2021-22
Enrolled Student Survey Report

Institutional Effectiveness
St. Petersburg College

April 2022

Department of Institutional 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 Effectiveness

Amy Eggers, Ph.D.
Accreditation and Baccalaureate Assessment Coordinator, Institutional Effectiveness

Robert Mohr, M.A.
Research Specialist, Institutional Effectiveness

Magaly Tymms, M.A.
Institutional Effectiveness Director, Institutional Effectiveness

Sabrina Crawford, Ed.D.
AVP IE & Academic Services

Table of Contents

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:

- Forty-nine percent (49%) were under the age of 25.
- Self-reported race/ethnicity was as follows: 1% American Indian, 5% Asian/Pacific Islander, 14% Black/Non-Hispanic, 13% Hispanic, 59% White/Non-Hispanic, and 8% Other.
- Almost two-thirds (65%) were female.
- One-third received services through the Online campus (33%), followed by the St. Pete/Gibbs campus (20%), Clearwater campus (18%), and the Tarpon Springs campus (14%).
- Thirty-six percent are enrolled in the Associate in Arts program, followed by twenty-nine percent in an Associate in Science program.
- Almost half (48%) of the survey respondents had earned 15 or fewer credit hours, while another twenty-one percent (21%) had earned over 45 credits at SPC.
- Almost half (49%) selected "Online" as their preferred method for seeking out SPC services, followed by "In person" (41%).
- Almost half (49%) 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 4.6 for "Personal Safety and Security" to 3.9 for "Scholarships."

Services that were ranked in the top five in terms of satisfaction were:
- ☐ Personal Safety and Security (4.6),
- ☐ Access to Computers (4.5),
- ☐ MySPC (4.5),
- ☐ Library Resources (4.5), and
- ☐ Learning Centers/Tutoring (4.5).

Four of the five services listed above were rated in the top five last year.

The five student/academic services with the lowest satisfaction ratings were:
- ☐ Scholarships (3.9),
- ☐ Career Counseling (4.0),
- ☐ Convenience of Times Courses are Offered (4.1),
- ☐ Academic Software (4.2), and
- ☐ Online Career Resources (4.2).

Four of the five services listed above were rated in the bottom five last year.

Satisfaction Mean Differences

Of the twenty-nine service areas addressed in the survey, twenty-seven demonstrated a higher satisfaction score than the previous year. One service area demonstrated the same satisfaction score as last year.

The six areas with the highest year-to-year increase in mean satisfaction scores were:
- ☐ Overall Quality of Your Current Educational Program (+0.2),
- ☐ Academic Advising (+0.2)
- ☐ MySPC (+0.2)
- ☐ Campus Career Center Resources (+0.2),
- ☐ SPC OneCard Refund Process (+0.1), and
- ☐ Communication (+0.1).

The sole area with a year-to-year decline in the mean satisfaction score was:
- ☐ Payment Reminders (-0.02).

Academics
- Almost two-thirds (65%) indicated a preference for 16-week sessions, followed by 8-week sessions (20%).
- Forty percent (40%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (28%).
- More than half (55%) preferred to take most of their classes on Weekday Mornings, while more than one-quarter (27%) preferred to take most of their classes on Weekday Afternoons.
- More than half described their current educational program as being Online (56%), followed by Blended (25%).

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 (65%) found navigating the SPC website to be Very Easy or Easy.
- The majority were neither satisfied nor dissatisfied with the clubs (65%), volunteer opportunities (61%), Student Government Association (72%), and research opportunities (51%) offered at the College.
- Thirty-seven percent (37%) selected "to earn a degree to transfer to another institution" as their primary reason for enrolling at SPC, while another thirty-seven percent (37%) selected "to receive a degree to enter the work force."
- Eighty percent (80%) 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. Since 1927, 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), AS/BAS/BS Program Assessments and Program Reviews. Outcome results for the academic programs are documented in two types of assessment reports as follows: the Academic Program Viability Report (APVR) is completed on an annual basis; and the Academic Program Assessment Report (APAR) is completed on a 3-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.
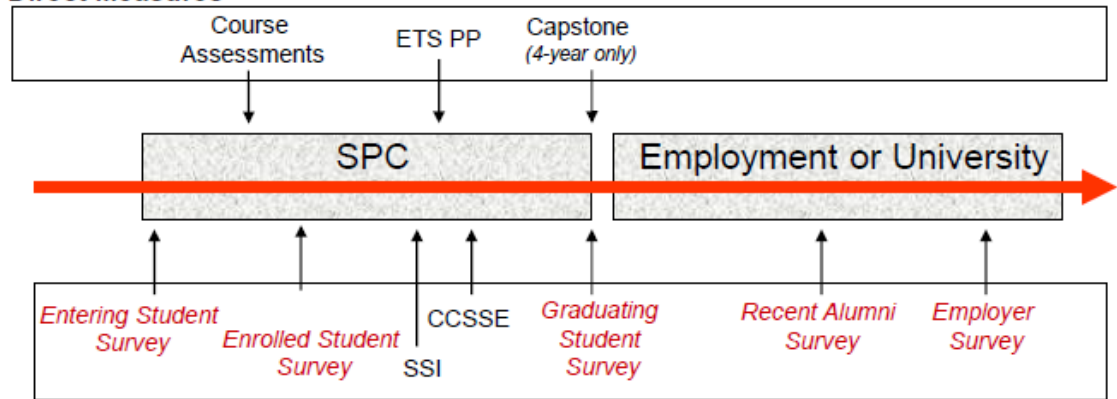
Direct Measures

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 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 convened 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.

The updated ENSS survey was available to all enrolled students for a two-week period from November 9th through December 3rd, 2021. To facilitate the planning process and minimize disruption in the classroom, the 2021-22 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 nine hundred students (975) 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 and Academic Information

The demographic profile and academic background of the 975 survey respondents (N) to the Enrolled Student Survey are summarized in the following narrative, tables, and charts.

Age

The largest age category for survey participants was "19 and under" (30%), followed by "20 – 24" (19%), "30 - 39" (18%), and "40 – 49" (11%). Forty-nine percent of respondents were under the age of 25.

Table 1
Age (n=971)

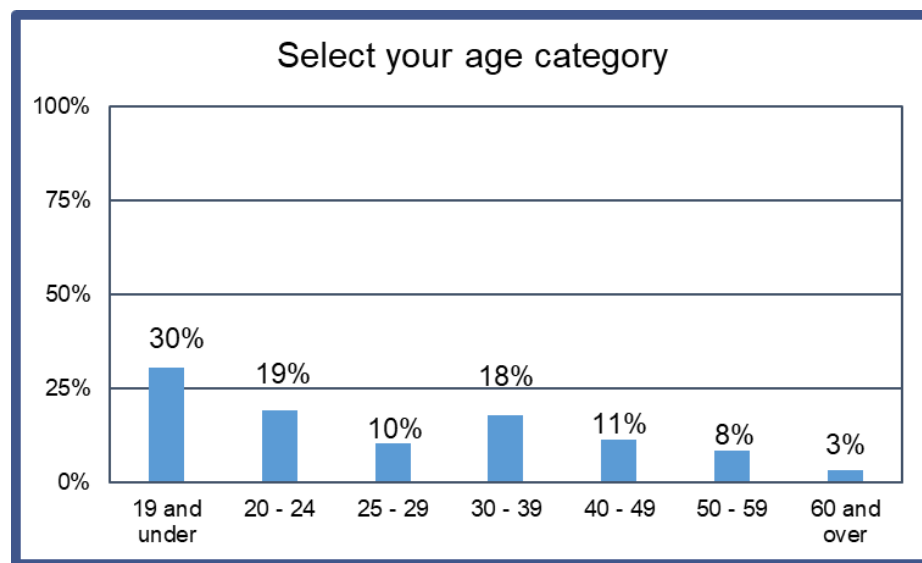| Select your age category.	N	%
19 and under	295	30
20 – 24	185	19
25 – 29	101	10
30 - 39	171	18
40 - 49	109	11
50 - 59	81	8
60 and over	29	3

Figure 2. Age

Ethnicity

Almost two-thirds (59%) 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=966)

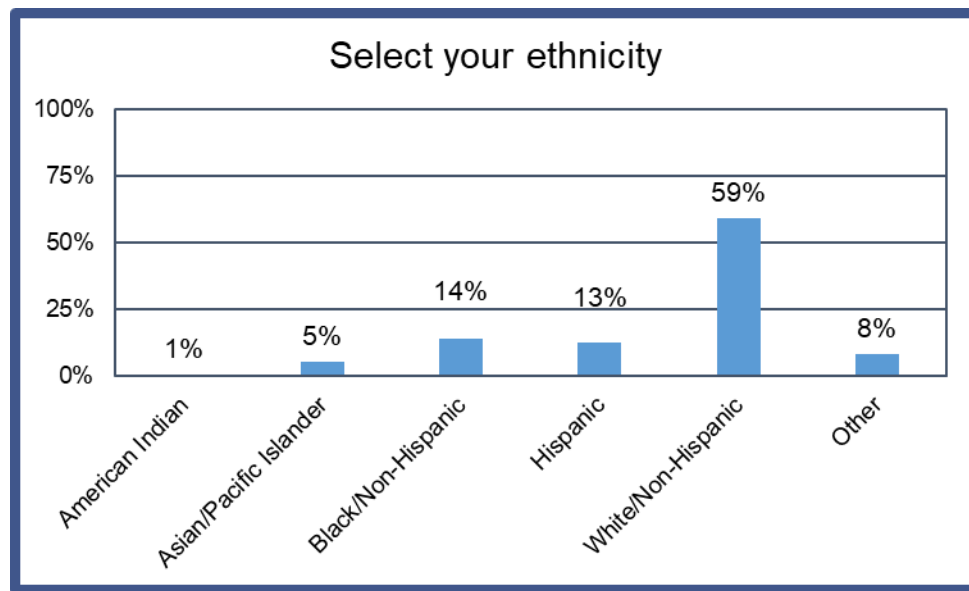| Select your ethnicity.	N	%
American Indian	7	1
Asian/Pacific Islander	51	5
Black/Non-Hispanic	135	14
Hispanic	122	13
White/Non-Hispanic	571	59
Other	80	8

Figure 3. Ethnicity

Gender

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

Table 3
Gender (n=970)

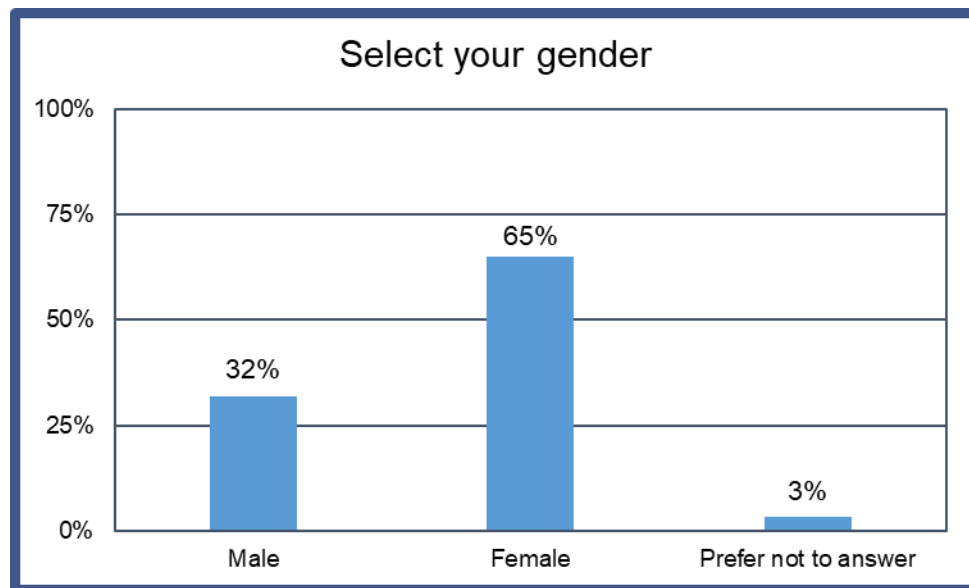| Select your gender.		
	N	%
Male	310	32
Female	629	65
Prefer not to answer	31	3

Figure 4. Gender

Campus

The Online campus was selected by 33% of the students, followed by the St. Pete/Gibbs campus (20%), Clearwater campus (18%), and the Tarpon Springs campus (14%).

Table 4
Survey Distribution by Reporting Campus (n=967)

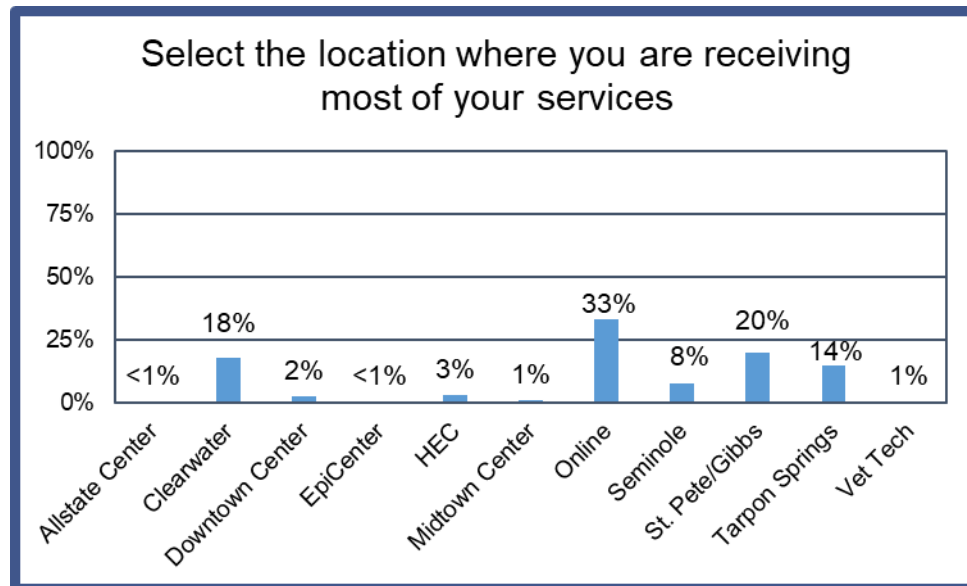| Select the location where you are receiving most of your services.	N	%
Allstate Center	1	<1
Clearwater	172	18
Downtown Center	22	2
EpiCenter	1	<1
Health Education Center	28	3
Midtown Center	10	1
Online	321	33
Seminole	75	8
St. Pete/Gibbs	192	20
Tarpon Springs	140	14
Veterinary Technology Center	5	1

Figure 5. Campus

Degree Type

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

Table 5
Degree Type (n=954)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	339	36
Associate in Science Degree	275	29
Baccalaureate Degree (SPC)	181	19
Baccalaureate Degree (University Partnership Center)	15	2
Certificate or Technical Diploma	40	4
Graduate Degree (University Partnership Center)	7	1
Undecided	97	10

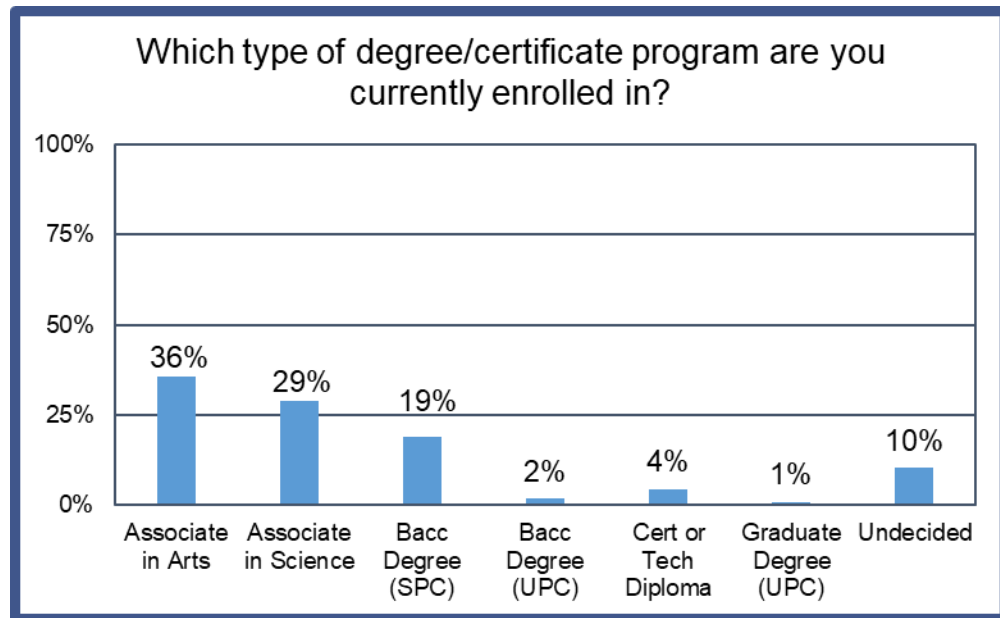Figure 6. Degree Type

Number of Credits Earned

Almost half (48%) of the survey respondents had earned 15 or fewer credit hours, while another twenty-one percent (21%) had earned over 45 credits at SPC.

Table 6
Number of Credits Earned (n=926)

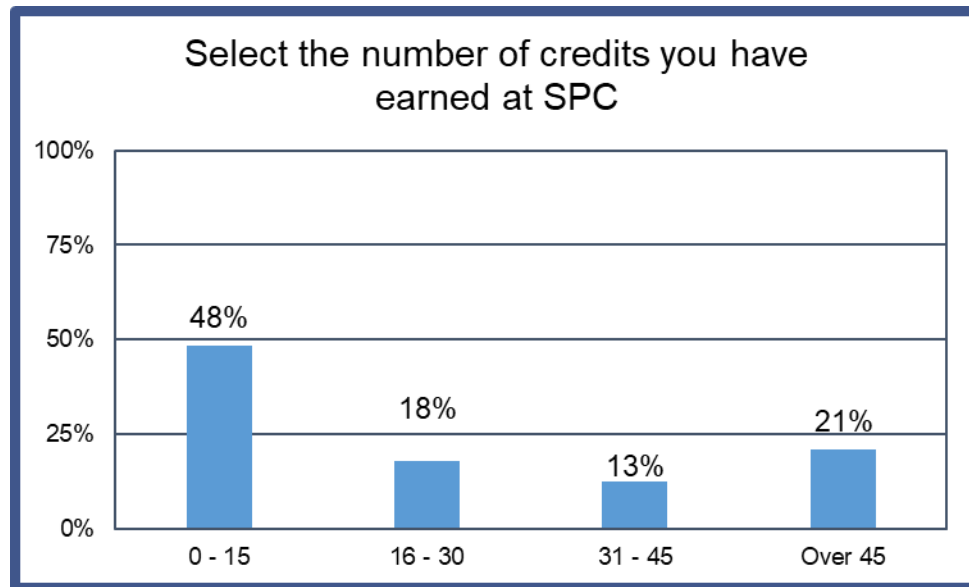| Select the number of credits you have earned at SPC.	N	%
0 - 15	448	48
16 - 30	167	18
31 - 45	117	13
Over 45	194	21

Figure 7. Number of Credits Earned

Preferred Service Method

Almost half (49%) of the survey respondents preferred seeking their services Online, followed by In Person (41%).

Table 7
Preferred Service Method (n=936)

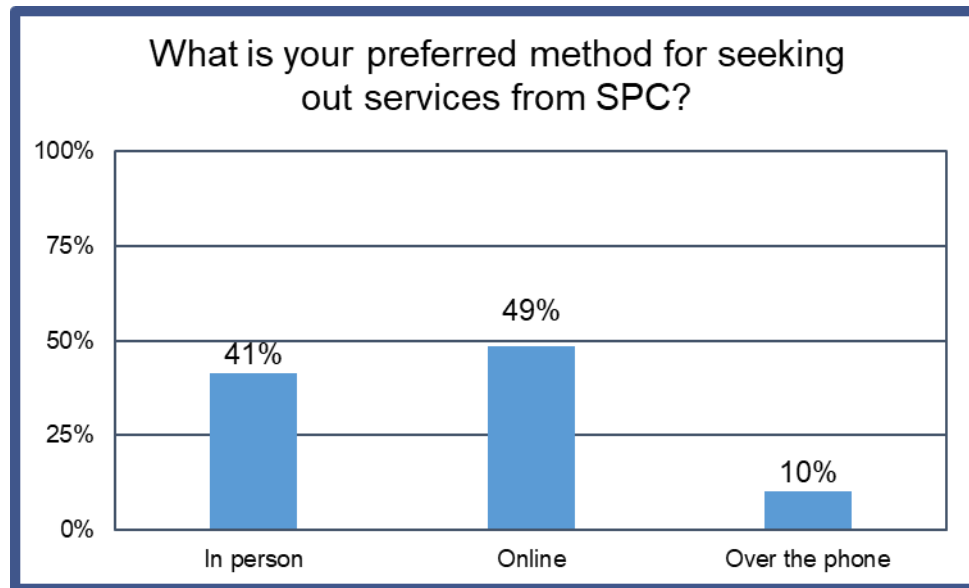| What is your preferred method for seeking out services from SPC?		
	N	%
In Person	386	41
Online	454	49
Over the phone	96	10

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.

Almost half (49%) 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=453)

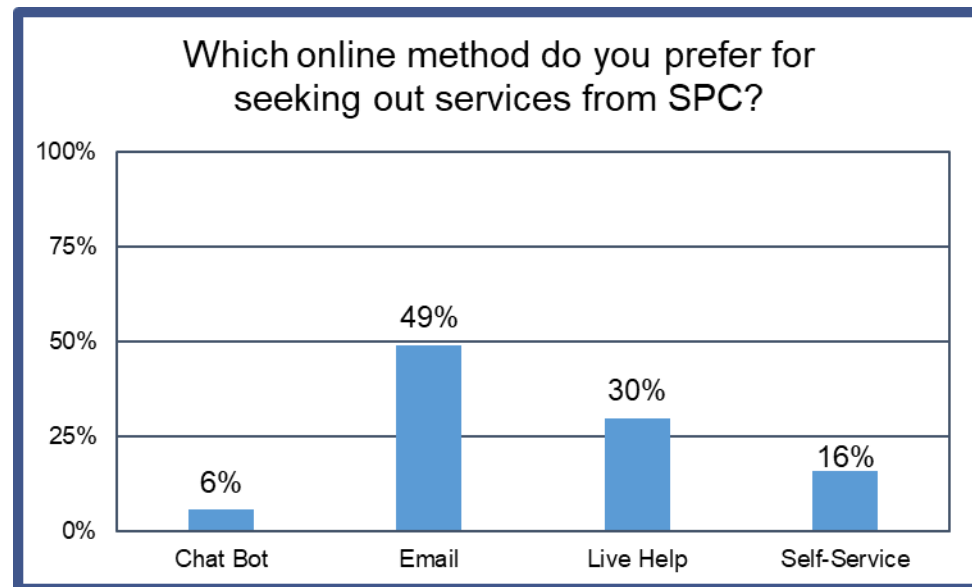| Which online method do you prefer for seeking out services from SPC?		
	N	%
Chat Bot	25	6
Email	222	49
Live Help	135	30
Self-Service	71	16

Figure 9. Preferred Online Service Method

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). 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" (4.6) to "Scholarships" (3.9).

The top five rated student/academic services were "Personal safety and security" (4.6), "Access to computers" (4.5), "MySPC" (4.5), "Library Resources" (4.5), and "Learning Centers/Tutoring" (4.5). Four 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" (3.9), "Career Counseling" (4.0), "Convenience of Times Courses are Offered" (4.1), "Academic Software" (4.2), and "Online Career Resources" (4.2). Four of the five services were the same services rated in the lowest five last year.

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	723	4.58
Access to Computers	555	4.50
MySPC	861	4.48
Library Resources	704	4.47
Learning Centers/Tutoring	605	4.46
Help Desk	562	4.44
Registering Online	811	4.41
Testing Environment	519	4.38
Important Dates	823	4.36
Staffing	573	4.36
Test Score Entry	522	4.35
SPC OneCard Refund Process	456	4.35
Communication	581	4.34
Testing Materials	529	4.33
Registering In Person	442	4.33
Laptop Lending	326	4.33
Payment Reminders	702	4.32
Appointment Turnaround	446	4.32
Overall Quality of Your Current Educational Program	859	4.30
Program Information	783	4.24
Business Office	606	4.24
Academic Advising	842	4.23
Campus Career Center Resources	480	4.21
Variety of Courses Offered	865	4.20
Online Career Resources	517	4.18
Academic Software	564	4.16
Convenience of Times Courses are Offered	863	4.05
Career Counseling	486	4.02
Scholarships	532	3.90

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

Satisfaction Mean Differences

Table 10 shows the mean satisfaction ratings for the 2020/21 and 2021/22 surveys, sorted in descending order by the 2021/22 means. Table 11 shows the mean differences between the 2020/21 and 2021/22 surveys, sorted in descending order by the mean differences.

Of the twenty-nine service areas addressed in the survey, twenty-seven items demonstrated a higher satisfaction score than the previous year. The six services with the highest year-to-year increase in mean satisfaction scores were "Overall Quality of Your Current Educational Program" (+0.2), "Academic Advising" (+0.2), "MySPC" (+0.2), "Campus Career Center Resources" (+0.2), "SPC OneCard Refund Process" (+0.1), and "Communication" (+0.1) as shown in Table 11.

The sole service with a year-to-year decline in the mean satisfaction score was "Payment Reminders" (-0.02).

Table 10

History of Satisfaction Means	N=1624	N=975
	2020/21	2021/22
Personal Safety and Security	4.54	4.58
Access to Computers	4.43	4.50
MySPC	4.31	4.48
Library Resources	4.40	4.47
Learning Centers/Tutoring	4.36	4.46
Help Desk	4.31	4.44
Registering Online	4.29	4.41
Testing Environment	4.27	4.38
Important Dates	4.33	4.36
Staffing	4.29	4.36
Test Score Entry	4.33	4.35
SPC OneCard Refund Process	4.21	4.35
Communication	4.20	4.34
Laptop Lending	4.29	4.33
Testing Materials	4.28	4.33
Registering In Person	4.25	4.33
Payment Reminders	4.34	4.32
Appointment Turnaround	4.32	4.32
Overall Quality of Your Current Educational Program	4.07	4.30
Business Office	4.12	4.24
Program Information	4.14	4.24
Academic Advising	4.04	4.23
Campus Career Center Resources	4.05	4.21
Variety of Courses Offered	4.13	4.20
Online Career Resources	4.06	4.18
Academic Software	4.04	4.16
Convenience of Times Courses are Offered	4.00	4.05
Career Counseling	3.92	4.02
Scholarships	3.82	3.90

Table 11

Satisfaction Mean Differences	N=1624	N=975	Difference
	2020/21	2021/22	
Overall Quality of Your Current Educational Program	4.07	4.30	0.23
Academic Advising	4.04	4.23	0.19
MySPC	4.31	4.48	0.17
Campus Career Center Resources	4.05	4.21	0.16
SPC OneCard Refund Process	4.21	4.35	0.14
Communication	4.20	4.34	0.14
Help Desk	4.31	4.44	0.13
Registering Online	4.29	4.41	0.12
Business Office	4.12	4.24	0.12
Online Career Resources	4.06	4.18	0.12
Academic Software	4.04	4.16	0.12
Testing Environment	4.27	4.38	0.11
Program Information	4.14	4.24	0.10
Learning Centers/Tutoring	4.36	4.46	0.10
Career Counseling	3.92	4.02	0.10
Registering In Person	4.25	4.33	0.08
Scholarships	3.82	3.90	0.08
Access to Computers	4.43	4.50	0.07
Staffing	4.29	4.36	0.07
Variety of Courses Offered	4.13	4.20	0.07
Library Resources	4.40	4.47	0.07
Testing Materials	4.28	4.33	0.05
Convenience of Times Courses are Offered	4.00	4.05	0.05
Personal Safety and Security	4.54	4.58	0.04
Laptop Lending	4.29	4.33	0.04
Important Dates	4.33	4.36	0.03
Test Score Entry	4.33	4.35	0.02
Appointment Turnaround	4.32	4.32	0.00
Payment Reminders	4.34	4.32	-0.02

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

Almost two-thirds of the survey respondents (65%) indicated a preference for 16 – week sessions, followed by 8 – week sessions (20%).

Table 12
Session Length (n=862)

What is your preferred session length?	N	%
8 – week session	170	20
12 – week session	131	15
16 – week session	561	65
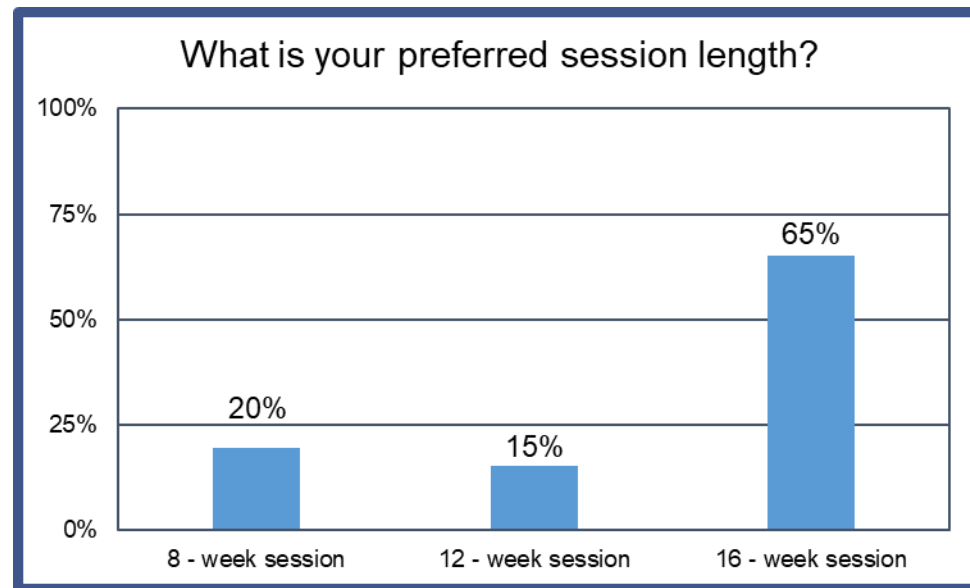
Figure 10. Session Length

Course Delivery

Almost half of the survey respondents (40%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (28%).

Table 13
Course Delivery (n=862)

What is your preferred course delivery method?	N	%
Face-to-Face	241	28
Live Online	106	12
Online	347	40
Blended	168	19
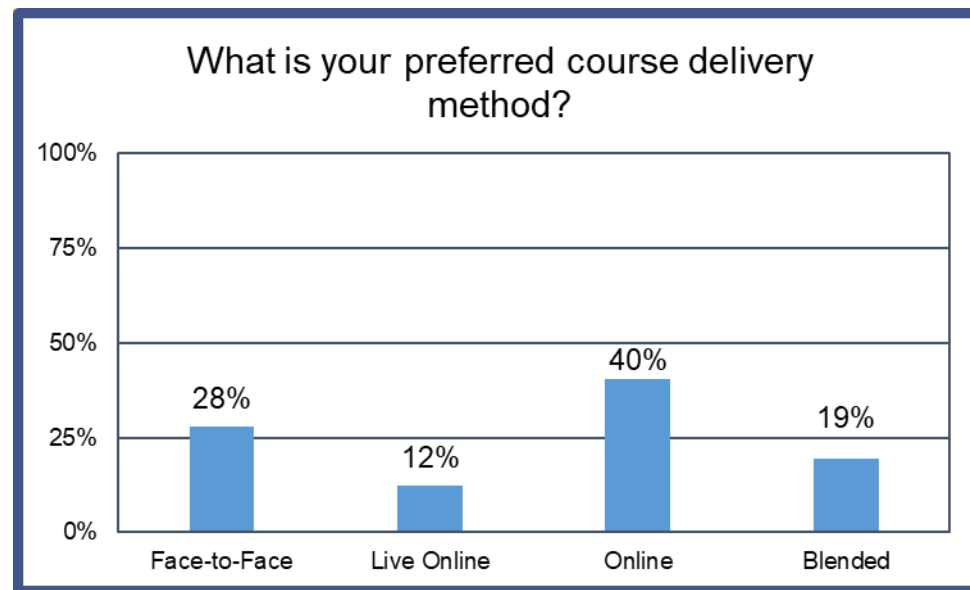
Figure 11. Course Delivery

Class Time Preference

Survey respondents who indicated a preference for Face-to-face, Live Online, 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 (55%) preferred to take most of their classes on Weekday Mornings, while more than one-quarter (27%) preferred to take most of their classes on Weekday Afternoons.

Table 14
Class Time Preference (n=514)

When would you prefer to take most of your classes?	N	%
Weekday Mornings	285	55
Weekday Afternoons	138	27
Weekday Evenings	83	16
Weekends	8	2
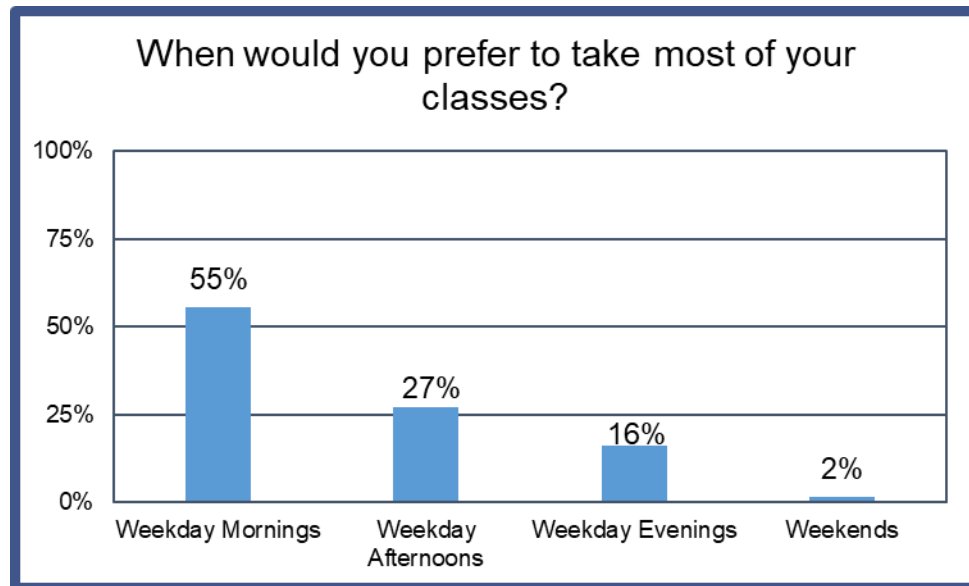
Figure 12. Class Time Preference

Educational Program

More than half of the survey respondents described their current educational program as being Online (56%), followed by Blended (25%).

Table 15
Educational Program (n=861)

Which of the following best describes your current educational program?	N	%
Face-to-Face	164	19
Online	481	56
Blended	216	25
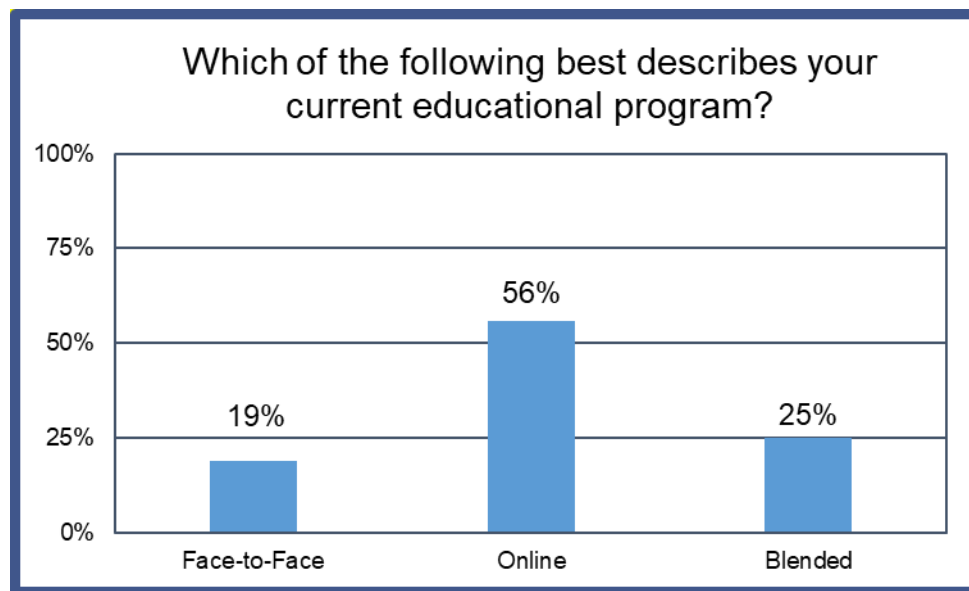
Figure 13. Educational Program

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. 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 (65%) found navigating the SPC website to be Very Easy or Easy.

Table 16
SPC Website (n=1383)

How would you describe the ease of navigating the SPC website?	N	%
Very difficult	51	4
Difficult	115	8
Neither easy nor difficult	305	22
Easy	587	42
Very easy	325	23
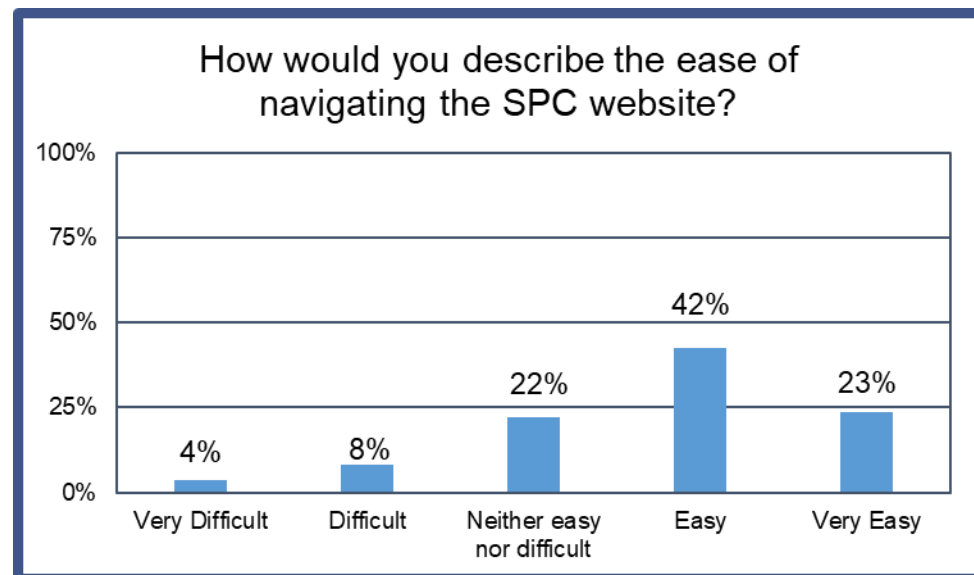
Figure 14. SPC website

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 17
SPC Clubs (n=739)

Satisfaction with the clubs offered at SPC	N	%
Very dissatisfied	39	5
Dissatisfied	83	11
Neither satisfied nor dissatisfied	479	65
Satisfied	86	12
Very satisfied	52	7
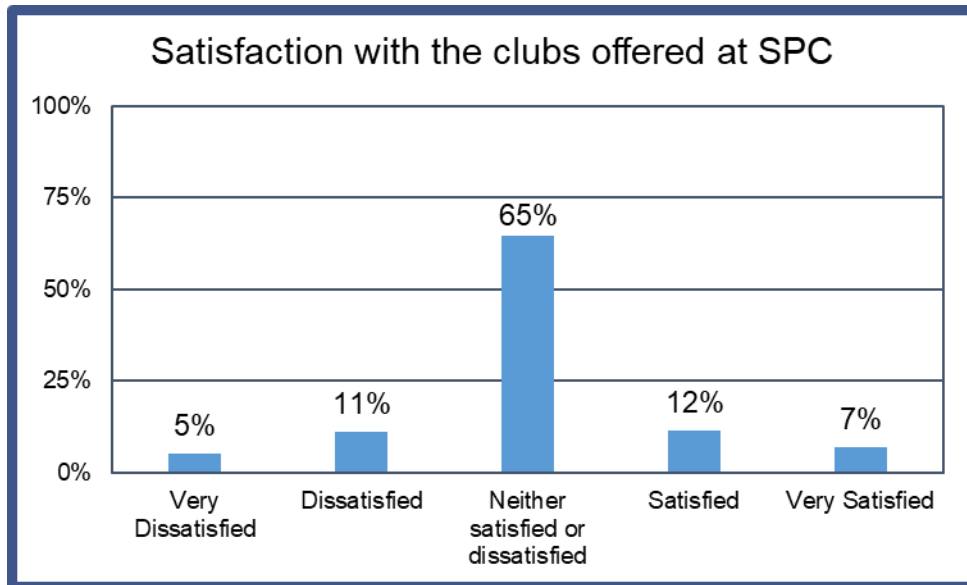
Figure 15. SPC Clubs

Volunteer Opportunities

More than two-thirds of the online polling respondents (61%) indicated that they were neither satisfied nor dissatisfied with the volunteer opportunities offered at SPC.

Table 18
Volunteer Opportunities (n=520)

Satisfaction with the volunteer opportunities offered at SPC	N	%
Very dissatisfied	24	5
Dissatisfied	53	10
Neither satisfied nor dissatisfied	316	61
Satisfied	85	16
Very satisfied	42	8
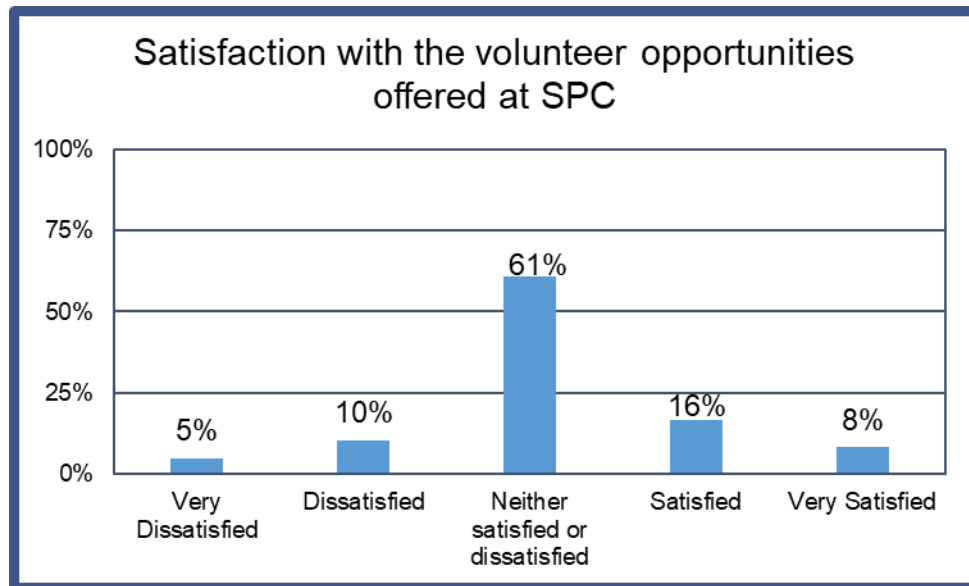
Figure 16. Volunteer Opportunities

Student Government Association

Almost three-fourths of the online polling respondents (72%) indicated that they were neither satisfied nor dissatisfied with the Student Government Association at SPC.

Table 19
Student Government Association (n=90)

Satisfaction with the Student Government Association at SPC	N	%
Very dissatisfied	3	3
Dissatisfied	4	4
Neither satisfied nor dissatisfied	65	72
Satisfied	7	8
Very satisfied	11	12
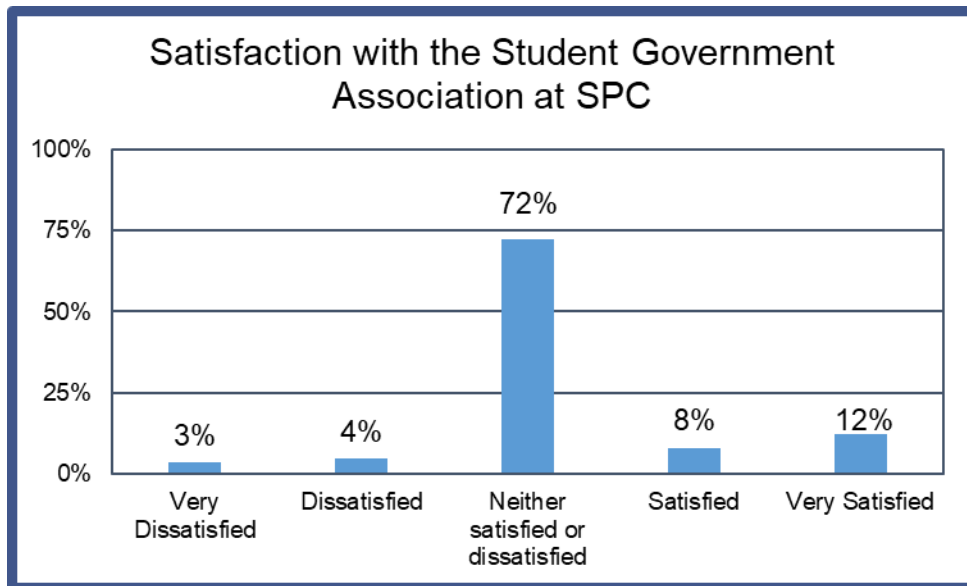
Figure 17. Student Government Association

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 more than one-third were either 'very satisfied' or 'satisfied' with the research opportunities.

Table 20
Research Opportunities (n=934)

Satisfaction with the research opportunities offered at SPC	N	%
Very dissatisfied	60	6
Dissatisfied	81	9
Neither satisfied nor dissatisfied	473	51
Satisfied	225	24
Very satisfied	95	10
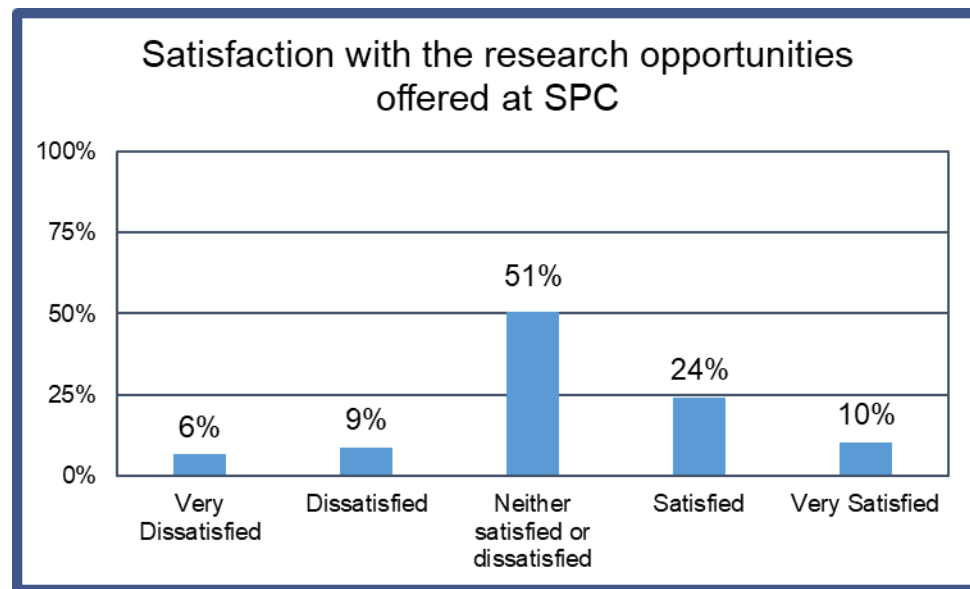
Figure 18. Research Opportunities

Enrollment Reasons

Over one-third of the online polling respondents selected "To earn a degree to transfer to another institution" (37%) as their primary reason for enrolling at SPC, while another 37% selected "To receive a degree to enter the work force."

Table 21
Enrollment Reasons (n=1662)

What is the primary reason you are enrolled at SPC?	N	%
To receive a degree to enter the work force	611	37
To earn a degree to transfer to another institution	618	37
To upgrade my job skills	194	12
To earn a certificate	72	4
For personal enrichment	167	10
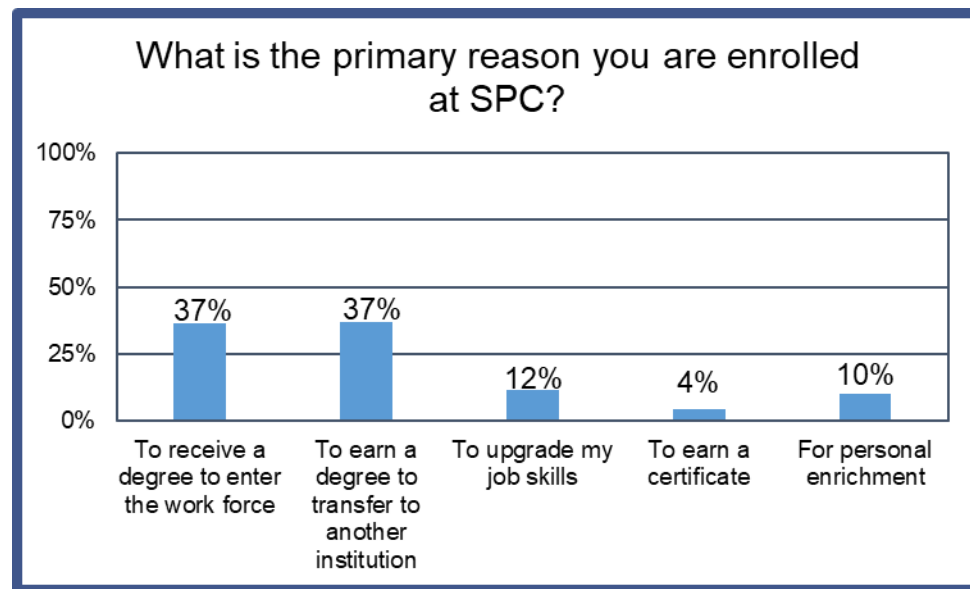
Figure 19. Enrollment Reasons

Working Status

More than three-quarters of the online polling respondents (80%) indicated that they are working while attending the college. More than one-third of students (36%) are working 40 hours or more per week.

Table 22
Working Status (n=2759)

How many hours are you working while attending SPC?	N	%
Not working	542	20
Working 15 or fewer hours per week	233	8
Working 16 to 30 hours per week	631	23
Working 31 to 39 hours per week	334	12
Working 40 or more hours per week	981	36
Other	38	1
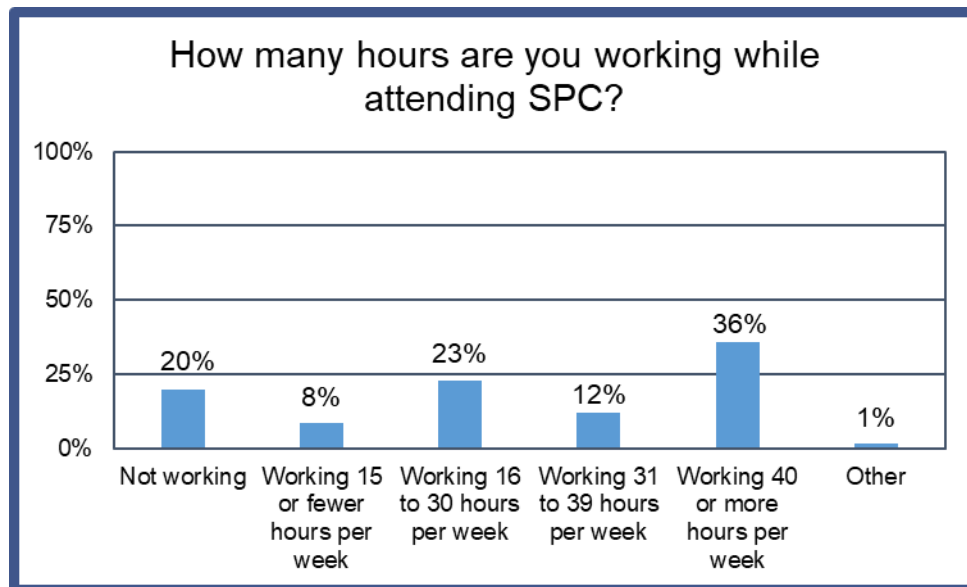
Figure 20. Working Status

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" (4.6), "Access to Computers" (4.5), "MySPC" (4.5), "Library Resources" (4.5), and "Learning Centers/Tutoring" (4.5). Four of the five top services were part of last year's top five services. The five student/academic services with the lowest satisfaction ratings were "Scholarships" (3.9), "Career Counseling" (4.0), "Convenience of Times Courses are Offered" (4.1), "Academic Software" (4.2), and "Online Career Resources" (4.2). Four of the five services were the same services rated in the lowest five last year.

Satisfaction Mean Differences

Of the twenty-nine service areas addressed in the survey, twenty-seven items demonstrated a higher satisfaction score than the previous year. The services with the highest year-to-year increase in mean satisfaction scores were "Overall Quality of Your Current Educational Program" (+0.2), "Academic Advising" (+0.2), "MySPC" (+0.2), "Campus Career Center Resources" (+0.2), "SPC OneCard Refund Process" (+0.1), and "Communication" (+0.1).

The sole service with a year-to-year decline in the mean satisfaction score was "Payment Reminders" (-0.02).

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.

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

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

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

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

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

Survey Instructions

As you respond to 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

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. Are you currently enrolled in the Nursing Program?

○ Yes

○ No

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

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

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

- ◯ In Person
- ◯ Online
- ◯ Over the phone

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

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

○ Chat Bot

○ Email

○ Live Help

○ Self-Service

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

* 10. 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	○	○	○	○	○	○

* 11. Scholarships

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

* 12. 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**	○	○	○	○	○	○

* 13. Career Services

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

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

* 14. Registration

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

* 15. 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**	○	○	○	○	○	○

* 16. Personal Safety and Security

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

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. Learning Resources

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

* 18. 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)	○	○	○	○	○	○

* 19. MySPC

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

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

* 20. **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**	○	○	○	○	○	○

Academics

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

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

* 21. Course Offerings

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

Academics (Continued)

* 22. What is your preferred course session length?

○ 8 - week session

○ 12 - week session (Express)

○ 16 - week session

* 23. What is your preferred course delivery method?

○ Face-to-Face

○ Live Online

○ Online

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

Academics (Continued)

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

○ Weekday Mornings

○ Weekday Afternoons

○ Weekday Evenings

○ Weekends

Academics (Continued)

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

○ Face-to-Face

○ Online

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

Academics (Continued)

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

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

* 26. Overall Quality of Your _Current_ Educational Program

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

27. 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?

This page is intentionally left blank.