	N	Importance	Satisfaction	Gap
Student activities	243	5.92	5.89	-0.03
Official mailings received from the College	318	5.98	5.89	-0.09
Registering in-person	263	6.09	5.93	-0.16
Out-of-class access to computers	301	6.62	6.45	-0.18
Student publications	232	5.81	5.63	-0.19
Library	338	6.49	6.28	-0.20
Facilities	343	6.52	6.30	-0.22
Career assessment	229	6.13	5.88	-0.25
Career Development Center resources	229	6.25	5.98	-0.27
Specialized academic support services	220	6.45	6.15	-0.30
Business Office	262	6.12	5.82	-0.31
Initial testing for placement in courses	284	6.12	5.80	-0.32
New student orientation	286	5.89	5.56	-0.33
Personal safety and security	342	6.78	6.42	-0.36
Registration Center	288	6.46	6.09	-0.36
Learning centers/tutoring	285	6.61	6.21	-0.40
Application/admission process	377	6.34	5.93	-0.41
SPC OneCard Refund Process	277	6.13	5.71	-0.42
Use of technology for instruction	353	6.52	6.05	-0.48
Overall educational support services	335	6.56	6.07	-0.49
General information about programs & services	367	6.31	5.77	-0.54
Overall student support services	355	6.66	6.12	-0.54
Overall quality of the educational programs	371	6.65	6.10	-0.55
Other online student services	375	6.61	6.05	-0.56
Registering online	381	6.49	5.91	-0.59
Career counseling	231	6.32	5.69	-0.63
Bookstore	369	6.26	5.59	-0.67
First choice of classes	371	6.73	6.06	-0.67
Food services	263	5.95	5.25	-0.69
Variety of courses offered	368	6.66	5.85	-0.81
Scholarships and Student Financial Assistance Office	350	6.43	5.62	-0.82
Parking	335	6.55	5.70	-0.85
Convenience of times courses are offered	365	6.72	5.74	-0.97
Academic advising *	402	6.56	5.55	-1.01

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 "Academic advising" (94.2%), "Overall quality of the educational programs" (93.7%), "First choice of classes" (92.3%), "Variety of courses offered" (91.5%), and "Registering online" (91.4%). Four 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 "Specialized academic support services" (55.9%) "Student publications" (55.9%), "Career assessment" (54.7%), "Career counseling" (54.3%), and "Career Development Center resources" (54.0%). The usage estimates for all student and academic services are displayed in Table 18.

Table 18

Estimated Usage of Student Services *[Top five and bottom five usage estimates are highlighted.]*	Total Responses	N/A responses	Usage Estimate
Academic advising	431	25	94.2%
Overall quality of the educational programs	397	25	93.7%
First choice of classes	402	31	92.3%
Variety of courses offered	402	34	91.5%
Registering online	419	36	91.4%
Convenience of times courses are offered	404	37	90.8%
Use of technology for instruction	395	42	89.4%
Other online student services	421	46	89.1%
General information about programs & services	416	46	88.9%
Application/admission process	432	49	88.7%
Overall student support services	410	55	86.6%
Bookstore	431	60	86.1%
Overall educational support services	394	59	85.0%
Facilities	411	67	83.7%
Personal safety and security	413	71	82.8%
Parking	411	74	82.0%
Scholarships and Student Financial Assistance Office	430	79	81.6%
Library	427	87	79.6%
Official mailings received from the College	414	96	76.8%
Registration Center	394	106	73.1%
Out-of-class access to computers	412	111	73.1%
Learning centers/tutoring	404	117	71.0%
New student orientation	421	132	68.6%
Initial testing for placement in courses	432	147	66.0%
SPC OneCard Refund Process	430	151	64.9%
Food services	415	150	63.9%
Registering in-person	419	154	63.2%
Business Office	425	161	62.1%
Student activities	419	174	58.5%
Specialized academic support services	399	176	55.9%
Student publications	417	184	55.9%
Career assessment	422	191	54.7%
Career counseling	427	195	54.3%
Career Development Center resources	428	197	54.0%

Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the 2013-14, 2014-15, 2015-16, 2016-17, and 2017-18 surveys, sorted in descending order by the 2017-18 means. Table 20 shows the mean differences between the 2016-17 and 2017-18 surveys, sorted in descending order by the mean differences.

All of the thirty-four service areas addressed in the survey demonstrated a higher satisfaction score than the previous year, as shown in Table 20.

Table 19

History of Satisfaction Means	N=1552	N=1346	N=1252	N=1098	N=531
	2013/14	2014/15	2015/16	2016/17	2017/18
Out-of-class access to computers	6.11	6.20	6.23	6.14	6.45
Personal safety and security	6.22	6.24	6.22	6.27	6.42
Facilities	6.04	6.01	6.11	6.09	6.30
Library	6.24	6.27	6.25	6.25	6.28
Learning centers/tutoring	5.83	6.03	6.13	5.94	6.21
Specialized academic support services	5.80	5.97	5.92	5.79	6.15
Overall student support services	5.81	5.91	5.92	5.79	6.12
Overall quality of educational programs	5.93	6.05	6.04	5.93	6.10
Registration Center	5.75	5.91	5.94	5.79	6.09
Overall educational support services	5.83	6.01	6.02	5.88	6.07
First choice of classes	5.76	5.89	5.84	5.77	6.06
Other Online Student Services	5.85	5.91	5.98	5.84	6.05
Use of technology for instruction	5.86	5.99	6.02	5.88	6.05
Career Development Center resources	5.68	5.86	5.81	5.52	5.98
Application/admission process	5.63	5.71	5.85	5.74	5.93
Registering in-person	5.56	5.54	5.67	5.46	5.93
Registering Online	5.81	5.88	5.96	5.82	5.91
Official mailings received from the College	5.63	5.71	5.69	5.60	5.89
Student activities	5.47	5.49	5.49	5.41	5.89
Career assessment	5.57	5.68	5.61	5.46	5.88
Variety of courses offered	5.70	5.80	5.72	5.69	5.85
Business office	5.63	5.68	5.70	5.60	5.82
Initial testing for placement in courses	5.53	5.65	5.53	5.47	5.80
General information about programs and services	5.60	5.69	5.69	5.61	5.77
Convenience of times classes are offered	5.55	5.68	5.56	5.49	5.74
SPC OneCard Refund Process	5.45	5.59	5.56	5.35	5.71
Parking	5.38	5.30	5.56	5.39	5.70
Career counseling	5.52	5.68	5.63	5.33	5.69
Student publications	5.44	5.41	5.54	5.40	5.63
Scholarships and Student Financial Assistance Office	5.52	5.57	5.70	5.37	5.62
Bookstore	5.59	5.67	5.61	5.57	5.59
New student orientation	5.41	5.46	5.24	5.23	5.56
Academic advising	5.43	5.46	5.47	5.27	5.55
Food services	5.18	4.95	5.19	5.11	5.25

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

Table 20

Satisfaction Mean Differences	N=1098	N=531	Difference
	2016/17	2017/18	
Student activities	5.41	5.89	0.47
Registering in-person	5.46	5.93	0.46
Career Development Center resources	5.52	5.98	0.46
Career assessment	5.46	5.88	0.42
Career counseling	5.33	5.69	0.36
SPC OneCard Refund Process	5.35	5.71	0.36
Specialized academic support services	5.79	6.15	0.36
New student orientation	5.23	5.56	0.34
Initial testing for placement in courses	5.47	5.80	0.33
Overall student support services	5.79	6.12	0.33
Parking	5.39	5.70	0.31
Out-of-class access to computers	6.14	6.45	0.31
Registration Center	5.79	6.09	0.30
First choice of classes	5.77	6.06	0.29
Official mailings received from the College	5.60	5.89	0.29
Academic advising	5.27	5.55	0.28
Learning centers/tutoring	5.94	6.21	0.27
Convenience of times classes are offered	5.49	5.74	0.25
Scholarships and Student Financial Assistance Office	5.37	5.62	0.25
Student publications	5.40	5.63	0.22
Other Online Student Services	5.84	6.05	0.22
Business office	5.60	5.82	0.21
Facilities	6.09	6.30	0.21
Application/admission process	5.74	5.93	0.19
Overall educational support services	5.88	6.07	0.19
Overall quality of educational programs	5.93	6.10	0.17
Use of technology for instruction	5.88	6.05	0.17
Personal safety and security	6.27	6.42	0.16
General information about programs and services	5.61	5.77	0.16
Variety of courses offered	5.69	5.85	0.16
Food services	5.11	5.25	0.14
Registering Online	5.82	5.91	0.09
Library	6.25	6.28	0.03
Bookstore	5.57	5.59	0.02

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 26. 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, "Convenience of times courses are offered" had the lowest performance gap at the Seminole campus (-1.5) and received a Performance Gap Priority ranking of 1. "Career counseling" had the lowest performance gap at the Online (eCampus) (-1.4) and received a Performance Gap Priority ranking of 1. A side-by-side comparison of the priority rankings is located in Appendix C, and a side-by-side comparison of the satisfaction means is located in Appendix D.

Allstate Center

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 Allstate Center did not meet this threshold (i.e., n < 5), there are no results to report, thus Table 21, and Figure 2 are not shown.

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 "Convenience of times courses are offered" (-1.5), followed by "Academic Advising" (-1.2), and "Parking"" (-1.1), as shown in Table 22. Figure 3 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 22

Performance Gaps Less Than -1: Clearwater Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	59	6.81	5.36	-1.46
Academic advising	66	6.56	5.41	-1.15
Parking	60	6.62	5.57	-1.05

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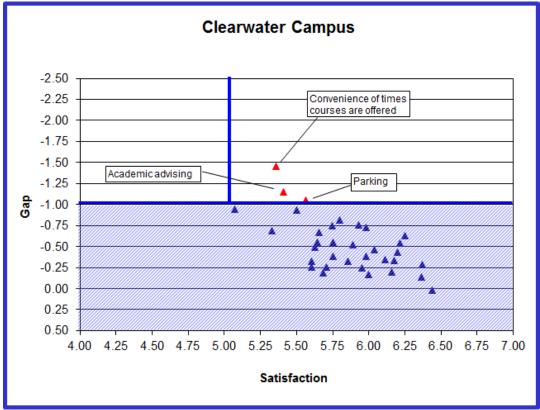

Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings

EpiCenter

The EpiCenter 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: EpiCenter Performance Gap and Satisfaction Ratings

Health Education Center

The Health Education Center had no academic and student support services with Performance Gaps less than negative one. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.
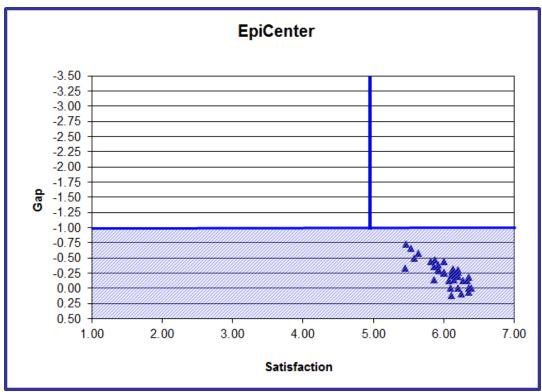

Figure 5: Health Education Center Performance Gap and Satisfaction Ratings

SPC Downtown

SPC Downtown had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-1.2), followed by "Food services" (-1.0), as shown in Table 23. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 23

Performance Gaps Less Than -1: Downtown	N	Importance	Satisfaction	Gap
Parking	23	6.43	5.22	-1.22
Food Services	24	5.71	4.67	-1.04

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

Figure 6: Downtown Performance Gap and Satisfaction Ratings

SPC Midtown

SPC Midtown had no academic and student support services with Performance Gaps less than negative one. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.
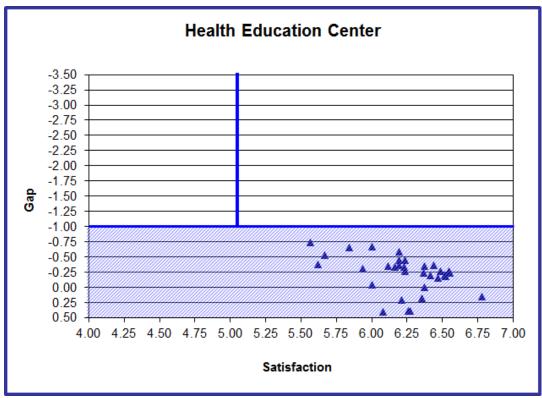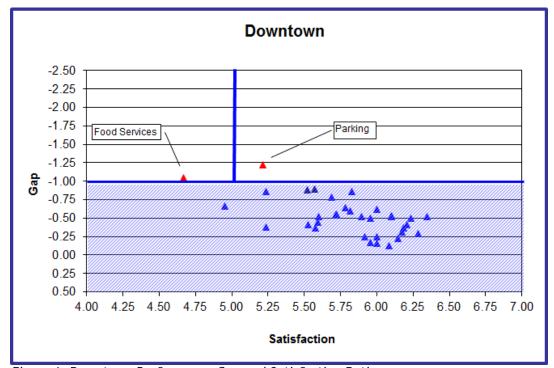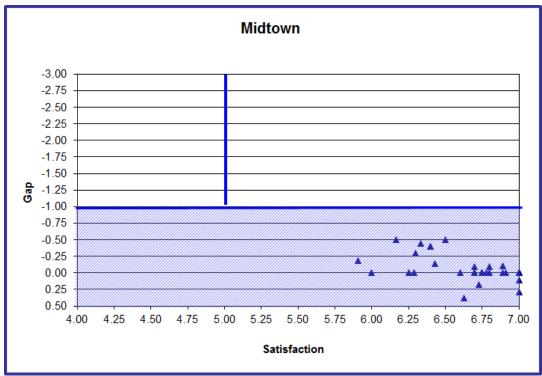

Figure 7: Midtown Performance Gap and Satisfaction Ratings

Seminole Campus

Seminole Campus had two 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" (-1.5), followed by "Variety of courses offered" (-1.2) as shown in Table 24. Figure 8 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	34	6.79	5.29	-1.50
Variety of courses offered	32	6.78	5.63	-1.16

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

Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings

St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Parking" (-1.1), followed by "Academic Advising" (-1.1) as shown in Table 25. Figure 9 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
Parking	64	6.36	5.23	-1.13
Academic advising	74	6.51	5.42	-1.09

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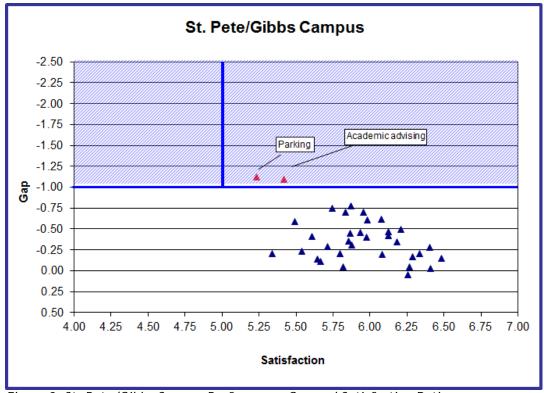

Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings

Tarpon Springs Campus

The Tarpon Springs Campus had 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" (-1.4), "Variety of courses offered" (-1.2), "Academic Advising" (-1.2), "Career counseling" (-1.1), and "First choice of classes (-1.0) as shown in Table 26. Figure 10 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

Performance Gaps Less Than -1: Tarpon Springs Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	39	6.69	5.33	-1.36
Variety of courses offered	40	6.78	5.58	-1.20
Academic advising	40	6.63	5.48	-1.15
Career Counseling	23	6.39	5.30	-1.09
First choice of classes	38	6.74	5.71	-1.03

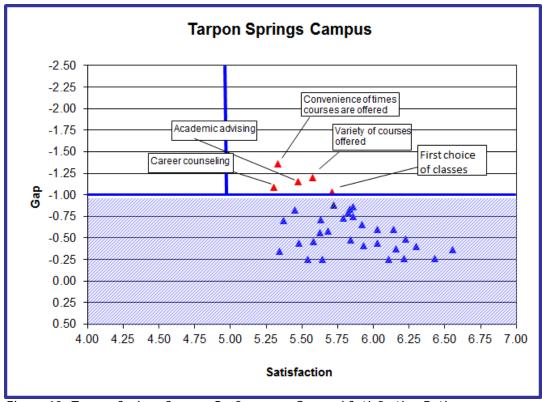*Note: data are displayed using two decimal places due to the proximity of the values.*

Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings

Online (eCampus)

Online had four of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Career Counseling" (-1.4), followed by "Academic Advising" (-1.4), "Scholarships and student financial assistance office" (-1.2), and "Bookstore" (-1.1) as shown in Table 27. Figure 11 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

Performance Gaps Less Than -1: eCampus	N	Importance	Satisfaction	Gap
Career counseling	39	6.46	5.05	-1.41
Academic advising	90	6.63	5.23	-1.40
Scholarships and Student Financial Assistance Office	76	6.50	5.32	-1.18
Bookstore	76	6.36	5.30	-1.05

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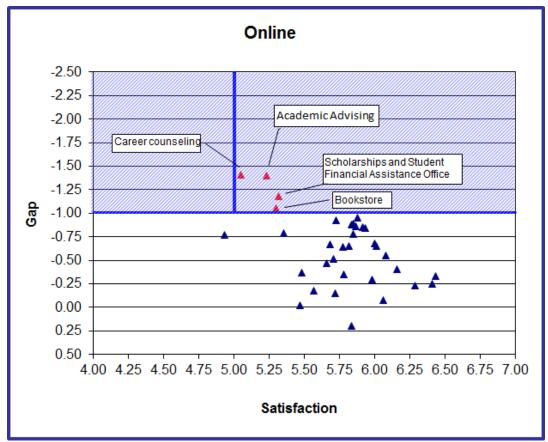

Figure 11: eCampus Performance Gap and Satisfaction Ratings

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: "Personal safety and security" (6.8), "First choice of classes" (6.7), "Convenience of times courses are offered" (6.7), "Variety of courses offered" (6.7), and "Overall student support services" (6.7). Four of these were in the top five services last year. The five lowest rated services in terms of importance were: "Official mailings received from the College" (6.0), "Food Services" (6.0), "Student activities" (5.9), "New student orientation" (5.9), and "Student Publications" (5.8). Four of these were in the lowest five services 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 "Out-of-class access to computers" (6.5), "Personal safety and security" (6.4), "Facilities" (6.3), "Library" (6.3), and "Learning centers/tutoring" (6.2). All of the top five services were part of last year's top five services. The five-student/academic services with the lowest satisfaction ratings were "Scholarships and Student Financial Assistance Office" (5.6), "Bookstore" (5.6), "New student orientation" (5.6), "Academic advising" (5.6), and "Food services" (5.3). 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 "Student activities" (-0.03) "Official mailings received from the College" (-0.09), "Registering in-person" (-0.2) "Out of class access to computers" (-0.2), and "Student publications" (-0.2). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services. One academic and student support service had a performance gap lower than -1.00, and that was "Academic advising" (-1.01).

Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated level of usage is defined as the percent of students that rated the satisfaction level of the student or academic service. The estimated usage of each service is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the total number of non-blank responses (including N/A responses). The top five services indicating the highest usage percentages included "Academic advising" (94.2%), "Overall quality of the educational programs" (93.7%), "First choice of classes" (92.3%), "Variety of courses offered" (91.5%), and "Registering online" (91.4%). The lowest five included "Specialized academic support services" (55.9%) "Student publications" (55.9%), "Career assessment" (54.7%), "Career counseling" (54.3%), and "Career Development Center resources" (54.0%).

Satisfaction Mean Differences

All of the thirty-four service areas addressed in the survey demonstrated a higher satisfaction score than the previous year.

The services with the highest year-to-year increase in mean satisfaction scores were "Student activities" (0.5), "Registering in-person" (0.5), "Career Development Center resources" (0.5), "Career assessment" (0.4), and "Career counseling" (0.4).

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:

Magaly Tymms, M.A.
Director, Institutional Effectiveness
St. Petersburg College, P.O. Box 13489, St. Petersburg, FL 33733
(727) 341-3195
tymms.magaly@spcollege.edu

Appendix A: Enrolled Student Survey

Enrolled Student Survey 2017

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 2017

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 2017

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 2017

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 2017

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 2017

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 (1 - Not Important to 7 - Very Important)	○	○	○	○	○	○	○	○
Satisfaction with Application/admission process (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

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

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

18. Scholarships and Student Financial Assistance Office

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

19. SPC OneCard Refund Process

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

20. Business Office

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

21. Initial testing for placement in courses

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

Enrolled Student Survey 2017

College Services and Offices (Continued)

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

22. Bookstore

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

23. Library

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

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

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

25. Career assessment

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

26. Career counseling

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

Enrolled Student Survey 2017

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)	○	○	○	○	○	○	○	○
Satisfaction with Registering in-person (1 - Not Satisfied to 7 - Very Satisfied)	○	○	○	○	○	○	○	○

28. Registering online

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

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

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

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

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

31. New student orientation

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

Enrolled Student Survey 2017

College Services and Offices (Continued)

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

32. Official mailings received from the College

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

33. General information about programs & services

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

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

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

35. Student publications

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

Enrolled Student Survey 2017

College Services and Offices (Continued)

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

36. Facilities

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

37. Parking

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

38. Personal safety and security

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

39. Out-of-class access to computers

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

40. Overall student support services

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

Enrolled Student Survey 2017

College Services and Offices (Continued)

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

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

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

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)*	○	○	○	○	○	○	○	○
Satisfaction with Learning Centers/Tutoring *(1 - Not Satisfied to 7 - Very Satisfied)*	○	○	○	○	○	○	○	○

43. Variety of courses offered

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

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

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

45. Convenience of times courses are offered

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

Enrolled Student Survey 2017

College Services and Offices (Continued)

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

46. Registration Center

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

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

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

48. Overall quality of the educational programs

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

49. Overall educational support services

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

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50. How can SPC improve services, curriculum, and academic programs for students?

Appendix B: Performance Gaps by Campus

Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. These Performance Gaps were also calculated for each individual campus as determined by student responses to the question, "Select the campus where you are receiving most of your services."

This appendix contains the campus-level Performance Gaps in Tables 29 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.

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 Allstate Center did not meet this threshold (i.e., n < 5), there are no results to report. Thus, Table 28 is not shown.

Table 29

Performance Gaps: Clearwater Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	59	6.81	5.36	-1.46
Academic advising	66	6.56	5.41	-1.15
Parking	60	6.62	5.57	-1.05
Food services	56	6.02	5.07	-0.95
Bookstore	62	6.44	5.50	-0.94
Variety of courses offered	60	6.62	5.80	-0.82
Overall quality of the educational programs	57	6.68	5.93	-0.75
Scholarships and Student Financial Assistance Office	63	6.49	5.75	-0.75
First choice of classes	59	6.71	5.98	-0.73
New student orientation	52	6.02	5.33	-0.69
General information about programs & services	58	6.33	5.66	-0.67
Personal safety and security	60	6.88	6.25	-0.63
Career counseling	42	6.19	5.64	-0.55
Registering online	64	6.30	5.75	-0.55
Overall student support services	56	6.75	6.21	-0.54
Use of technology for instruction	54	6.41	5.89	-0.52
SPC OneCard Refund Process	51	6.12	5.63	-0.49
Overall educational support services	50	6.50	6.04	-0.46
Other online student services	60	6.63	6.20	-0.43
Initial testing for placement in courses	49	6.14	5.76	-0.39
Business Office	47	6.36	5.98	-0.38
Specialized academic support services	35	6.46	6.11	-0.34
Learning centers/tutoring	51	6.51	6.18	-0.33
Student publications	43	5.93	5.60	-0.33
Application/admission process	62	6.18	5.85	-0.32
Out-of-class access to computers	46	6.65	6.37	-0.28
Student activities	43	5.86	5.60	-0.26
Official mailings received from the College	55	5.96	5.71	-0.25
Career Development Center resources	41	6.20	5.95	-0.24
Registration Center	50	6.36	6.16	-0.20
Career assessment	38	5.87	5.68	-0.18
Registering in-person	49	6.16	6.00	-0.16
Facilities	58	6.50	6.36	-0.14
Library	59	6.42	6.44	0.02

Table 30

Performance Gaps: EpiCenter	N	Importance	Satisfaction	Gap
Food services	15	6.20	5.47	-0.73
Academic advising	15	6.20	5.53	-0.67
Scholarships and Student Financial Assistance Office	14	6.21	5.64	-0.57
Career counseling	12	6.08	5.58	-0.50
Variety of courses offered	15	6.33	5.87	-0.47
Use of technology for instruction	16	6.44	6.00	-0.44
General information about programs & services	16	6.25	5.81	-0.44
Convenience of times courses are offered	13	6.31	5.92	-0.38
Registering online	14	6.21	5.86	-0.36
SPC OneCard Refund Process	9	5.78	5.44	-0.33
New student orientation	16	6.44	6.13	-0.31
Specialized academic support services	13	6.23	5.92	-0.31
Career Development Center resources	10	6.50	6.20	-0.30
Facilities	17	6.41	6.12	-0.29
Application/admission process	14	6.21	5.93	-0.29
Overall quality of the educational programs	15	6.47	6.20	-0.27
Official mailings received from the College	15	6.27	6.00	-0.27
Learning centers/tutoring	12	6.25	6.00	-0.25
Career assessment	9	6.33	6.11	-0.22
Student activities	14	6.36	6.14	-0.21
Overall educational support services	15	6.40	6.20	-0.20
Personal safety and security	17	6.53	6.35	-0.18
Student publications	14	6.00	5.86	-0.14
Overall student support services	14	6.29	6.14	-0.14
Parking	15	6.47	6.33	-0.13
Initial testing for placement in courses	15	6.40	6.27	-0.13
Other online student services	15	6.20	6.07	-0.13
Library	13	6.38	6.38	0.00
Registering in-person	17	6.35	6.35	0.00
Registration Center	15	6.20	6.20	0.00
Business Office	11	6.09	6.09	0.00
Out-of-class access to computers	17	6.29	6.35	0.06
First choice of classes	12	6.17	6.25	0.08
Bookstore	9	6.00	6.11	0.11

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Table 31

Performance Gaps: Health Education Center	N	Importance	Satisfaction	Gap
SPC OneCard Refund Process	30	6.30	5.57	-0.73
Academic advising	36	6.67	6.00	-0.67
Scholarships and Student Financial Assistance Office	32	6.50	5.84	-0.66
Convenience of times courses are offered	36	6.78	6.19	-0.58
Food services	30	6.20	5.67	-0.53
Overall educational support services	38	6.68	6.24	-0.45
Variety of courses offered	36	6.64	6.19	-0.44
Bookstore	37	6.00	5.62	-0.38
Registering online	41	6.80	6.44	-0.37
Parking	41	6.56	6.20	-0.37
Career Development Center resources	17	6.47	6.12	-0.35
Learning centers/tutoring	32	6.72	6.38	-0.34
Other online student services	39	6.56	6.23	-0.33
General information about programs & services	36	6.50	6.17	-0.33
New student orientation	32	6.25	5.94	-0.31
Library	37	6.76	6.49	-0.27
Use of technology for instruction	38	6.50	6.24	-0.26
Personal safety and security	42	6.81	6.55	-0.26
First choice of classes	38	6.79	6.55	-0.24
Overall student support services	38	6.61	6.37	-0.24
Overall quality of the educational programs	41	6.61	6.41	-0.20
Specialized academic support services	31	6.71	6.52	-0.19
Facilities	40	6.70	6.53	-0.18
Application/admission process	34	6.62	6.47	-0.15
Business Office	24	6.04	6.00	-0.04
Registration Center	27	6.37	6.37	0.00
Out-of-class access to computers	32	6.63	6.78	0.16
Career assessment	17	6.18	6.35	0.18
Career counseling	19	6.00	6.21	0.21
Initial testing for placement in courses	23	5.87	6.26	0.39
Official mailings received from the College	33	5.88	6.27	0.39
Student publications	25	5.68	6.08	0.40
Registering in-person	23	5.52	6.04	0.52
Student activities	30	5.70	6.23	0.53

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Table 32

Performance Gaps: Downtown	N	Importance	Satisfaction	Gap
Parking	23	6.43	5.22	-1.22
Food services	24	5.71	4.67	-1.04
Scholarships and Student Financial Assistance Office	28	6.46	5.57	-0.89
Library	25	6.40	5.52	-0.88
Variety of courses offered	29	6.69	5.83	-0.86
New student orientation	21	6.10	5.24	-0.86
Academic advising	32	6.47	5.69	-0.78
Business Office	21	5.62	4.95	-0.67
Application/admission process	28	6.43	5.79	-0.64
Convenience of times courses are offered	29	6.62	6.00	-0.62
Registration Center	27	6.41	5.81	-0.59
Use of technology for instruction	29	6.28	5.72	-0.55
Other online student services	28	6.25	5.71	-0.54
First choice of classes	30	6.63	6.10	-0.53
Initial testing for placement in courses	25	6.12	5.60	-0.52
General information about programs & services	29	6.41	5.90	-0.52
Personal safety and security	29	6.86	6.34	-0.52
Bookstore	29	6.62	6.10	-0.52
Overall quality of the educational programs	30	6.73	6.23	-0.50
Career counseling	22	6.45	5.95	-0.50
Registering online	27	6.04	5.59	-0.44
Learning centers/tutoring	29	6.62	6.21	-0.41
Specialized academic support services	17	5.94	5.53	-0.41
Student publications	21	5.62	5.24	-0.38
Overall educational support services	27	6.56	6.19	-0.37
SPC OneCard Refund Process	19	5.95	5.58	-0.37
Overall student support services	29	6.48	6.17	-0.31
Out-of-class access to computers	28	6.57	6.29	-0.29
Registering in-person	24	6.25	6.00	-0.25
Career assessment	25	6.16	5.92	-0.24
Facilities	27	6.37	6.15	-0.22
Career Development Center resources	24	6.13	5.96	-0.17
Student activities	26	6.15	6.00	-0.15
Official mailings received from the College	24	6.21	6.08	-0.13

Table 33

Performance Gaps: Midtown	N	Importance	Satisfaction	Gap
Personal safety and security	10	7.00	6.50	-0.50
Food services	6	6.67	6.17	-0.50
Parking	9	6.78	6.33	-0.44
First choice of classes	10	6.80	6.40	-0.40
Convenience of times courses are offered	10	6.80	6.40	-0.40
Other online student services	10	6.60	6.30	-0.30
Scholarships and Student Financial Assistance Office	11	6.09	5.91	-0.18
Registering online	7	6.57	6.43	-0.14
Library	9	7.00	6.89	-0.11
Overall quality of the educational programs	10	6.90	6.80	-0.10
Use of technology for instruction	10	6.80	6.70	-0.10
Academic advising	10	7.00	7.00	0.00
Student activities	6	7.00	7.00	0.00
Out-of-class access to computers	9	7.00	7.00	0.00
Overall student support services	10	7.00	7.00	0.00
Learning centers/tutoring	8	7.00	7.00	0.00
Bookstore	11	6.91	6.91	0.00
Variety of courses offered	9	6.89	6.89	0.00
Overall educational support services	10	6.80	6.80	0.00
Career assessment	9	6.78	6.78	0.00
SPC OneCard Refund Process	8	6.75	6.75	0.00
Career Development Center resources	8	6.75	6.75	0.00
Career counseling	8	6.75	6.75	0.00
Initial testing for placement in courses	10	6.70	6.70	0.00
Facilities	10	6.70	6.70	0.00
Registration Center	10	6.70	6.70	0.00
General information about programs & services	10	6.60	6.60	0.00
Student publications	7	6.29	6.29	0.00
Business Office	8	6.25	6.25	0.00
New student orientation	9	6.00	6.00	0.00
Registering in-person	9	6.89	7.00	0.11
Application/admission process	11	6.55	6.73	0.18
Specialized academic support services	7	6.71	7.00	0.29
Official mailings received from the College	8	6.25	6.63	0.38

Table 34

Performance Gaps: Seminole Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	34	6.79	5.29	-1.50
Variety of courses offered	32	6.78	5.63	-1.16
SPC OneCard Refund Process	24	6.54	5.58	-0.96
First choice of classes	32	6.84	6.00	-0.84
Scholarships and Student Financial Assistance Office	29	6.21	5.45	-0.76
Registering online	32	6.47	5.72	-0.75
Learning centers/tutoring	22	6.86	6.14	-0.73
Bookstore	36	6.00	5.28	-0.72
Food services	29	6.00	5.38	-0.62
Parking	31	6.71	6.10	-0.61
Business Office	18	6.11	5.56	-0.56
Career counseling	23	6.35	5.83	-0.52
Academic advising	37	6.49	5.97	-0.51
Registration Center	24	6.42	5.92	-0.50
Registering in-person	25	6.28	5.80	-0.48
Application/admission process	34	6.15	5.71	-0.44
Other online student services	29	6.59	6.17	-0.41
Use of technology for instruction	32	6.59	6.22	-0.38
General information about programs & services	32	6.28	5.97	-0.31
Career Development Center resources	23	6.13	5.83	-0.30
Initial testing for placement in courses	24	6.13	5.83	-0.29
Overall educational support services	28	6.54	6.25	-0.29
Overall quality of the educational programs	32	6.63	6.34	-0.28
Library	31	6.58	6.32	-0.26
Official mailings received from the College	28	5.96	5.75	-0.21
Overall student support services	30	6.73	6.60	-0.13
Out-of-class access to computers	31	6.65	6.52	-0.13
Specialized academic support services	19	6.37	6.26	-0.11
Personal safety and security	32	6.69	6.63	-0.06
Facilities	32	6.44	6.38	-0.06
Student publications	23	5.74	5.70	-0.04
New student orientation	28	5.46	5.46	0.00
Student activities	24	6.13	6.17	0.04
Career assessment	23	6.00	6.04	0.04

Table 35

Performance Gaps: St. Pete/Gibbs Campus		N	Importance	Satisfaction	Gap
Parking		64	6.36	5.23	-1.13
Academic advising		74	6.51	5.42	-1.09
Convenience of times courses are offered		71	6.65	5.87	-0.77
Scholarships and Student Financial Assistance Office		63	6.49	5.75	-0.75
Overall student support services		67	6.66	5.96	-0.70
Variety of courses offered		66	6.53	5.83	-0.70
Other online student services		65	6.69	6.08	-0.62
Overall quality of the educational programs		66	6.59	5.98	-0.61
General information about programs & services		61	6.08	5.49	-0.59
First choice of classes		67	6.70	6.21	-0.49
Learning centers/tutoring		56	6.59	6.13	-0.46
Overall educational support services		61	6.39	5.93	-0.46
Registering online		67	6.31	5.87	-0.45
Use of technology for instruction		65	6.54	6.12	-0.42
Bookstore		69	6.01	5.61	-0.41
Career counseling		42	6.38	5.98	-0.40
Registering in-person		48	6.21	5.85	-0.35
Registration Center		55	6.53	6.18	-0.35
Application/admission process		65	6.18	5.88	-0.31
Initial testing for placement in courses		52	6.00	5.71	-0.29
Personal safety and security		64	6.69	6.41	-0.28
Student publications		39	5.77	5.54	-0.23
Specialized academic support services		39	6.54	6.33	-0.21
Food services		44	5.55	5.34	-0.20
Business Office		44	6.00	5.80	-0.20
SPC OneCard Refund Process		47	6.28	6.09	-0.19
Facilities		66	6.45	6.29	-0.17
Out-of-class access to computers		62	6.63	6.48	-0.15
Official mailings received from the College		59	5.78	5.64	-0.14
New student orientation		54	5.78	5.67	-0.11
Career assessment		41	6.32	6.27	-0.05
Student activities		44	5.86	5.82	-0.05
Library		68	6.44	6.41	-0.03
Career Development Center resources		39	6.21	6.26	0.05

Table 36

Performance Gaps: Tarpon Springs Campus	N	Importance	Satisfaction	Gap
Convenience of times courses are offered	39	6.69	5.33	-1.36
Variety of courses offered	40	6.78	5.58	-1.20
Academic advising	40	6.63	5.48	-1.15
Career counseling	23	6.39	5.30	-1.09
First choice of classes	38	6.74	5.71	-1.03
Parking	40	6.60	5.73	-0.88
Overall quality of the educational programs	35	6.71	5.86	-0.86
Overall educational support services	30	6.67	5.83	-0.83
Food services	29	6.28	5.45	-0.83
Use of technology for instruction	34	6.62	5.82	-0.79
Overall student support services	36	6.61	5.86	-0.75
Scholarships and Student Financial Assistance Office	33	6.52	5.79	-0.73
Bookstore	38	6.34	5.63	-0.71
SPC OneCard Refund Process	27	6.07	5.37	-0.70
Other online student services	38	6.58	5.92	-0.66
Registering online	35	6.74	6.14	-0.60
Facilities	37	6.62	6.03	-0.59
General information about programs & services	38	6.26	5.68	-0.58
Initial testing for placement in courses	32	6.19	5.63	-0.56
Out-of-class access to computers	31	6.71	6.23	-0.48
Career Development Center resources	25	6.32	5.84	-0.48
Career assessment	24	6.04	5.58	-0.46
Student activities	25	5.92	5.48	-0.44
Application/admission process	39	6.46	6.03	-0.44
Registering in-person	29	6.34	5.93	-0.41
Learning centers/tutoring	30	6.70	6.30	-0.40
Registration Center	32	6.53	6.16	-0.38
Personal safety and security	36	6.92	6.56	-0.36
New student orientation	29	5.69	5.34	-0.34
Specialized academic support services	23	6.48	6.22	-0.26
Library	35	6.69	6.43	-0.26
Business Office	28	6.36	6.11	-0.25
Official mailings received from the College	28	5.89	5.64	-0.25
Student publications	24	5.79	5.54	-0.25

Table 37

Performance Gaps: Online	N	Importance	Satisfaction	Gap
Career counseling	39	6.46	5.05	-1.41
Academic advising	90	6.63	5.23	-1.40
Scholarships and Student Financial Assistance Office	76	6.50	5.32	-1.18
Bookstore	76	6.36	5.30	-1.05
First choice of classes	84	6.83	5.88	-0.95
Parking	51	6.65	5.73	-0.92
Variety of courses offered	80	6.74	5.85	-0.89
Registering online	92	6.72	5.84	-0.88
Overall student support services	74	6.73	5.86	-0.86
Convenience of times courses are offered	73	6.77	5.92	-0.85
Other online student services	89	6.78	5.93	-0.84
Career assessment	42	6.14	5.36	-0.79
Registration Center	46	6.63	5.85	-0.78
Food services	30	5.70	4.93	-0.77
Overall educational support services	75	6.68	6.00	-0.68
General information about programs & services	86	6.36	5.69	-0.67
Overall quality of the educational programs	83	6.66	6.01	-0.65
Application/admission process	88	6.47	5.82	-0.65
Specialized academic support services	36	6.42	5.78	-0.64
Use of technology for instruction	74	6.64	6.08	-0.55
Career Development Center resources	41	6.22	5.71	-0.51
Initial testing for placement in courses	53	6.13	5.66	-0.47
Learning centers/tutoring	44	6.57	6.16	-0.41
Student publications	35	5.86	5.49	-0.37
Business Office	60	6.13	5.78	-0.35
Personal safety and security	51	6.76	6.43	-0.33
Library	60	6.28	5.98	-0.30
Out-of-class access to computers	44	6.66	6.41	-0.25
Facilities	56	6.52	6.29	-0.23
New student orientation	44	5.75	5.57	-0.18
SPC OneCard Refund Process	61	5.87	5.72	-0.15
Official mailings received from the College	67	6.13	6.06	-0.07
Registering in-person	38	5.50	5.47	-0.03
Student activities	30	5.63	5.83	0.20

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, "Convenience of times courses are offered" had the lowest performance gap at the Seminole campus (-1.5) and received a Performance Gap Priority ranking of 1. "Career counseling" had the lowest performance gap at the Online (eCampus) (-1.4) and received a Performance Gap Priority ranking of 1. 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		2	2	2	7	12	13	2	3	2	5.0
Application/admission process		25	15	24	9	32	16	19	24	18	20.2
Bookstore		5	34	8	18	17	8	15	13	4	13.6
Business Office		21	31	25	8	29	11	25	32	25	23.0
Career assessment		31	19	28	30	20	34	31	22	12	25.2
Career counseling		13	4	29	20	23	12	16	4	1	13.6
Career Development Center resources		29	13	11	32	22	20	34	21	21	22.6
Convenience of times courses are offered		1	8	4	10	5	1	3	1	10	4.8
Facilities		33	14	23	31	25	30	27	17	29	25.4
First choice of classes		9	33	19	14	4	4	10	5	5	11.4
Food services		4	1	5	2	2	9	24	9	14	7.8
General information about programs & services		11	7	14	16	27	19	9	18	16	15.2
Initial testing for placement in courses		20	26	30	15	24	21	20	19	22	21.9
Library		34	28	16	4	9	24	33	31	27	22.9
New student orientation		10	11	15	6	30	32	30	29	30	21.4
Official mailings received from the College		28	17	31	34	34	25	29	33	32	29.2
Other online student services		19	27	13	13	6	17	7	15	11	14.2
Out-of-class access to computers		26	32	27	28	14	27	28	20	28	25.6
Overall educational support services		18	21	6	25	19	22	12	8	15	16.2
Overall quality of the educational programs		7	16	21	19	10	23	8	7	17	14.2
Overall student support services		15	24	20	27	15	26	5	11	9	16.9
Parking		3	25	10	1	3	10	1	6	6	7.2
Personal safety and security		12	22	18	17	1	29	21	28	26	19.3
Registering in-person		32	29	33	29	31	15	17	25	33	27.1
Registering online		14	9	9	21	8	6	13	16	8	11.6
Registration Center		30	30	26	11	26	14	18	27	13	21.7
Scholarships and Student Financial Assistance Office		8	3	3	3	7	5	4	12	3	5.3
SPC OneCard Refund Process		17	10	1	26	21	3	26	14	31	16.6
Specialized academic support services		22	12	22	23	33	28	23	30	19	23.6
Student activities		27	20	34	33	13	33	32	23	34	27.7
Student publications		24	23	32	24	28	31	22	34	24	26.9
Learning centers/tutoring		23	18	12	22	16	7	11	26	23	17.6
Use of technology for instruction		16	6	17	12	11	18	14	10	20	13.8
Variety of courses offered		6	5	7	5	18	2	6	2	7	6.4

*Only the academic and student support services with five or more responses are shown.
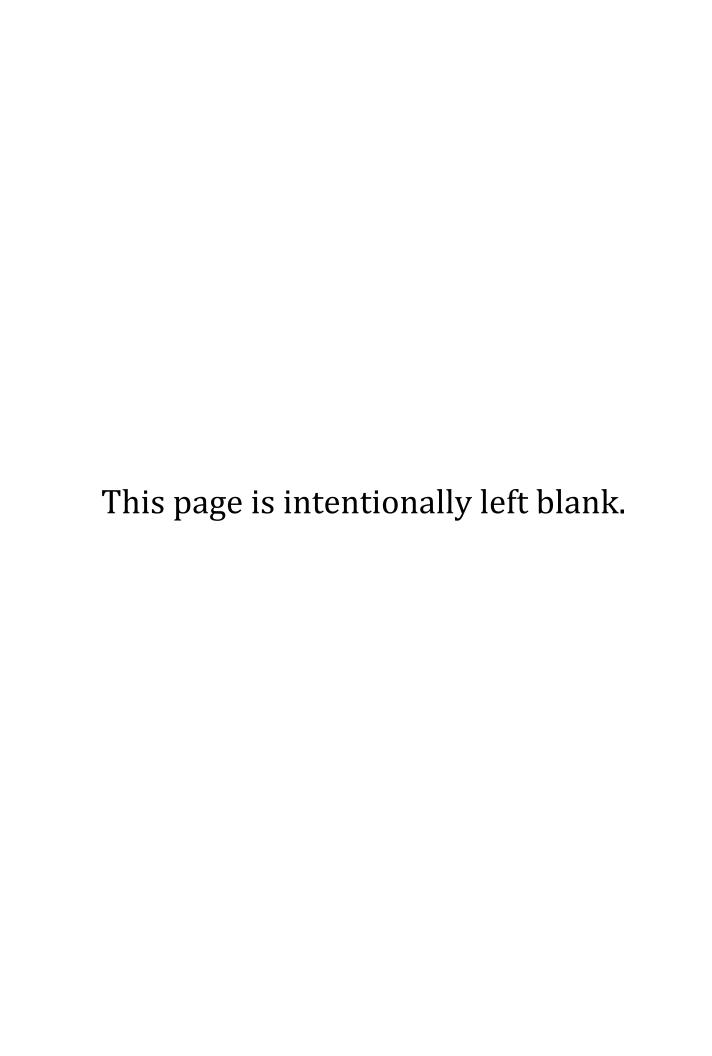
Appendix D: Satisfaction by Campus

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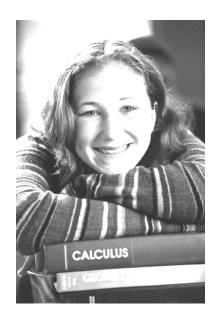
Table 39 contains a side-by-side comparison of the satisfaction scores for each student and academic service by campus.

Table 39

Satisfaction Score by Campus	AC*	CL	EPI*	HEC	DT	MT	SEM	SPG	TS	EC	Mean
Academic advising		5.41	5.53	6.00	5.69	7.00	5.97	5.42	5.48	5.23	5.75
Application/admission process		5.85	5.93	6.47	5.79	6.73	5.71	5.88	6.03	5.82	6.02
Bookstore		5.50	6.11	5.62	6.10	6.91	5.28	5.61	5.63	5.30	5.79
Business Office		5.98	6.09	6.00	4.95	6.25	5.56	5.80	6.11	5.78	5.83
Career assessment		5.68	6.11	6.35	5.92	6.78	6.04	6.27	5.58	5.36	6.01
Career counseling		5.64	5.58	6.21	5.95	6.75	5.83	5.98	5.30	5.05	5.81
Career Development Center resources		5.95	6.20	6.12	5.96	6.75	5.83	6.26	5.84	5.71	6.07
Convenience of times courses are offered		5.36	5.92	6.19	6.00	6.40	5.29	5.87	5.33	5.92	5.81
Facilities		6.36	6.12	6.53	6.15	6.70	6.38	6.29	6.03	6.29	6.31
First choice of classes		5.98	6.25	6.55	6.10	6.40	6.00	6.21	5.71	5.88	6.12
Food services		5.07	5.47	5.67	4.67	6.17	5.38	5.34	5.45	4.93	5.35
General information about programs & services		5.66	5.81	6.17	5.90	6.60	5.97	5.49	5.68	5.69	5.88
Initial testing for placement in courses		5.76	6.27	6.26	5.60	6.70	5.83	5.71	5.63	5.66	5.93
Library		6.44	6.38	6.49	5.52	6.89	6.32	6.41	6.43	5.98	6.32
New student orientation		5.33	6.13	5.94	5.24	6.00	5.46	5.67	5.34	5.57	5.63
Official mailings received from the College		5.71	6.00	6.27	6.08	6.63	5.75	5.64	5.64	6.06	5.98
Other online student services		6.20	6.07	6.23	5.71	6.30	6.17	6.08	5.92	5.93	6.07
Out-of-class access to computers		6.37	6.35	6.78	6.29	7.00	6.52	6.48	6.23	6.41	6.49
Overall educational support services		6.04	6.20	6.24	6.19	6.80	6.25	5.93	5.83	6.00	6.16
Overall quality of the educational programs		5.93	6.20	6.41	6.23	6.80	6.34	5.98	5.86	6.01	6.20
Overall student support services		6.21	6.14	6.37	6.17	7.00	6.60	5.96	5.86	5.86	6.24
Parking		5.57	6.33	6.20	5.22	6.33	6.10	5.23	5.73	5.73	5.83
Personal safety and security		6.25	6.35	6.55	6.34	6.50	6.63	6.41	6.56	6.43	6.45
Registering in-person		6.00	6.35	6.04	6.00	7.00	5.80	5.85	5.93	5.47	6.05
Registering online		5.75	5.86	6.44	5.59	6.43	5.72	5.87	6.14	5.84	5.96
Registration Center		6.16	6.20	6.37	5.81	6.70	5.92	6.18	6.16	5.85	6.15
Scholarships and Student Financial Assistance Office		5.75	5.64	5.84	5.57	5.91	5.45	5.75	5.79	5.32	5.67
SPC OneCard Refund Process		5.63	5.44	5.57	5.58	6.75	5.58	6.09	5.37	5.72	5.75
Specialized academic support services		6.11	5.92	6.52	5.53	7.00	6.26	6.33	6.22	5.78	6.19
Student activities		5.60	6.14	6.23	6.00	7.00	6.17	5.82	5.48	5.83	6.03
Student publications		5.60	5.86	6.08	5.24	6.29	5.70	5.54	5.54	5.49	5.70
Learning centers/tutoring		6.18	6.00	6.38	6.21	7.00	6.14	6.13	6.30	6.16	6.28
Use of technology for instruction		5.89	6.00	6.24	5.72	6.70	6.22	6.12	5.82	6.08	6.09
Variety of courses offered		5.80	5.87	6.19	5.83	6.89	5.63	5.83	5.58	5.85	5.94

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

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