2020-21
Enrolled Student Survey Report

Institutional Research and Effectiveness
St. Petersburg College

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Enrolled Student Survey Report Produced by

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Executive Summary

Introduction
The evaluation and assessment processes at St. Petersburg College (SPC) are centered on mission-driven outcomes in program and service areas. Analysis of outcome results is 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 the 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:

- Thirty-nine percent (39%) were under the age of 25.
- Self-reported race/ethnicity was as follows: <1% Alaskan Native, <1% American Indian, 4% Asian/Pacific Islander, 14% Black/Non-Hispanic, 13% Hispanic, 60% White/Non-Hispanic, and 7% Other.
- Almost three-quarters (73%) were female.
- More than a third received services through the Online campus (36%), followed by the Clearwater campus (18%), St. Pete/Gibbs campus (17%), and the Tarpon Springs campus (10%).
- Thirty-one percent are enrolled in an Associate in Science program, followed by thirty percent in the Associate in Arts program.
- Over one-third (34%) of the survey respondents had earned 15 or fewer credit hours, while another thirty-four percent (34%) had earned over 45 credits at SPC.
- Almost half (46%) selected "Online" as their preferred method for seeking out SPC services, followed by "In person" (40%).
- More than half (57%) indicated "Email" was their preferred online method for seeking out service at SPC.

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 5-point scale ranging from "Very satisfied" (5) to "Not satisfied" (1). There was a 0.7 spread among all satisfaction scores, ranging from 4.5 for "Personal safety and security" to 3.8 for "Scholarships."

Services that were ranked in the top five in terms of satisfaction were:
- ☐ Personal safety and security (4.5),
- ☐ Access to computers (4.4),
- ☐ Library Resources (4.4),
- ☐ Learning Center/Tutors (4.4), and
- ☐ Payment Reminders (4.3).

The five student/academic services with the lowest satisfaction ratings were:
- ☐ Scholarships (3.8),
- ☐ Career Counseling (3.9),
- ☐ Convenience of time courses of offered (4.0),
- ☐ Academic Software (4.0), and
- ☐ Academic Advising (4.0).

Satisfaction Mean Differences
Due to the revisions made to the Satisfaction Rating Scale reflected in the 2020-21 Enrolled Student Survey, there are no data available for comparison. Comparisons will be included beginning with the 2021-22 survey.

Academics
- More than half (58%) indicated a preference for 16-week sessions, followed by 8-week sessions (26%).
- Almost half (47%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (29%).
- More than half (52%) preferred to take most of their classes on Weekday Mornings, while almost one-quarter (24%) preferred to take most of their classes on Weekday Evenings.
- More than three-quarters described their current educational program as being Online (76%), followed by Blended (18%).

Titan Quick Poll Results
One of the main goals for revising the Enrolled Student Survey was to shorten the time it took to complete. For this reason, SPC's Titan Quick Poll was incorporated to gather additional data from SPC students during the survey administration period.

- Almost two-thirds (60%) found navigating the SPC website to be Very Easy or Easy.
- The majority were neither satisfied nor dissatisfied with the clubs (65%), volunteer opportunities (70%), Student Government Association (74%), and research opportunities (51%) offered at the College.
- Thirty-nine percent (39%) selected "to earn a degree to transfer to another institution" as their primary reason for enrolling at SPC, while another thirty-six percent (36%) selected "to receive a degree to enter the work force."
- Three-quarters (75%) of the respondents indicated that they are working while attending the College.

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. 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.
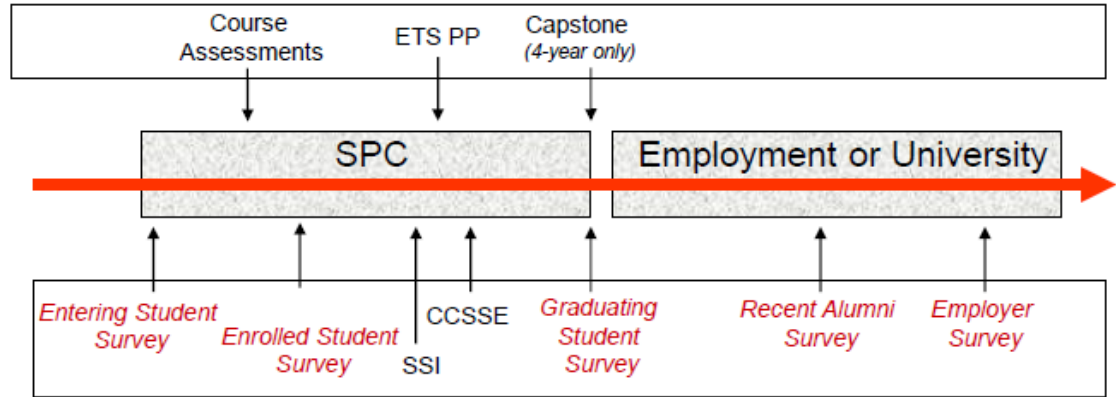
Evaluation and Assessment Processes
The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 29 organizational units (lower division); (ii) 17 baccalaureate programs (upper division), and (iii) key administrative and educational 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.

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 the 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.

During Fall 2019, a revision committee was assembled with the purpose of updating and condensing the ENSS. As a result of the committee's efforts, only questions related to student satisfaction with academic and service units were included. In an effort to further reduce the ENSS, SPC's Titan Quick Poll was used to gather additional student data between October 26 through November 13, 2020.

The updated ENSS survey was available to all enrolled students for a two-week period from November 10 through December 4, 2020. To facilitate the planning process and minimize disruption in the classroom, the 2020-21 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 sixteen hundred students (1,624) 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 their level of satisfaction with the College's academic and student support services. The ratings used to gauge Satisfaction are on a 5-point scale with (5) "Very satisfied" being the highest possible rating and (1) "Not satisfied" the lowest.

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 remainder of this document presents the findings from the ENSS in both text and chart format. Two appendices are included with this document. Appendix A shows the survey questions. Open-ended comments submitted by students will be provided to the respective campus provosts. Appendix B shows the questions from the Titan Quick Poll.

Student Demographic Information

The demographic profile and academic background of the 1,624 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" (22%), followed by "30 - 39" (19%), "20 – 24" (17%), and "40 – 49" (14%). Thirty-nine percent of respondents were under the age of 25.

Table 1
Age (n=1617)

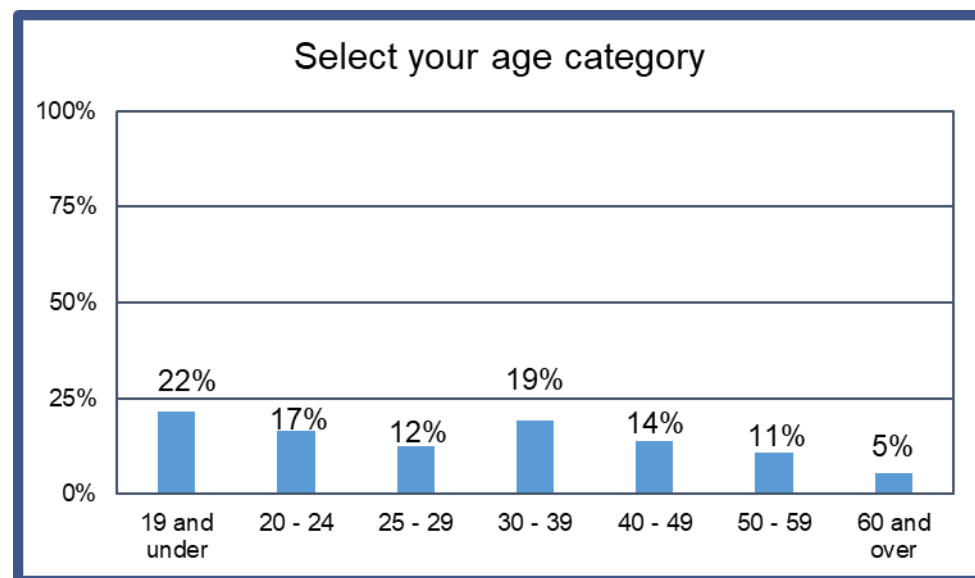| Select your age category.	N	%
19 and under	351	22
20 – 24	268	17
25 – 29	201	12
30 - 39	309	19
40 - 49	226	14
50 - 59	175	11
60 and over	87	5

Figure 2. Age

Ethnicity

Almost two-thirds (60%) of survey respondents selected White/Non-Hispanic as their ethnicity. The next two largest categories were Black/Non-Hispanic (14%) and Hispanic (13%).

Table 2
Ethnicity (n=1608)

Select your ethnicity.	N	%
Alaskan Native	1	<1
American Indian	6	<1
Asian/Pacific Islander	72	4
Black/Non-Hispanic	228	14
Hispanic	217	13
White/Non-Hispanic	967	60
Other	117	7
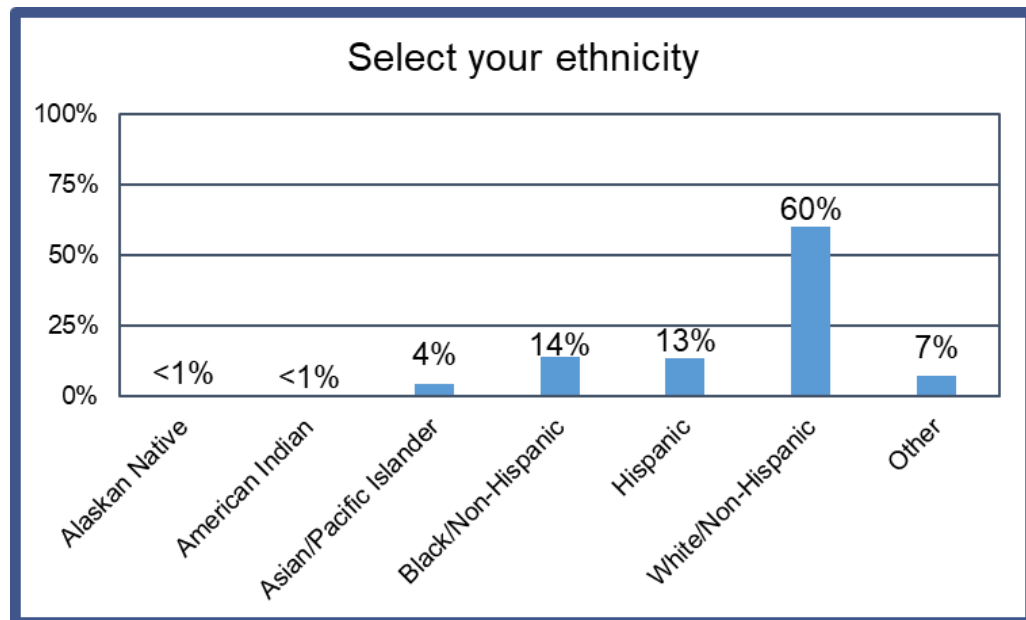
Figure 3. Ethnicity

Gender

Almost three-quarters (73%) of the survey respondents were female.

Table 3
Gender (n=1614)

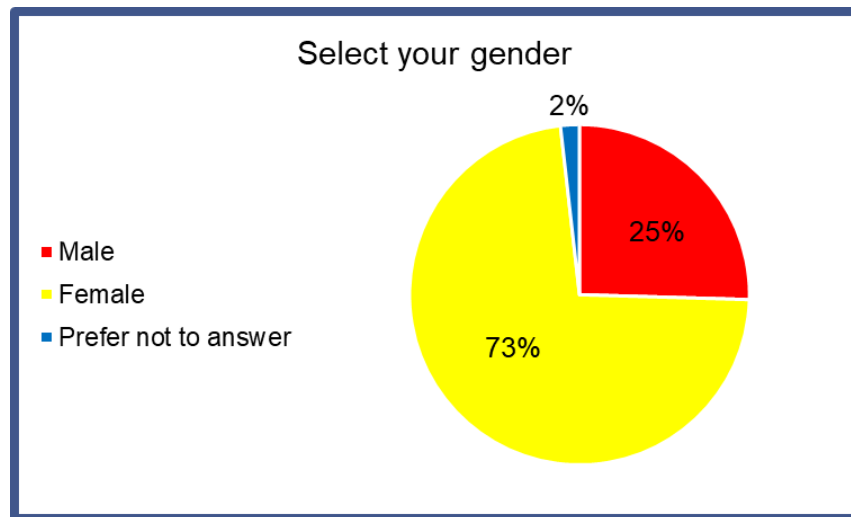| Select your gender.		
	N	%
Male	411	25
Female	1174	73
Prefer not to answer	29	2

Figure 4. Gender

Campus

The Online campus was selected by 36% of the students, followed by the Clearwater campus (18%), St. Pete/Gibbs campus (17%), and the Tarpon Springs campus (10%).

Table 4
Survey Distribution by Reporting Campus (n=1601)

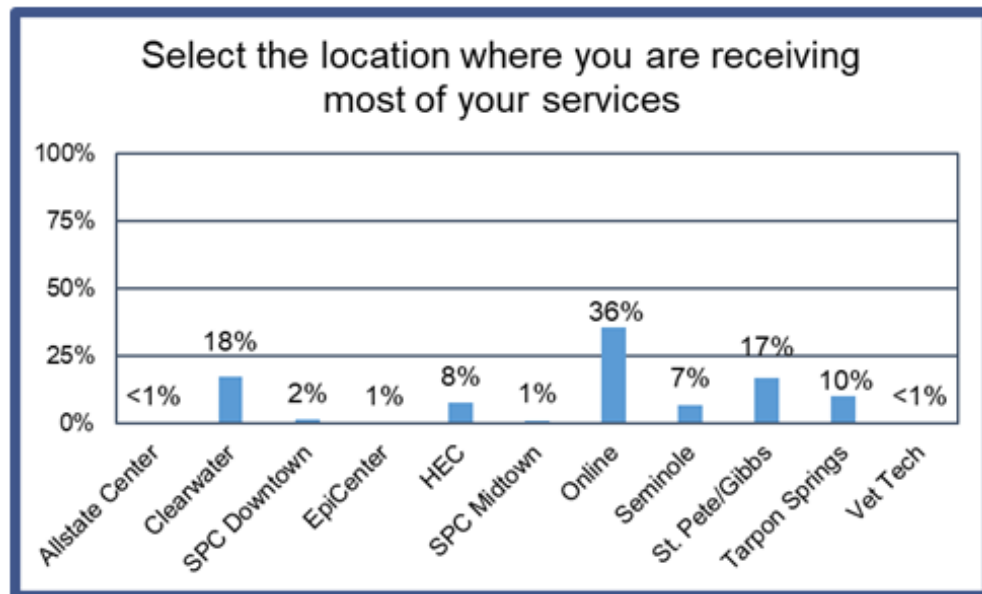| Select the location where you are receiving most of your services.	N	%
Allstate Center	7	<1
Clearwater	283	18
SPC Downtown	27	2
EpiCenter	10	1
Health Education Center	123	8
SPC Midtown	22	1
Online	570	36
Seminole	113	7
St. Pete/Gibbs	270	17
Tarpon Springs	168	10
Veterinary Technology Center	8	<1

Figure 5. Campus

Degree Type

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

Table 5
Degree Type (n=1558)

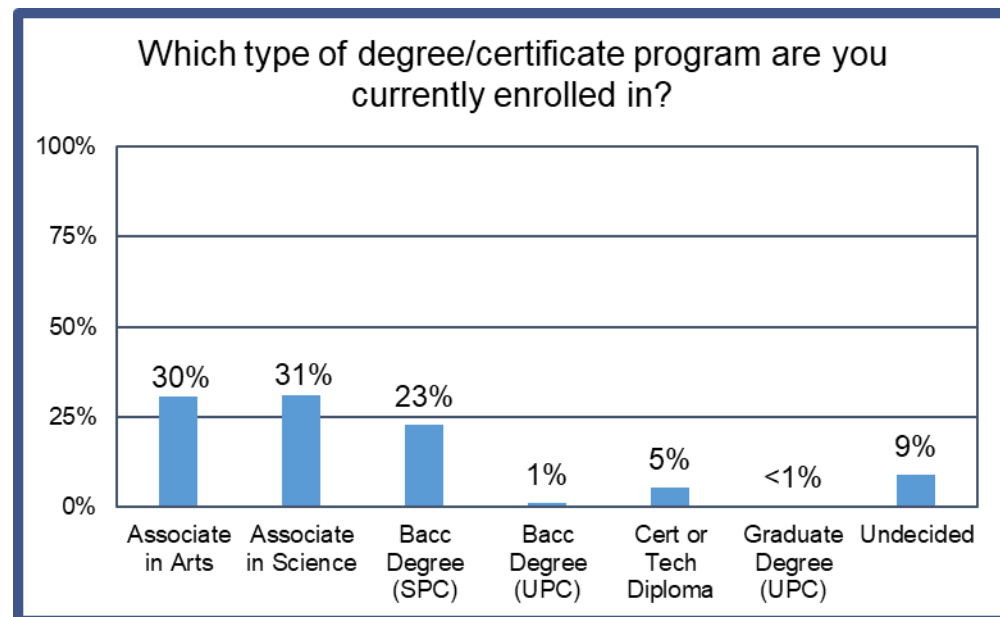| Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	475	30
Associate in Science Degree	484	31
Baccalaureate Degree (SPC)	356	23
Baccalaureate Degree (University Partnership Center)	15	1
Certificate or Technical Diploma	85	5
Graduate Degree (University Partnership Center)	4	<1
Undecided	139	9

Figure 6. Degree Type

Number of Credits Earned

Over one-third (34%) of the survey respondents had earned 15 or fewer credit hours, while another thirty-four percent (34%) had earned over 45 credits at SPC.

Table 6
Number of Credits Received (n=1552)

Select the number of credits you have earned at SPC.	N	%
0 - 15	520	34
16 - 30	295	19
31 - 45	209	13
Over 45	528	34
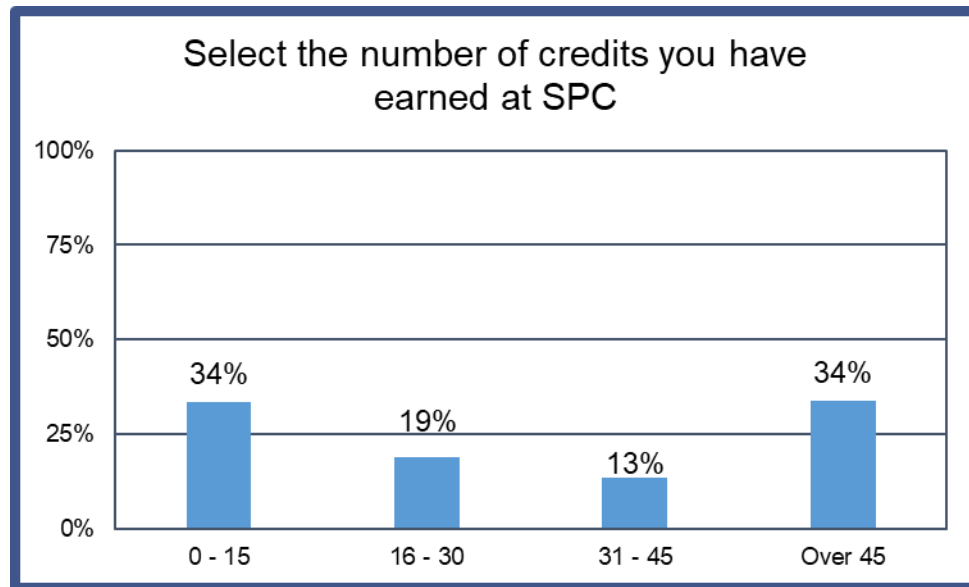
Figure 7. Number of Credits Received

Preferred Service Method

Almost half (46%) of the survey respondents preferred seeking their services Online, followed by In person (40%).

Table 7
Preferred Service Method (n=1556)

What is your preferred method for seeking out services from SPC?		
	N	%
In person	625	40
Online	710	46
Over the phone	221	14
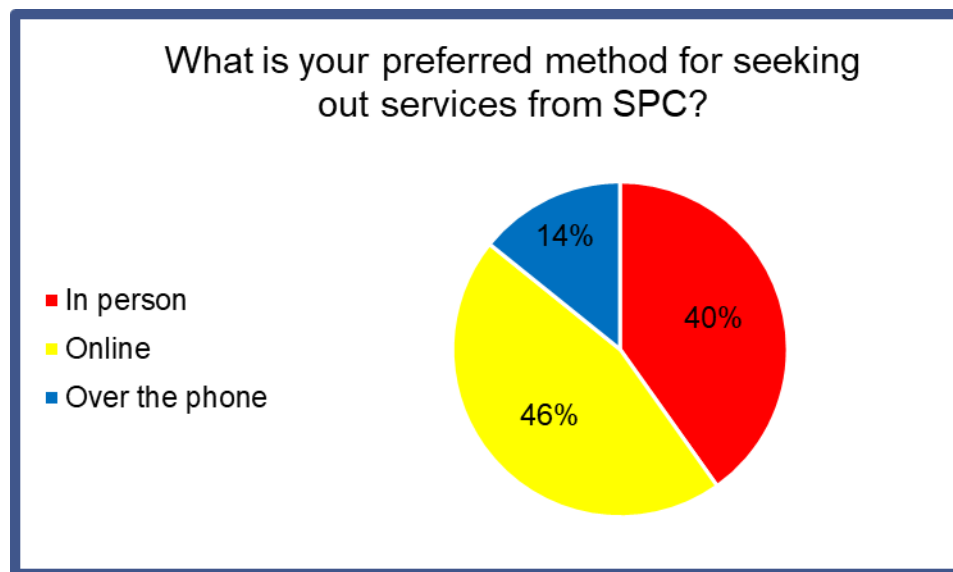
Figure 8. Preferred Service Method

Preferred Online Service Method

Survey respondents who selected "Online" as their preferred service method on the previous question were prompted to identify the specific online method they preferred most.

More than half (57%) of survey respondents indicated that their preferred online method for seeking out services at SPC is via Email.

Table 8
Preferred Online Service Method (n=707)

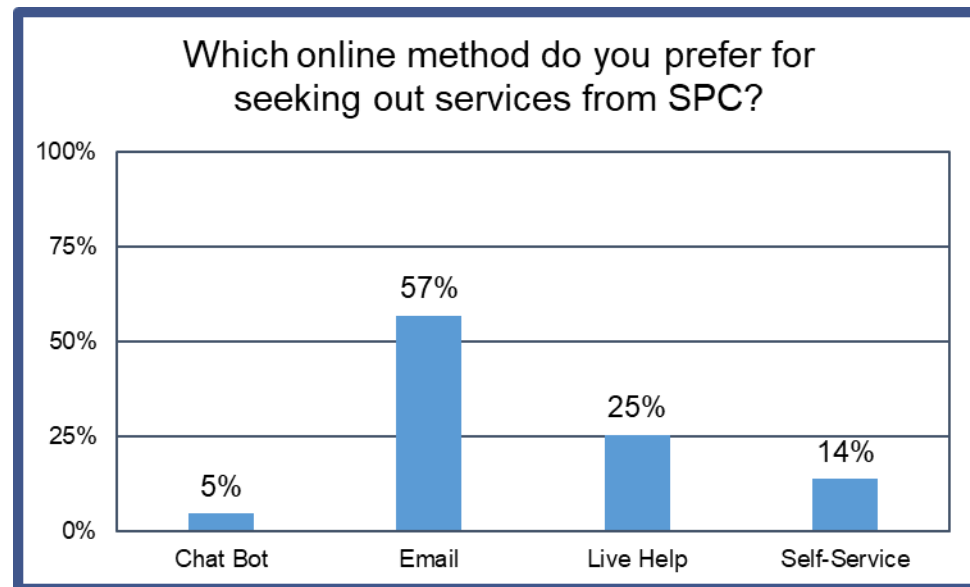| Which online method do you prefer for seeking out services from SPC?		
	N	%
Chat Bot	32	5
Email	401	57
Live Help	178	25
Self-Service	96	14

Figure 9. Preferred Online Service Method

Level of Satisfaction with Academic and Student Support Services

Table 9 shows the students' ratings college-wide on student/academic services ranked in order of mean satisfaction score. There was a 0.7 spread among all satisfaction scores, ranging from "Personal safety and security" (4.5) to "Scholarships" (3.8).

The top five rated student/academic services were "Personal safety and security" (4.5), "Access to computers" (4.4), "Library Resources" (4.4), "Learning Center/Tutoring" (4.4), and "Payment Reminders" (4.3).

The five-student/academic services with the lowest satisfaction ratings were "Scholarships" (3.8), "Career Counseling" (3.9), "Convenience of time courses are offered" (4.0), "Academic Software" (4.0), and "Academic Advising" (4.0).

Table 9

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	Weighted Mean
Personal Safety and Security	1443	4.54
Access to Computers	1428	4.43
Library Resources	1441	4.40
Learning Centers/Tutoring	1429	4.36
Payment Reminders	1434	4.34
Important Dates	1440	4.33
Test Score Entry	1400	4.33
Appointment Turnaround	1408	4.32
MySPC	1429	4.31
Help Desk	1426	4.31
Registering Online	1439	4.29
Laptop Lending	1425	4.29
Staffing	1401	4.29
Testing Materials	1406	4.28
Testing Environment	1403	4.27
Registering In Person	1417	4.25
SPC OneCard Refund Process	1416	4.21
Communication	1406	4.20
Program Information	1437	4.14
Variety of Courses Offered	1396	4.13
Business Office	1444	4.12
Overall Quality of Your Current Educational Program	1388	4.07
Online Career Resources	1463	4.06
Campus Career Center Resources	1471	4.05
Academic Advising	1479	4.04
Academic Software	1420	4.04
Convenience of Times Courses are Offered	1394	4.00
Career Counseling	1466	3.92
Scholarships	1479	3.82

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

Academics

The last section of the Enrolled Student Survey asks survey respondents to identify their Academic-related preferences and describe their educational experience at SPC.

Session Length

More than half of the survey respondents (58%) indicated a preference for 16 – week sessions, followed by 8 – week sessions (26%).

Table 10
Session Length (n=1397)

What is your preferred session length?	N	%
8 – week session	369	26
12 – week session	220	16
16 – week session	808	58
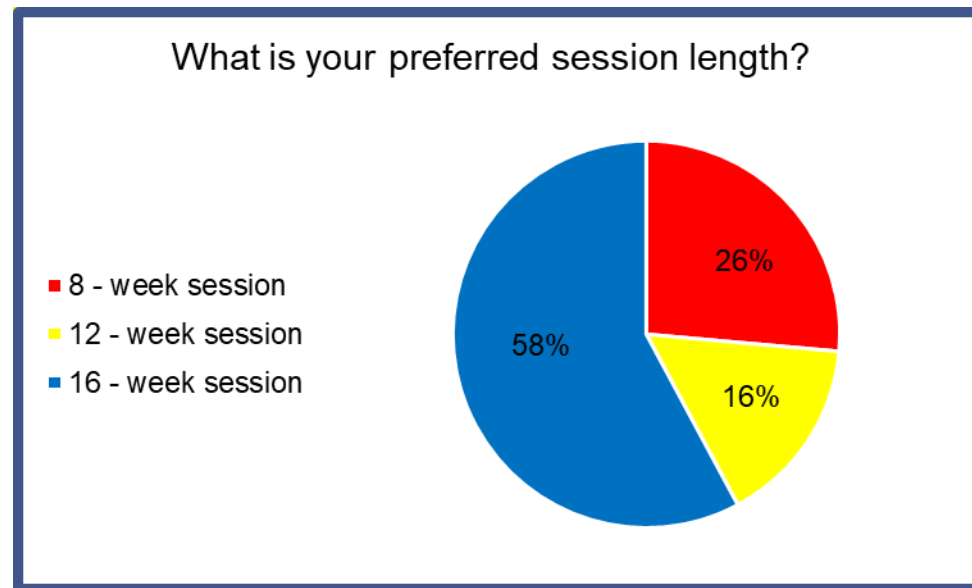
Figure 10. Session Length

Course Delivery

Almost half of the survey respondents (47%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (29%). During 2020 SPC introduced a 'Live Online' modality due to the Covid-19 pandemic. If this modality continues to be a standard option, it will be included on the 2021 survey.

Table 11
Course Delivery (n=1394)

What is your preferred course delivery method?	N	%
Face-to-Face	411	29
Online	659	47
Blended	324	23
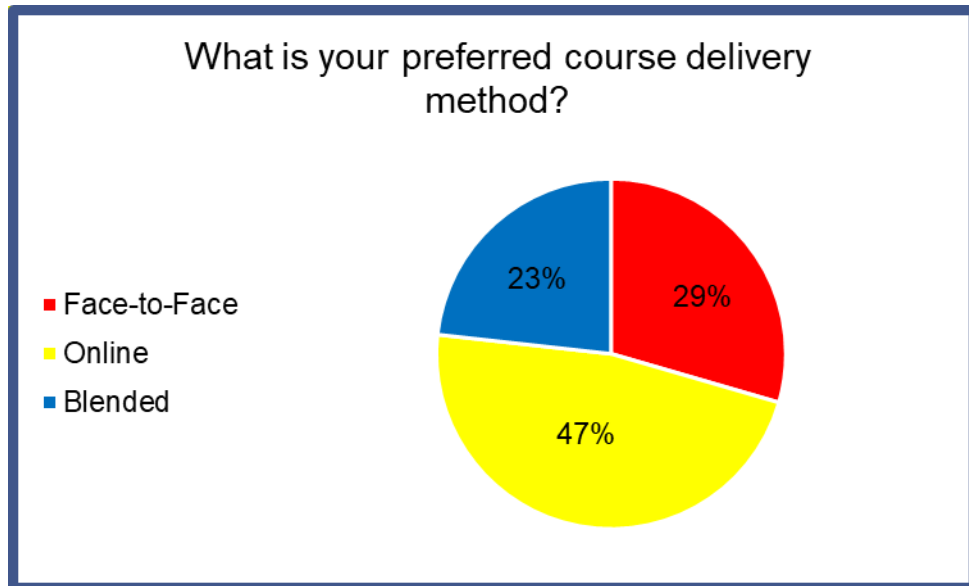
Figure 11. Course Delivery

Class Time Preference

Survey respondents who indicated a preference for Face-to-face or Blended classes were asked to identify the specific part of the week they would prefer to take their classes.

More than half of survey respondents (52%) preferred to take most of their classes on Weekday Mornings, while almost one-quarter (24%) preferred to take most of their classes on Weekday Evenings.

Table 12
Class Time Preference (n=734)

When would you prefer to take most of your classes?	N	%
Weekday Mornings	381	52
Weekday Afternoons	153	21
Weekday Evenings	179	24
Weekends	21	3
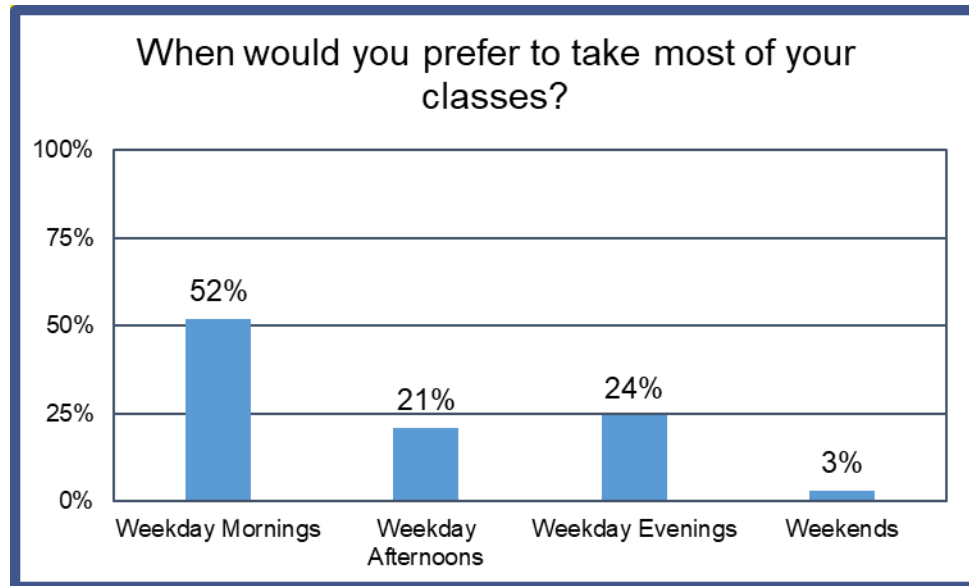
Figure 12. Class Time Preference

Educational Program

More than three-fourths of the survey respondents described their current educational program as being Online (76%), followed by Blended (18%).

Table 13
Educational Program (n=1392)

Which of the following best describes your current educational program?	N	%
Face-to-Face	80	6
Online	1057	76
Blended	255	18
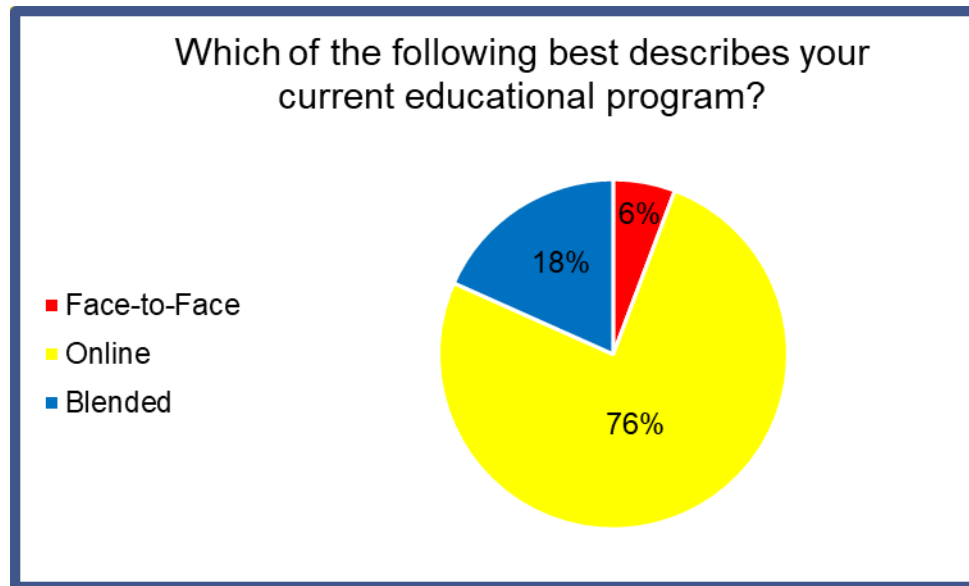
Figure 13. Educational Program

Titan Quick Poll Results

One of the main goals for revising the Enrolled Student Survey was to shorten the time it took to complete. For this reason, SPC's online Titan Quick Poll was incorporated to gather additional data from SPC students during the survey administration period. Thousands of responses were received using the online poll. Below are the results from the Titan Quick Poll summarized in the following narrative, tables, and charts.

SPC Website
Almost two-thirds of the online polling respondents (60%) found navigating the SPC website to be Very Easy or Easy.

Table 14
SPC Website (n=3004)

How would you describe the ease of navigating the SPC website?	N	%
Very difficult	105	3
Difficult	313	10
Neither easy nor difficult	795	26
Easy	1201	40
Very easy	590	20

Figure 14. SPC website

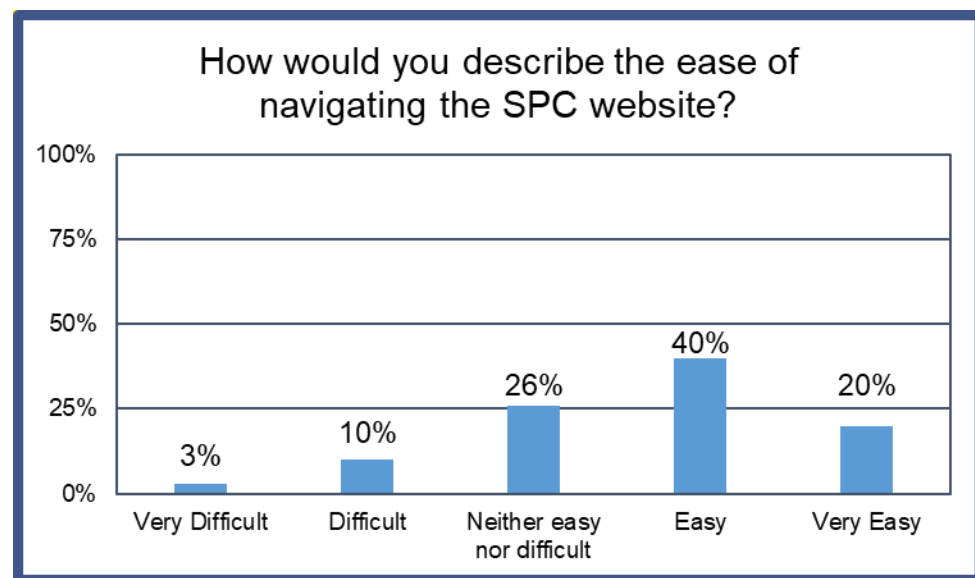2020-21 Enrolled Student Survey Report
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SPC Clubs

Almost two-thirds of the online polling respondents (65%) indicated that they were neither satisfied nor dissatisfied with the clubs offered at SPC.

Table 15
SPC Clubs (n=1407)

Satisfaction with the clubs offered at SPC	N	%
Very dissatisfied	120	9
Dissatisfied	126	9
Neither satisfied nor dissatisfied	911	65
Satisfied	166	12
Very satisfied	84	6
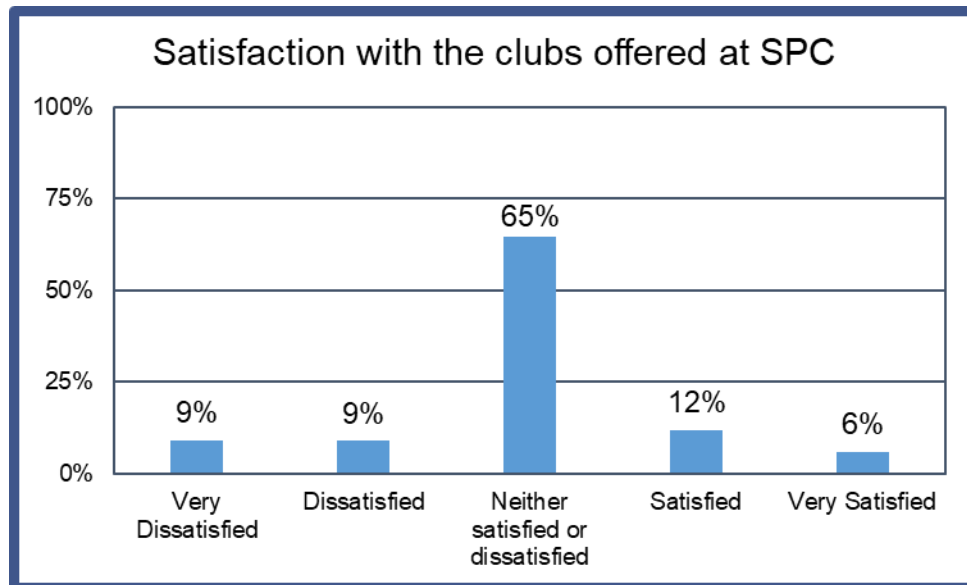
Figure 15. SPC Clubs

Volunteer Opportunities

More than two-thirds of the online polling respondents (70%) indicated that they were neither satisfied nor dissatisfied with the volunteer opportunities offered at SPC.

Table 16
Volunteer Opportunities (n=939)

Satisfaction with the volunteer opportunities offered at SPC	N	%
Very dissatisfied	69	7
Dissatisfied	76	8
Neither satisfied nor dissatisfied	653	70
Satisfied	88	9
Very satisfied	53	6
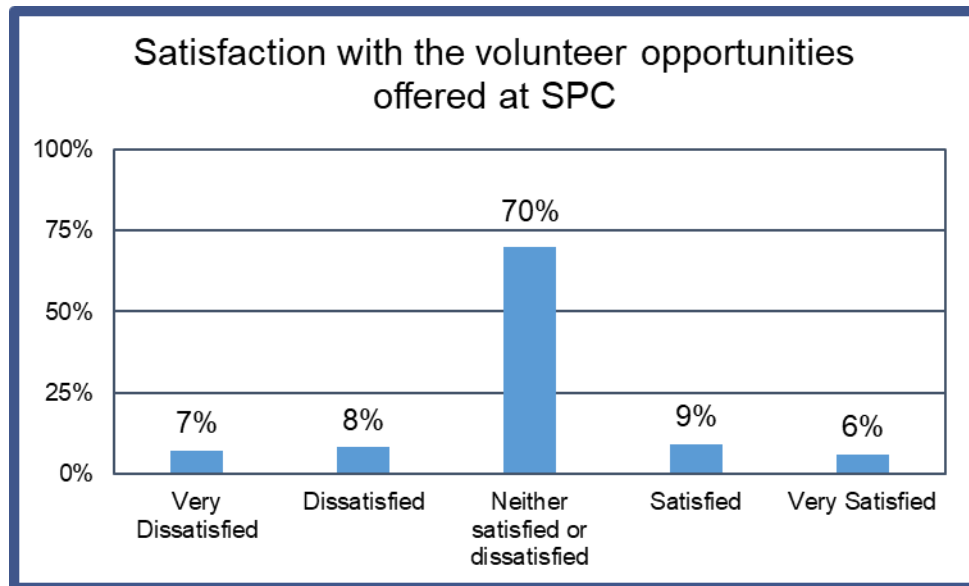
Figure 16. Volunteer Opportunities

Student Government Association

Almost three-fourths of the online polling respondents (74%) indicated that they were neither satisfied nor dissatisfied with the Student Government Association at SPC.

Table 17
Student Government Association (n=1634)

Satisfaction with the Student Government Association at SPC	N	%
Very dissatisfied	136	8
Dissatisfied	50	3
Neither satisfied nor dissatisfied	1210	74
Satisfied	125	8
Very satisfied	113	7
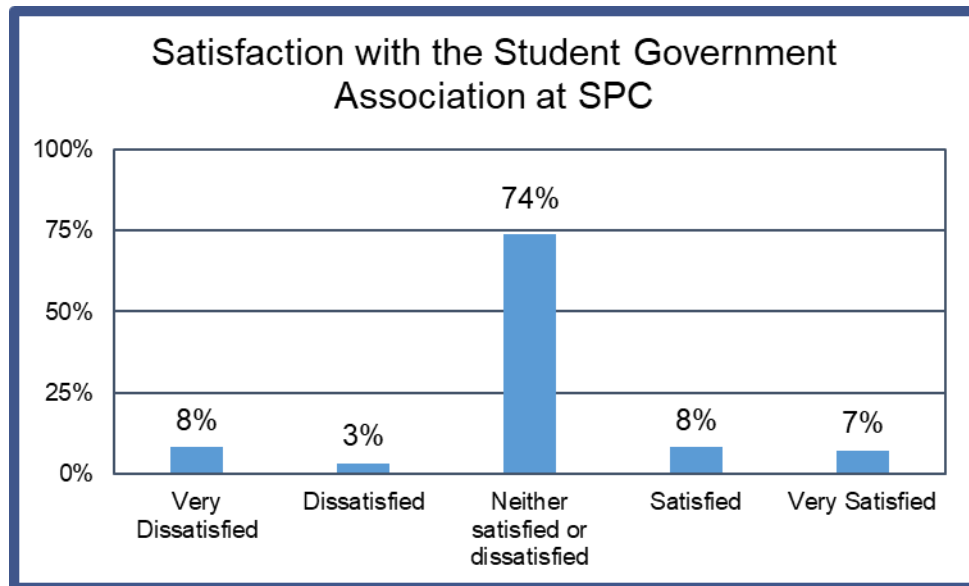
Figure 17. Student Government Association

Research Opportunities

More than half of the online polling respondents (51%) indicated that they were neither satisfied nor dissatisfied with the research opportunities offered at SPC, while almost one third were either 'very satisfied' or 'satisfied' with the research opportunities.

Table 18
Research Opportunities (n=1369)

Satisfaction with the research opportunities offered at SPC	N	%
Very dissatisfied	124	9
Dissatisfied	128	9
Neither satisfied nor dissatisfied	701	51
Satisfied	297	22
Very satisfied	119	9
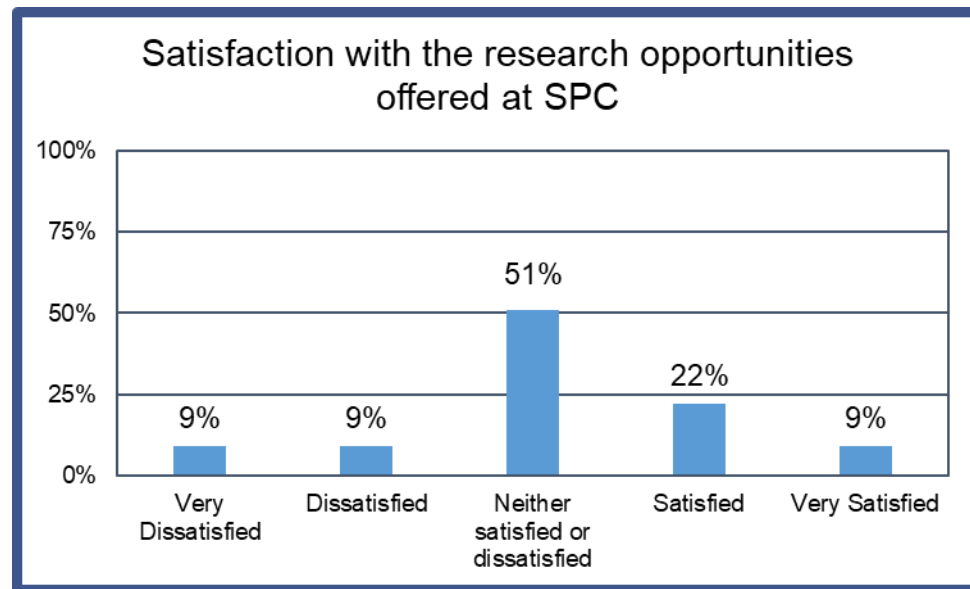
Figure 18. Research Opportunities

Enrollment Reasons

Over one-third of the online polling respondents selected "To earn a degree to transfer to another institution" (39%) as their primary reason for enrolling at SPC, while another 36% selected "To receive a degree to enter the work force."

Table 19
Enrollment Reasons (n=3107)

What is the primary reason you are enrolled at SPC?	N	%
To receive a degree to enter the work force	1114	36
To earn a degree to transfer to another institution	1204	39
To upgrade my job skills	261	8
To earn a certificate	95	3
For personal enrichment	219	7
Other	214	7
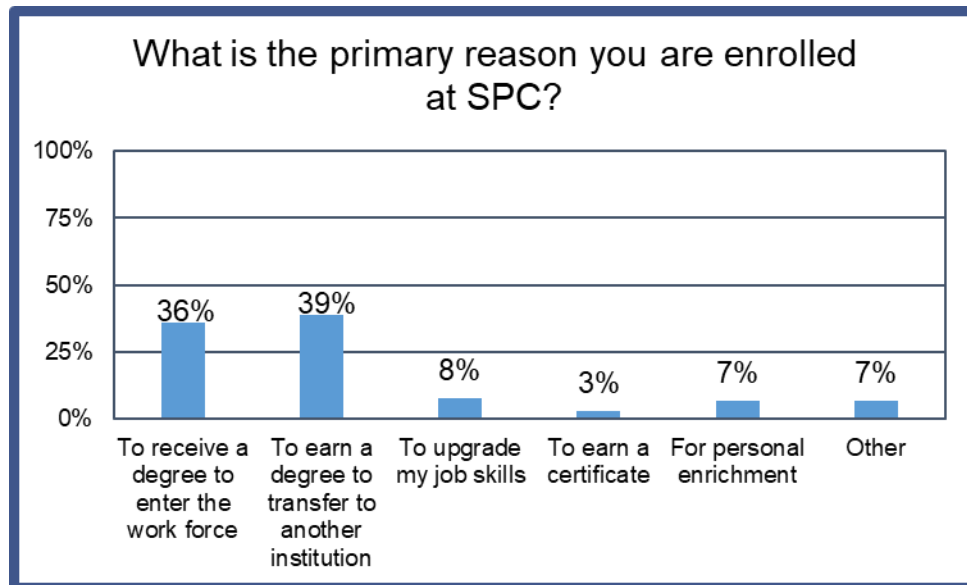
Figure 19. Enrollment Reasons

Working Status

Three-quarters of the online polling respondents (75%) indicated that they are working while attending the college.

Table 20
Working Status (n=5094)

How many hours are you working while attending SPC?	N	%
Not working	1209	24
Working 15 or fewer hours per week	467	9
Working 16 to 30 hours per week	1100	22
Working 31 to 39 hours per week	671	13
Working 40 or more hours per week	1573	31
Other	74	1
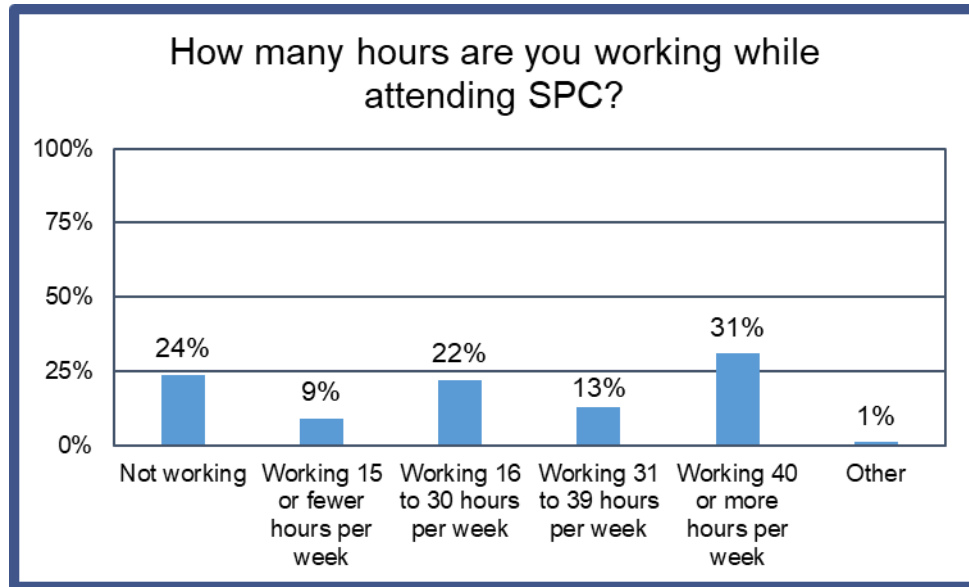
Figure 20. Working Status

Conclusion

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 5-point scale ranging from "Very satisfied" (5) to "Not satisfied" (1). The top five rated student/academic services were "Personal safety and security" (4.5), "Access to computers" (4.4), "Library Resources" (4.4), "Learning Center/Tutors" (4.4), and "Payment Reminders" (4.3). The five-student/academic services with the lowest satisfaction ratings were "Scholarships" (3.8), "Career Counseling" (3.9), "Convenience of time courses of offered" (4.0), "Academic Software" (4.0), and "Academic Advising" (4.0).

Satisfaction Mean Differences
Due to the revisions made to the Satisfaction Rating Scale, there are no data available for comparison for the 2020-21 Enrolled Student Survey. Comparisons will be included beginning with the 2021-22 survey.

Titan Quick Poll
With the incorporation of SPC's Titan Quick Poll, students were asked a variety of questions to provide further insight for the Enrolled Student Survey. The results of these questions indicated almost two-thirds of students found navigating the SPC website to be "Very Easy" or "Easy." The majority of students also indicated that they were "Neither satisfied nor dissatisfied" with the clubs, volunteer opportunities, the student government association, and the research opportunities offered at SPC.

2020-21 Enrolled Student Survey Report
Institutional Research and Effectiveness

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Contact Information

Please address any questions or comments regarding this evaluation to:

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Appendix A: Enrolled Student Survey

Enrolled Student Survey 2020

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 2020

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

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 ethnicity.**

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

3. **Select your gender.**

- ◯ Male
- ◯ Female
- ◯ Prefer not to answer

Enrolled Student Survey 2020

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

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

- ◯ Allstate Center
- ◯ Clearwater
- ◯ Downtown Center
- ◯ EpiCenter
- ◯ Health Education Center
- ◯ Midtown Center
- ◯ Online
- ◯ Seminole
- ◯ St. Petersburg/Gibbs
- ◯ Tarpon Springs
- ◯ Veterinary Technology Center

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

5. **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)

   ○ Undecided

6. **Select the number of credits you have earned at SPC.**

   ○ 0 - 15

   ○ 16 - 30

   ○ 31 - 45

   ○ Over 45

Enrolled Student Survey 2020

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

* 7. **What is your preferred method for seeking out services from SPC? (i.e., academic advising, financial aid, etc.)**

○ In person

○ Online

○ Over the phone

Enrolled Student Survey 2020

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

* 8. **Which online method do you prefer for seeking out services from SPC?**

○ Chat Bot

○ Email

○ Live Help

○ Self-Service

Enrolled Student Survey 2020

College Services and Offices

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

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

	1	2	3	4	5	N/A
Satisfaction with Academic Advising	○	○	○	○	○	○

* 10. Scholarships

	1	2	3	4	5	N/A
Satisfaction with Scholarships	◯	◯	◯	◯	◯	◯

* 11. Business Office (e.g., admissions and student records)

	1	2	3	4	5	N/A
Satisfaction with **Business Office**	◯	◯	◯	◯	◯	◯
Satisfaction with **SPC OneCard Refund Process**	◯	◯	◯	◯	◯	◯

* 12. Career Services

	1	2	3	4	5	N/A
Satisfaction with **Campus Career Center Resources**	◯	◯	◯	◯	◯	◯
Satisfaction with **Online Career Resources**	◯	◯	◯	◯	◯	◯
Satisfaction with **Career Counseling**	◯	◯	◯	◯	◯	◯

Enrolled Student Survey 2020

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 13. Registration

	1	2	3	4	5	N/A
Satisfaction with **Registering Online**	◯	◯	◯	◯	◯	◯
Satisfaction with **Registering In Person**	◯	◯	◯	◯	◯	◯

* 14. Communication of Information from the College (i.e., via text, mailers, phone calls, or website)

	1	2	3	4	5	N/A
Satisfaction with **Important Dates**	○	○	○	○	○	○
Satisfaction with **Payment Reminders**	○	○	○	○	○	○
Satisfaction with **Program Information**	○	○	○	○	○	○

* 15. Personal Safety and Security

	1	2	3	4	5	N/A
Satisfaction with Personal Safety and Security	○	○	○	○	○	○

* 16. Learning Resources

	1	2	3	4	5	N/A
Satisfaction with Library **Resources**	○	○	○	○	○	○
Satisfaction with **Learning Centers/Tutoring**	○	○	○	○	○	○

Enrolled Student Survey 2020

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 17. Technology

	1	2	3	4	5	N/A
Satisfaction with **Access to Computers**	○	○	○	○	○	○
Satisfaction with the **Help Desk**	○	○	○	○	○	○
Satisfaction with **Laptop Lending**	○	○	○	○	○	○
Satisfaction with **Academic Software (e.g., ALEK and Cengage)**	○	○	○	○	○	○

* 18. MySPC

	1	2	3	4	5	N/A
Satisfaction with MySPC	○	○	○	○	○	○

Enrolled Student Survey 2020

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 19. Testing Center Services

	1	2	3	4	5	N/A
Satisfaction with **Appointment Turnaround**	○	○	○	○	○	○
Satisfaction with **Communication**	○	○	○	○	○	○
Satisfaction with **Staffing**	○	○	○	○	○	○
Satisfaction with **Testing Environment**	○	○	○	○	○	○
Satisfaction with **Testing Materials**	○	○	○	○	○	○
Satisfaction with **Test Score Entry**	○	○	○	○	○	○

Enrolled Student Survey 2020

Academics

Please rate your level of "Satisfaction" with the College's course offerings.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 20. Course Offerings

	1	2	3	4	5
Satisfaction with **Variety of Courses** Offered	○	○	○	○	○
Satisfaction with **Convenience of Times** Courses are Offered	○	○	○	○	○

Enrolled Student Survey 2020

Academics (Continued)

* 21. What is your preferred course session length?

- ◯ 8 - week session
- ◯ 12 - week session (Express)
- ◯ 16 - week session

Enrolled Student Survey 2020

Academics (Continued)

* 22. What is your preferred course delivery method?

- ◯ Face-to-Face
- ◯ Online
- ◯ Blended (Combination of online and face-to-face)

Enrolled Student Survey 2020

Academics (Continued)

* 23. When would you prefer to take most of your classes?

- ◯ Weekday Mornings
- ◯ Weekday Afternoons
- ◯ Weekday Evenings
- ◯ Weekends

Enrolled Student Survey 2020

Academics (Continued)

* 24. Which of the following best describes your current educational program?

- ○ Face-to-Face
- ○ Online
- ○ Blended (Combination of online and face-to-face)

Enrolled Student Survey 2020

Academics (Continued)

Please rate your level of "Satisfaction" with your current educational program.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 25. Overall Quality of Your Current Educational Program

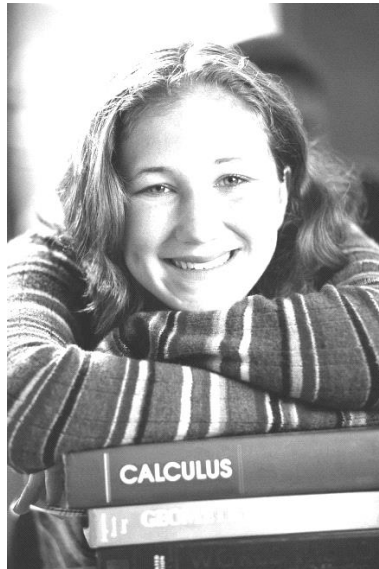|	1	2	3	4	5
Satisfaction with Overall Quality of Current Educational Program	○	○	○	○	○

Enrolled Student Survey 2020

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

[ ]

Appendix B: Titan Quick Poll

1. How would you describe the ease of navigating the SPC website?

2. How satisfied are you with the **clubs** offered at SPC?

3. How satisfied are you with the **volunteer opportunities** offered at SPC?

4. How satisfied are you with the **Student Government Association** offered at SPC?

5. How satisfied are you with the **research opportunities** offered at SPC?

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

7. How many hours are you working while attending SPC?

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