

2022-23

Enrolled Student Survey Report



Institutional Effectiveness
St. Petersburg College

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Executive Summary

Introduction

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

Enrolled Student Survey

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey are to ascertain how our enrolled students perceive the College and determine 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:

- Fifty-four percent (54%) were under the age of 25.
- Self-reported race/ethnicity was as follows: <1% Alaskan Native, 1% American Indian, 6% Asian/Pacific Islander, 15% Black/Non-Hispanic, 12% Hispanic, 59% White/Non-Hispanic, and 7% Other.
- Nearly two-thirds (63%) were female.
- Nearly one-third received services through the Online campus (30%), followed by the St. Pete/Gibbs campus (20%), Clearwater campus (19%), and the Tarpon Springs campus (13%).
- Thirty-nine percent are enrolled in the Associate in Arts program, followed by twenty-six percent in an Associate in Science program.
- Over half (52%) of the survey respondents had earned 15 or fewer credit hours, while nearly one-fifth (19%) had earned over 45 credits at SPC.
- Nearly half (46%) selected “In Person” as their preferred method for seeking out SPC services, followed by “Online” (45%).
- Over half (53%) 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 “Access to Computers” to 3.8 for “Scholarships.”

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

- Access to Computers (4.5)
- Personal Safety and Security (4.5),
- Learning Centers/Tutoring (4.4),
- Testing Environment (4.4), and
- Registering In Person (4.4).

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

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The five student/academic services with the lowest satisfaction ratings were:

- Scholarships (3.8),
- Convenience of Times Courses are Offered (4.0),
- Academic Software (4.1),
- Variety of Courses Offered (4.1), 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, nine service areas demonstrated a higher satisfaction score than the previous year; whereas, one service area demonstrated the same satisfaction score as last year. Nineteen service areas demonstrated a lower satisfaction score than the previous year.

The five services with the highest year-to-year increase in mean satisfaction scores were:

- Career Counseling (+0.16),
- Registering In Person (+0.08),
- Laptop Lending (+0.05),
- Campus Career Center Resources (+0.04), and
- Access to Computers (+0.03).

The five services with the greatest year-to-year decline in the mean satisfaction score were:

- MySPC (-0.20),
- SPC OneCard Refund Process (-0.14),
- Payment Reminders (-0.12),
- Registering Online (-0.11), and
- Library Resources (-0.09).

Academics

- Over half (59%) indicated a preference for 16 - week sessions, followed by 12 - week sessions (21%).
- Two-fifths (40%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (32%).
- More than half (54%) 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.
- Nearly half described their current educational program as being Online (49%), followed by Face-to-Face (28%).

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.

- Nearly half (42%) found navigating the SPC website to be Very Difficult or Difficult; while more than one-third found navigating the SPC website to be Very Easy or Easy (36%).
- Nearly half of the online polling respondents (42%) indicated that they were Very Satisfied or Satisfied with the research opportunities offered at SPC, while more



than one-third were neither satisfied or dissatisfied with the research opportunities (37%).

- Over forty percent (41%) selected “to receive a degree to enter the work force” as their primary reason for enrolling at SPC, while thirty percent (30%) selected “to earn a degree to transfer to another institution.”
- Eighty-eight percent (88%) 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.

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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

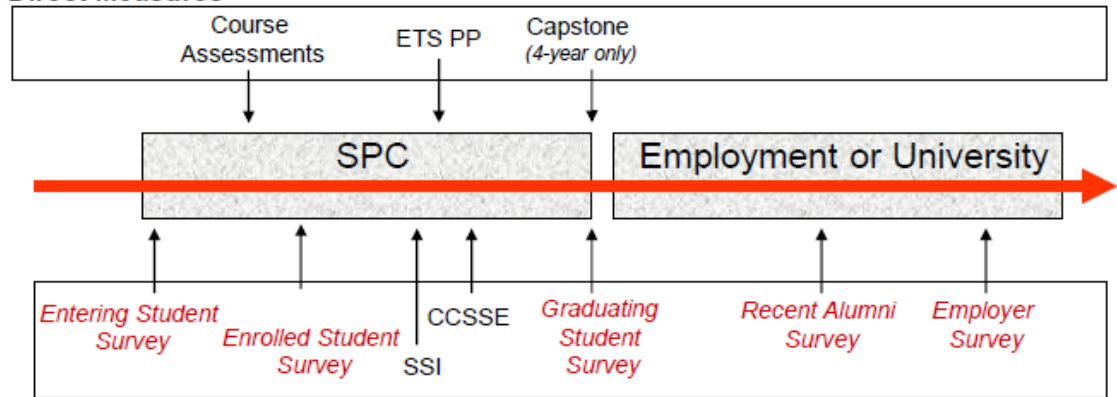
The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 35 organizational units (lower division); (ii) 17 baccalaureate programs (upper division), and (iii) key administrative and educational support services. Analysis of 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), and AS/BAS/BS Program Assessments. 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



Indirect Measures

Figure 1: Student Assessment Points

Other Assessments include the State Accountability Measures, environmental scan/trends analysis, other department/function-specific assessments, and various ad hoc surveys.



Enrolled Student Survey

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific 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 twelve-day period from November 30th through December 10th, 2022. To facilitate the planning process and minimize disruption in the classroom, the 2022-23 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 one-thousand students (1,035) 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.



Demographics

The demographic profile and academic background of the 1,035 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" (37%), followed by "20 - 24" (17%), "30 - 39" (17%), and "40 - 49" (11%). Fifty-four percent of respondents were under the age of 25.

Table 1

Age (n=1027)

Select your age category.	N	%
19 and under	380	37%
20 - 24	172	17%
25 - 29	83	8%
30 - 39	173	17%
40 - 49	112	11%
50 - 59	67	7%
60 and over	40	4%



Age

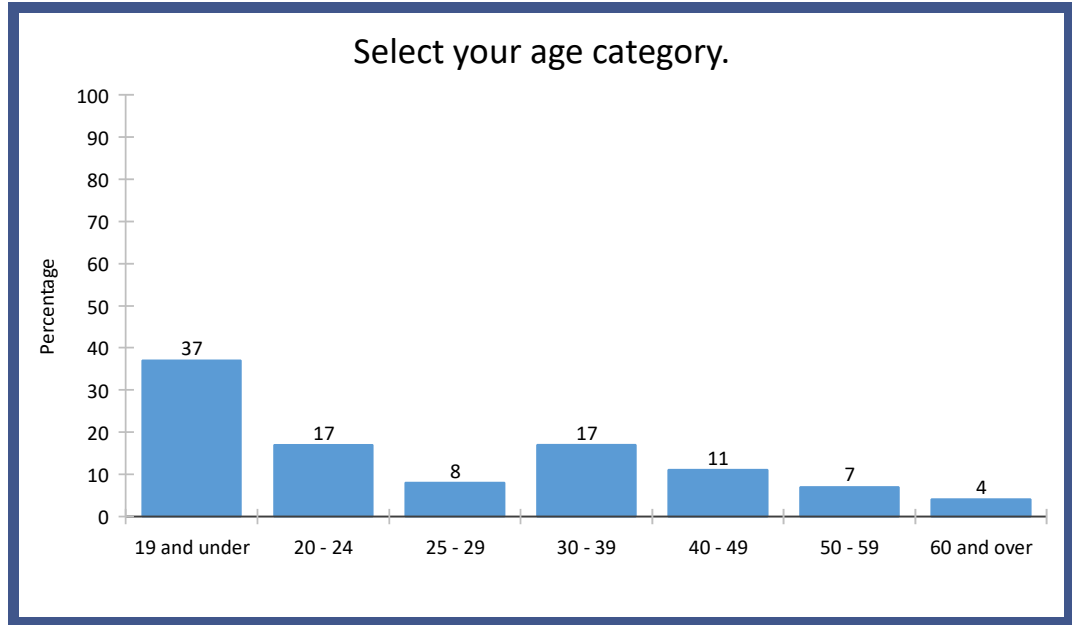


Figure 2. Age. Values less than 1% are not displayed.



Ethnicity

Almost two-thirds (59%) of survey respondents selected White/Non-Hispanic as their ethnicity. The next two largest categories were Black/Non-Hispanic (15%) and Hispanic (12%).

Table 2

Ethnicity (n=1026)

Select your ethnicity.	N	%
Alaskan Native	2	<1%
American Indian	7	1%
Asian/Pacific Islander	59	6%
Black/Non-Hispanic	158	15%
Hispanic	125	12%
White/Non-Hispanic	607	59%
Other	68	7%

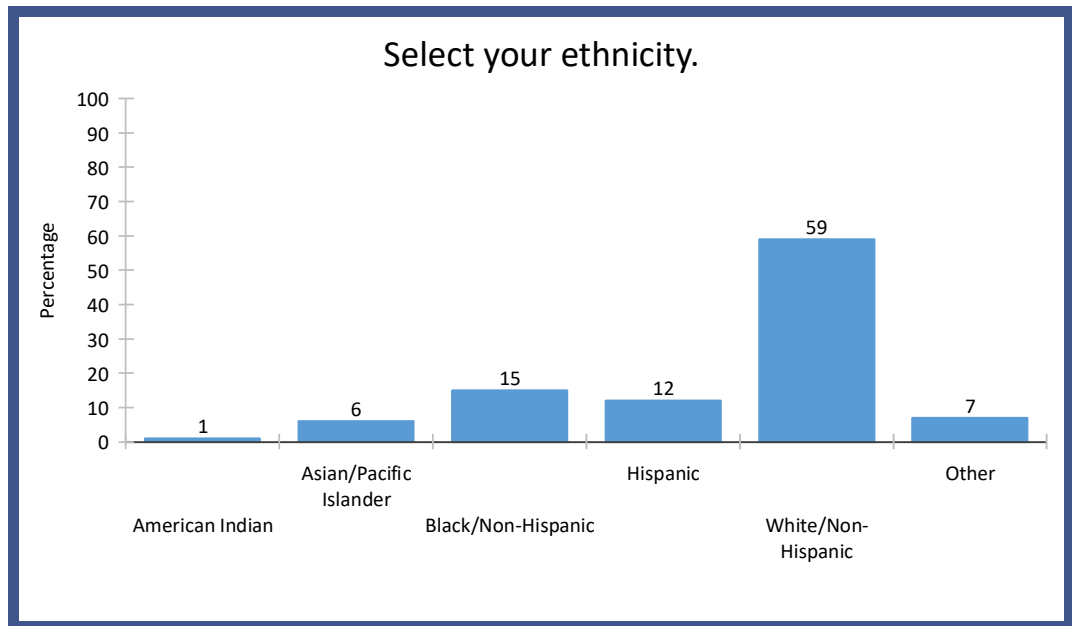


Figure 3. Ethnicity. Values less than 1% are not displayed.



Gender

Almost two-thirds (63%) of the survey respondents were female.

Table 3

Gender (n=1029)

Select your gender.	N	%
Male	336	33%
Female	649	63%
Other (please specify)	17	2%
Prefer not to answer	27	3%

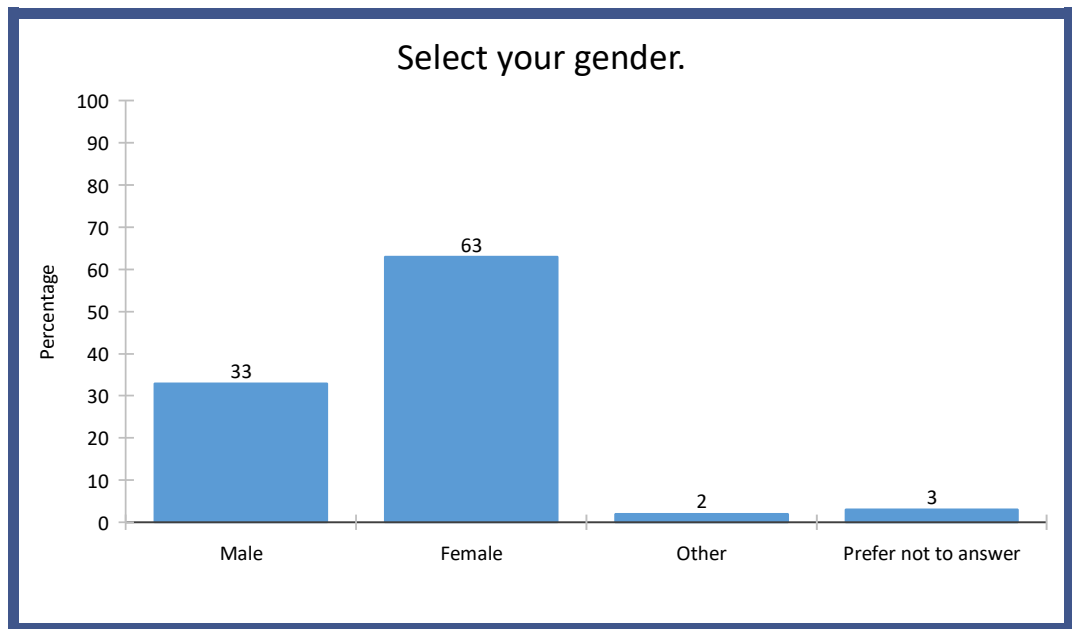


Figure 4. Gender. Values less than 1% are not displayed.



Survey Distribution by Reporting Campus

The Online campus was selected by 30% of the students, followed by the St. Pete/Gibbs campus (20%), Clearwater campus (19%), and the Tarpon Springs campus (13%).

Table 4

Survey Distribution by Reporting Campus (n=1022)

Select the location where you are receiving most of your services.	N	%
Allstate Center	3	<1%
Clearwater	196	19%
Downtown Center	31	3%
EpiCenter	1	<1%
Health Education Center	33	3%
Midtown Center	9	1%
Online	302	30%
Seminole	102	10%
St. Petersburg/Gibbs	202	20%
Tarpon Springs	137	13%
Veterinary Technology Center	6	1%





Survey Distribution by Reporting Campus

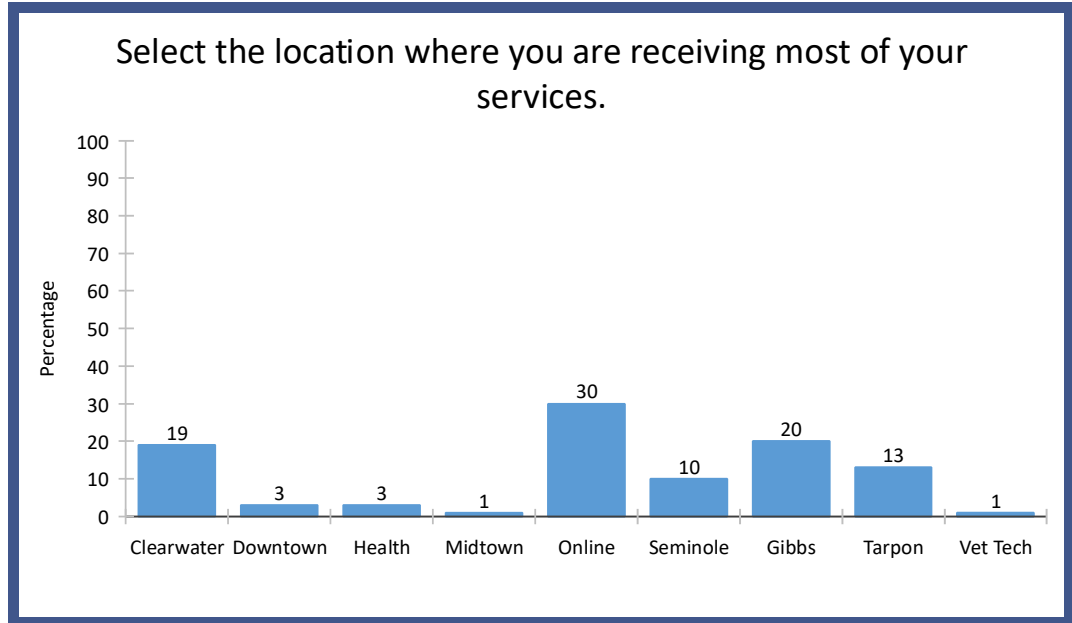


Figure 5. Survey Distribution by Reporting Campus. Values less than 1% are not displayed.





Degree Type

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

Table 5

Degree Type (n=1002)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	393	39%
Associate in Science Degree	257	26%
Baccalaureate Degree (SPC)	157	16%
Baccalaureate Degree (University Partnership Center)	10	1%
Certificate or Technical Diploma	38	4%
Graduate Degree (University Partnership Center)	9	1%
Undecided	138	14%

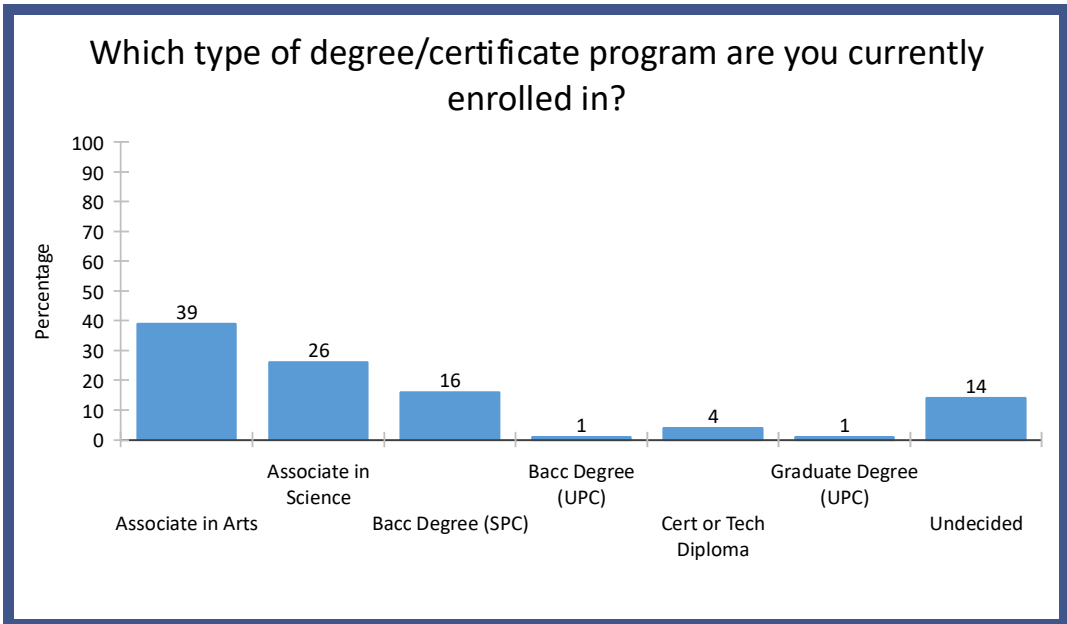


Figure 6. Degree Type. Values less than 1% are not displayed.





Number of Credits Received

Over half (52%) of the survey respondents had earned 15 or fewer credit hours, while nearly one-fifth (19%) had earned over 45 credits at SPC.

Table 6

Number of Credits Received (n=975)

Select the number of credits you have earned at SPC.	N	%
0 - 15	508	52%
16 - 30	160	16%
31 - 45	117	12%
Over 45	190	19%

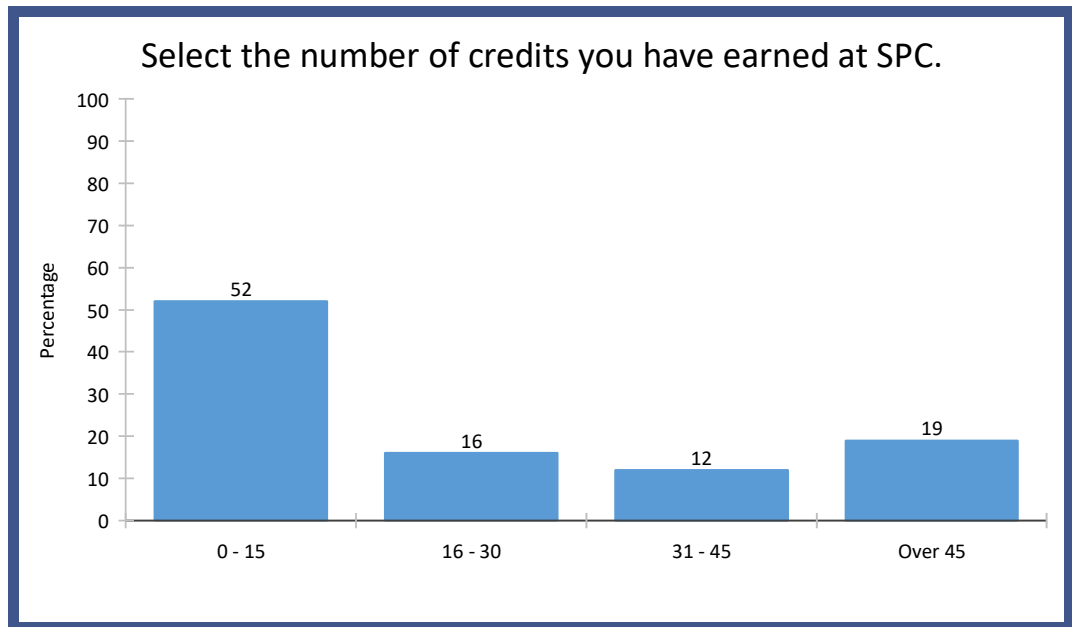


Figure 7. Number of Credits Received. Values less than 1% are not displayed.





Preferred Service Method

Almost half (46%) of the survey respondents preferred seeking their services In Person, followed by Online (45%).

Table 7

Preferred Service Method (n=981)

What is your preferred method for seeking out services from SPC? (i.e. academic advising, financial aid, etc.)	N	%
In Person	456	46%
Online	445	45%
Over the Phone	80	8%

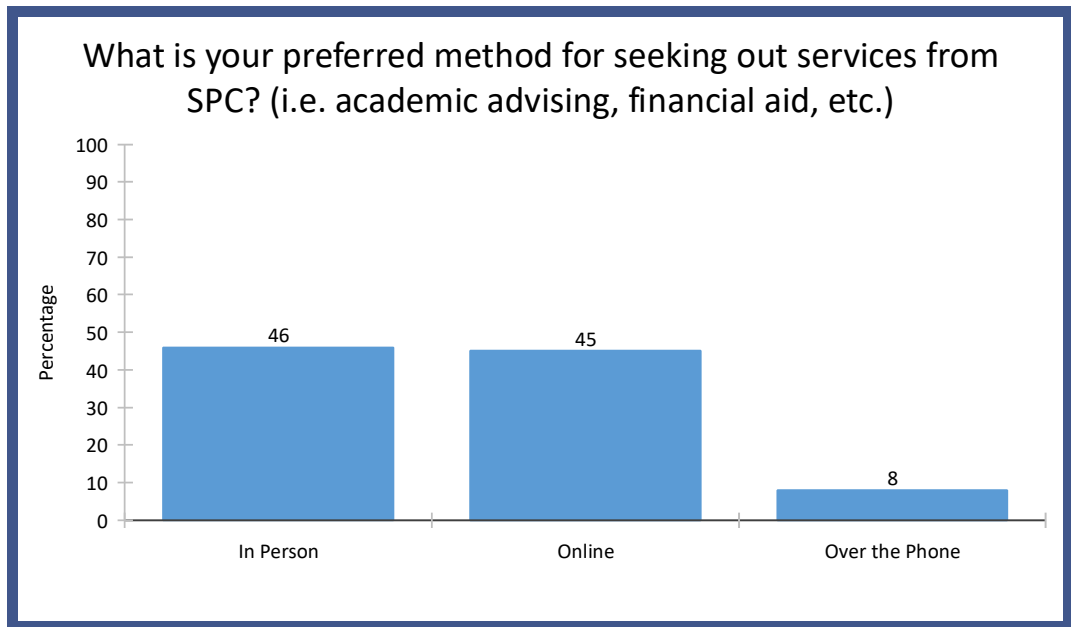


Figure 8. Preferred Service Method. Values less than 1% are not displayed.





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.

Over half (53%) 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=442)

Which online method do you prefer for seeking out services from SPC?	N	%
Chat Bot	16	4%
Email	233	53%
Live Help	135	31%
Self-Service	58	13%

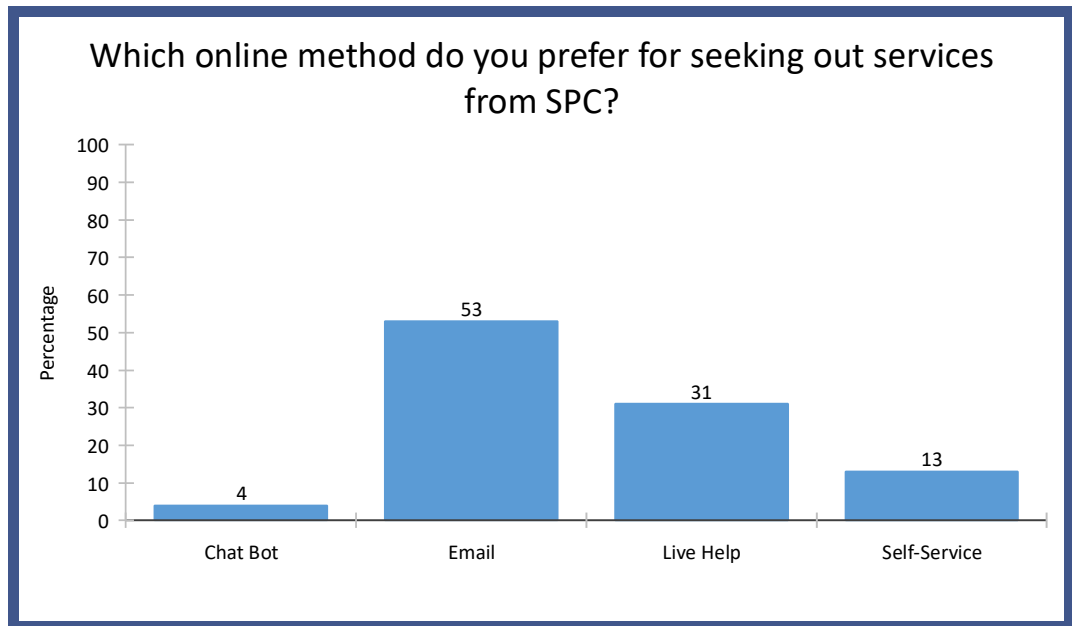


Figure 9. Preferred Online Service Method. Values less than 1% are not displayed.





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 "Access to Computers" (4.5) to "Scholarships" (3.8).

The top five rated student/academic services were "Access to Computers" (4.5), "Personal Safety and Security" (4.5), "Learning Centers / Tutoring" (4.4), "Testing Environment" (4.4), and "Registering In Person" (4.4). Three 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" (3.8), "Convenience of Times Courses are Offered" (4.0), "Academic Software" (4.1), "Variety of Courses Offered" (4.1), 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
Access to Computers	605	4.53
Personal Safety and Security	752	4.51
Learning Centers / Tutoring	634	4.43
Testing Environment	559	4.41
Registering In Person	522	4.41
Laptop Lending	368	4.38
Library Resources	734	4.38
Staffing	599	4.38
Test Score Entry	560	4.38
Help Desk	618	4.36
Testing Materials	575	4.35
Important Dates	842	4.34
Communication	619	4.33
Appointment Turnaround	473	4.32
Registering Online	805	4.30
MySPC	872	4.28
Overall Quality of Your Current Educational Program	879	4.25
Campus Career Center Resources	525	4.25
Academic Advising	855	4.22
SPC OneCard Refund Process	432	4.21
Payment Reminders	701	4.20
Business Office	599	4.20
Program Information	811	4.18
Career Counseling	500	4.18
Online Career Resources	538	4.17
Variety of Courses Offered	882	4.13
Academic Software	580	4.09
Convenience of Times Courses are Offered	878	3.97
Scholarships	545	3.83

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, 2021/22, and 2022/23 surveys, sorted in descending order by the 2022/23 means. Table 11 shows the mean differences between the 2021/22 and 2022/23 surveys, sorted in descending order by the mean differences.

Of the twenty-nine service areas addressed in the survey, nine items demonstrated a higher satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Career Counseling" (+0.16), "Registering In Person" (+0.08), "Laptop Lending" (+0.05), "Campus Career Center Resources" (+0.04), and "Access to Computers" (+0.03) as shown in Table 11.

The five services with the greatest year-to-year decline in the mean satisfaction score were "MySPC" (-0.20), "SPC OneCard Refund Process" (-0.14), "Payment Reminders" (-0.12), Registering Online (-0.11), and Library Resources (-0.09).





Table 10

History of Satisfaction Means	N=1624	N=975	N=1035
	2020-21	2021-22	2022-23
Access to Computers	4.43	4.50	4.53
Personal Safety and Security	4.54	4.58	4.51
Learning Centers / Tutoring	4.36	4.46	4.43
Testing Environment	4.27	4.38	4.41
Registering In Person	4.25	4.33	4.41
Laptop Lending	4.29	4.33	4.38
Library Resources	4.40	4.47	4.38
Staffing	4.29	4.36	4.38
Test Score Entry	4.33	4.35	4.38
Help Desk	4.31	4.44	4.36
Testing Materials	4.28	4.33	4.35
Important Dates	4.33	4.36	4.34
Communication	4.20	4.34	4.33
Appointment Turnaround	4.32	4.32	4.32
Registering Online	4.29	4.41	4.30
MySPC	4.31	4.48	4.28
Overall Quality of Your Current Educational Program	4.07	4.30	4.25
Campus Career Center Resources	4.05	4.21	4.25
Academic Advising	4.04	4.23	4.22
SPC OneCard Refund Process	4.21	4.35	4.21
Payment Reminders	4.34	4.32	4.20
Business Office	4.12	4.24	4.20
Program Information	4.14	4.24	4.18
Career Counseling	3.92	4.02	4.18
Online Career Resources	4.06	4.18	4.17
Variety of Courses Offered	4.13	4.20	4.13
Academic Software	4.04	4.16	4.09
Convenience of Times Courses are Offered	4.00	4.05	3.97
Scholarships	3.82	3.90	3.83

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





Table 11

Satisfaction Mean Differences	N=975	N=1035	Difference
	2021-22	2022-23	
Career Counseling	4.02	4.18	0.16
Registering In Person	4.33	4.41	0.08
Laptop Lending	4.33	4.38	0.05
Campus Career Center Resources	4.21	4.25	0.04
Access to Computers	4.50	4.53	0.03
Testing Environment	4.38	4.41	0.03
Test Score Entry	4.35	4.38	0.03
Staffing	4.36	4.38	0.02
Testing Materials	4.33	4.35	0.02
Appointment Turnaround	4.32	4.32	0.00
Communication	4.34	4.33	-0.01
Academic Advising	4.23	4.22	-0.01
Online Career Resources	4.18	4.17	-0.01
Important Dates	4.36	4.34	-0.02
Learning Centers / Tutoring	4.46	4.43	-0.03
Business Office	4.24	4.20	-0.04
Overall Quality of Your Current Educational Program	4.30	4.25	-0.05
Program Information	4.24	4.18	-0.06
Personal Safety and Security	4.58	4.51	-0.07
Variety of Courses Offered	4.20	4.13	-0.07
Academic Software	4.16	4.09	-0.07
Scholarships	3.90	3.83	-0.07
Help Desk	4.44	4.36	-0.08
Convenience of Times Courses are Offered	4.05	3.97	-0.08
Library Resources	4.47	4.38	-0.09
Registering Online	4.41	4.30	-0.11
Payment Reminders	4.32	4.20	-0.12
SPC OneCard Refund Process	4.35	4.21	-0.14
MySPC	4.48	4.28	-0.20

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

Over half (59%) of the survey respondents indicated a preference for 16 - week sessions, followed by 12 - week sessions (21%).

Table 12

Session Length (n=881)

What is your preferred course session length?	N	%
8 - week session	175	20%
12 - week session (Express)	184	21%
16 - week session	522	59%

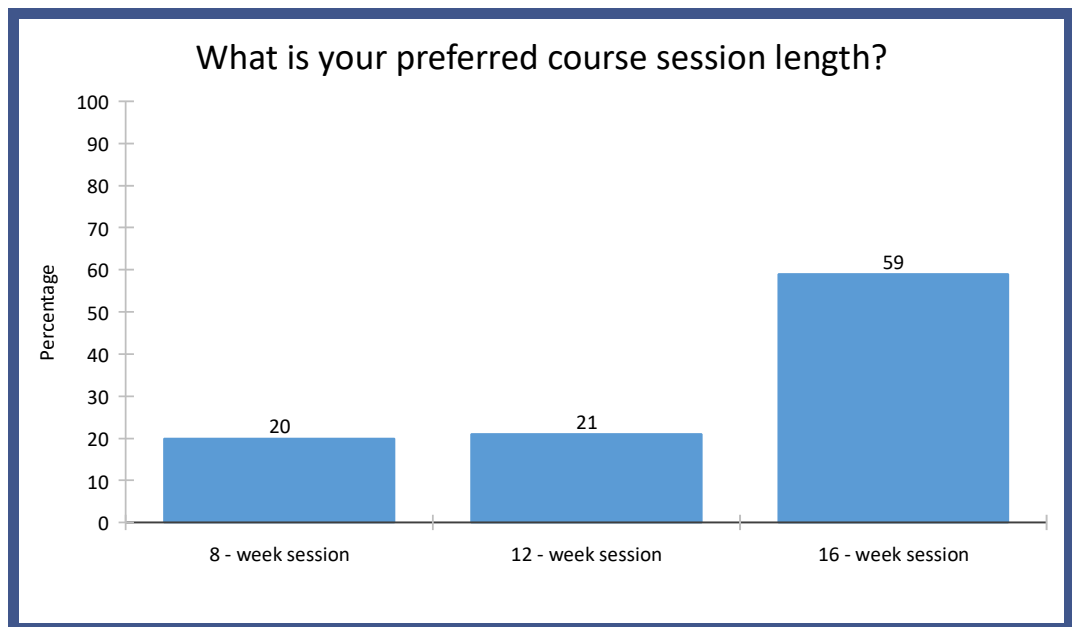


Figure 10. Session Length. Values less than 1% are not displayed.



Course Delivery

Two-fifths of the survey respondents (40%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (32%).

Table 13

Course Delivery (n=881)

What is your preferred course delivery method?	N	%
Face-to-Face	279	32%
Live Online	71	8%
Online	354	40%
Blended (Combination of online and face-to-face)	177	20%

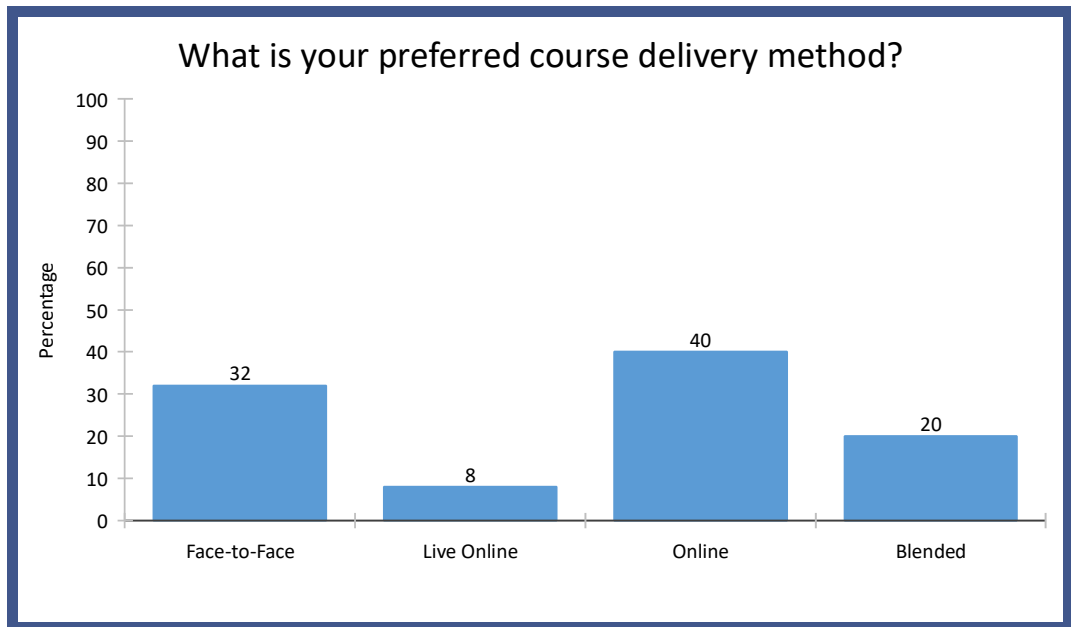


Figure 11. Course Delivery. Values less than 1% are not displayed.



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 (54%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (27%) preferred to take most of their classes on Weekday Afternoons.

Table 14

Class Time Preference (n=526)

When would you prefer to take most of your classes?	N	%
Weekday Mornings	284	54%
Weekday Afternoons	142	27%
Weekday Evenings	88	17%
Weekends	12	2%

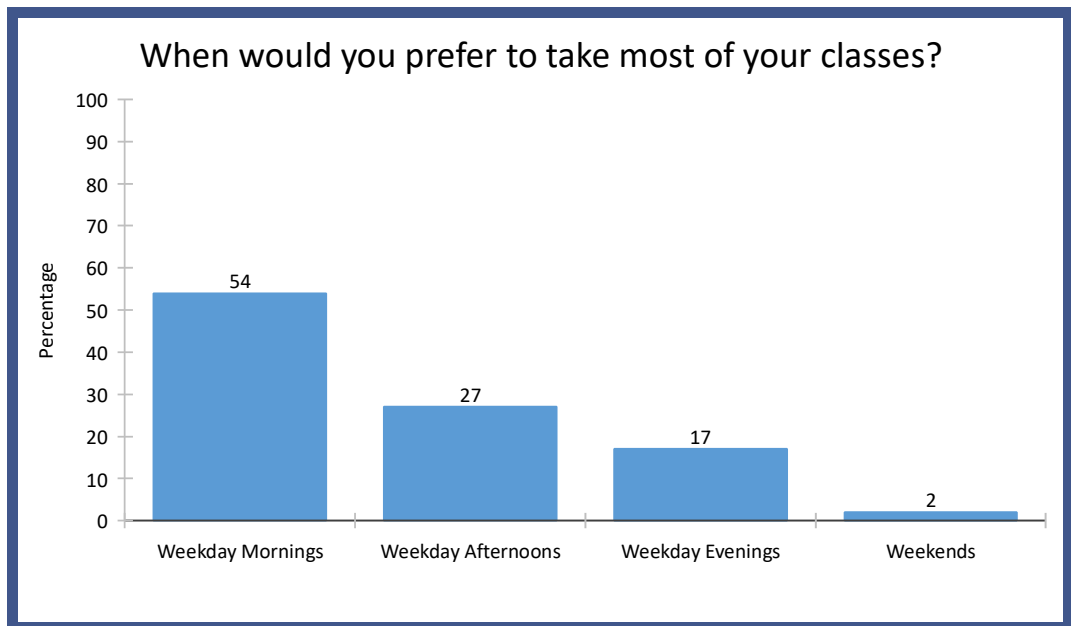


Figure 12. Class Time Preference. Values less than 1% are not displayed.



Educational Program

Nearly half of the survey respondents described their current educational program as being Online (49%), followed by Face-to-Face (28%).

Table 15

Educational Program (n=880)

Which of the following best describes your current educational program?	N	%
Face-to-Face	250	28%
Online	433	49%
Blended (Combination of online and face-to-face)	197	22%

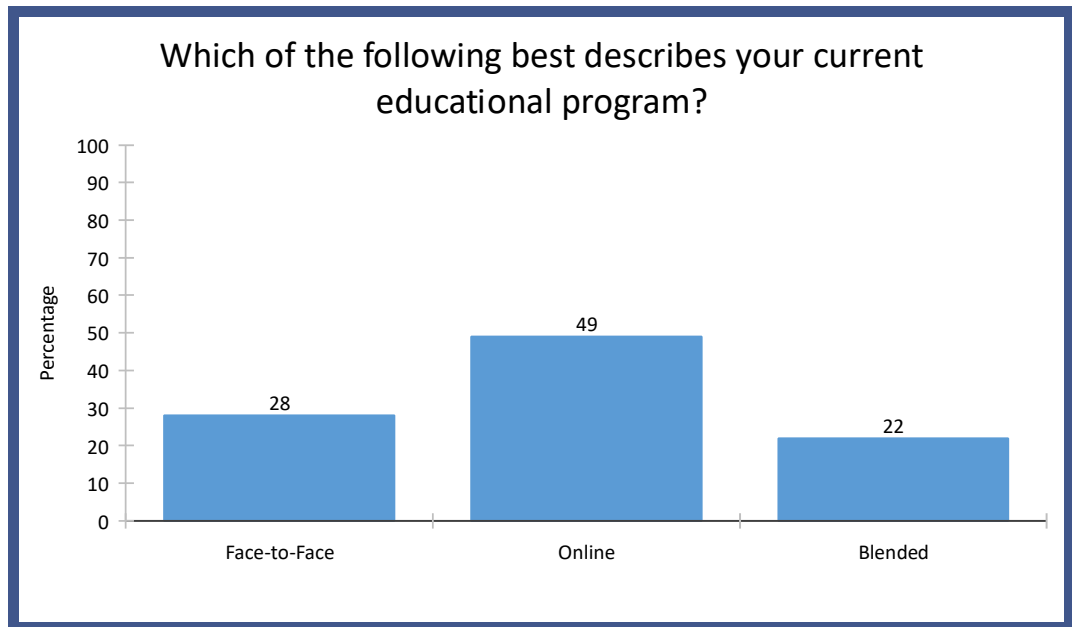


Figure 13. Educational Program. Values less than 1% are not displayed.





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

Nearly half of the online polling respondents (42%) found navigating the SPC website to be Very Difficult or Difficult, while more than one-third found navigating the SPC website to be Very Easy or Easy (36%).

Table 16
SPC Website (n=368)

How would you describe the ease of navigating the SPC website?		
	N	%
Very difficult	44	12
Difficult	109	30
Neither easy nor difficult	84	23
Easy	88	24
Very easy	43	12

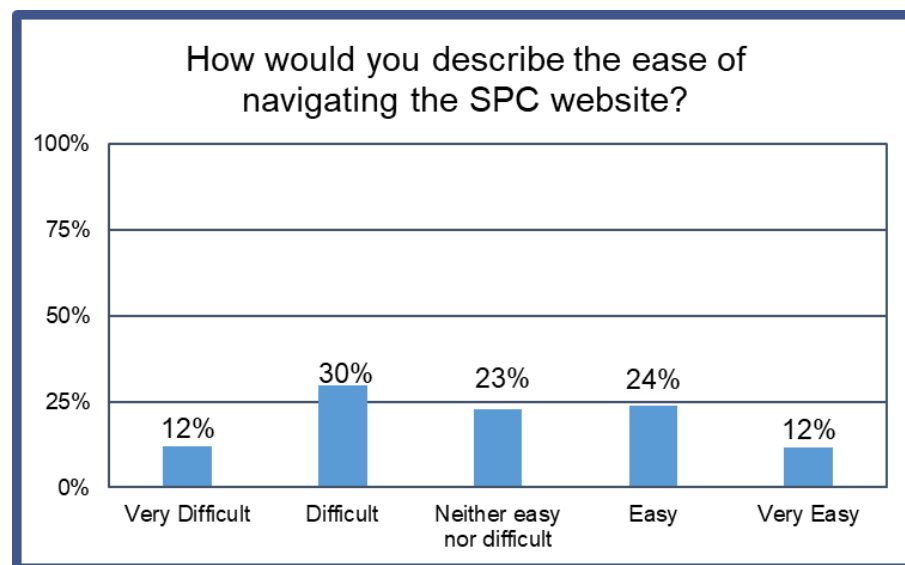


Figure 14. SPC website



Research Opportunities

Nearly half of the online polling respondents (42%) indicated that they were Very Satisfied or Satisfied with the research opportunities offered at SPC, while more than one-third were neither satisfied or dissatisfied with the research opportunities (37%).

Table 17
Research Opportunities (n=122)

Satisfaction with the research opportunities offered at SPC		
	N	%
Very dissatisfied	11	9
Dissatisfied	14	11
Neither satisfied nor dissatisfied	45	37
Satisfied	25	20
Very satisfied	27	22

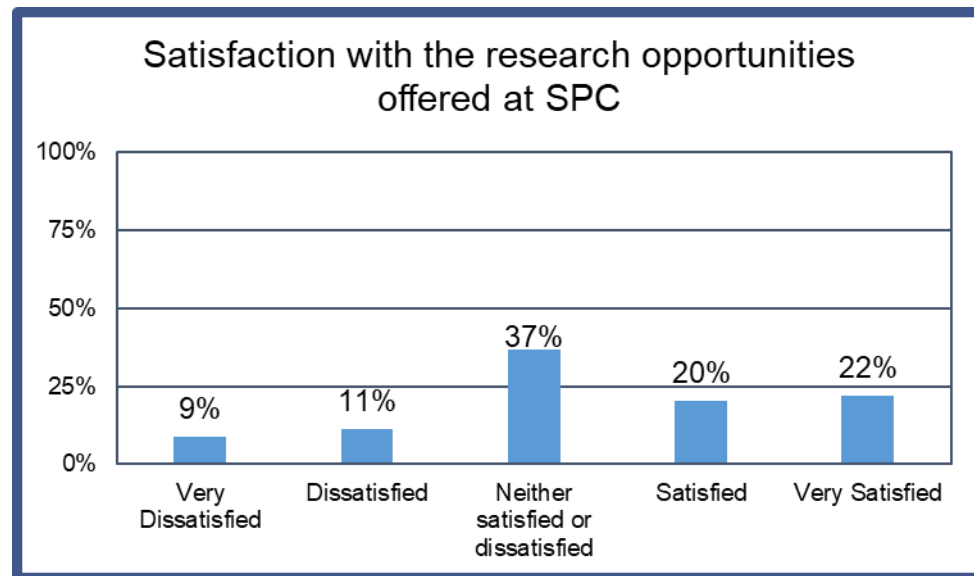


Figure 15. Research Opportunities



Enrollment Reasons

Over forty percent of the online polling respondents selected “To receive a degree to enter the work force” (41%) as their primary reason for enrolling at SPC, while 30% selected “To earn a degree to transfer to another institution.”

Table 18
Enrollment Reasons (n=732)

What is the primary reason you are enrolled at SPC?		
	N	%
To receive a degree to enter the work force	303	41
To earn a degree to transfer to another institution	219	30
To upgrade my job skills	112	15
To earn a certificate	26	4
For personal enrichment	72	10

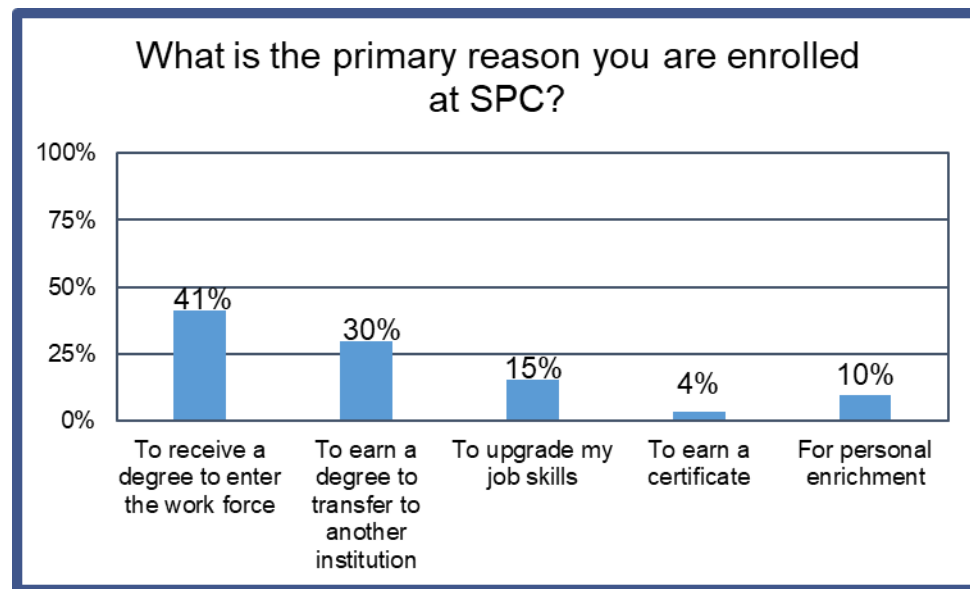


Figure 16. Enrollment Reasons



Working Status

Over eighty percent of the online polling respondents (88%) indicated that they are working while attending the college. More than forty percent of students (43%) are working 40 hours or more per week.

Table 19
Working Status (n=2392)

How many hours are you working while attending SPC?		
	N	%
Not working	297	12%
Working 15 or fewer hours per week	163	7%
Working 16 to 30 hours per week	536	22%
Working 31 to 39 hours per week	356	15%
Working 40 or more hours per week	1040	43%

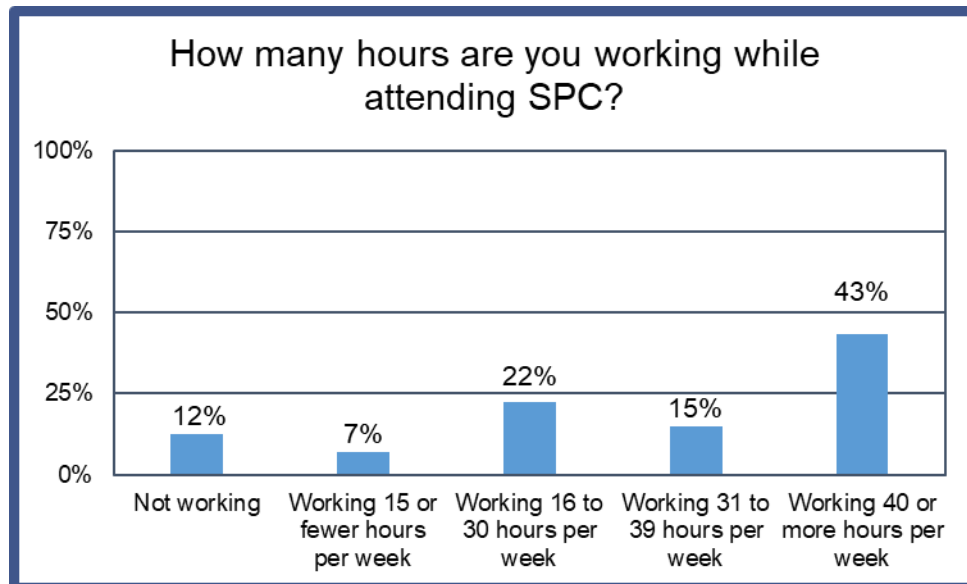


Figure 17. Working Status



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 "Access to Computers" (4.5), "Personal Safety and Security" (4.5), "Learning Centers/ Tutoring" (4.4), "Testing Environment" (4.4), and "Registering In Person" (4.4). Three 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" (3.8), "Convenience of Times Courses are Offered" (4.0), "Academic Software" (4.1), "Variety of Courses Offered" (4.1), 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, nine service areas demonstrated a higher satisfaction score than the previous year; whereas, one service area demonstrated the same satisfaction score as last year. Nineteen service areas demonstrated a lower satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Career Counseling" (+0.16), "Registering In Person" (+0.08), "Laptop Lending" (+0.05), "Campus Career Center Resources" (+0.04), and "Access to Computers" (+0.03). The five services with the greatest year-to-year decline in mean satisfaction scores were MySPC (-0.20), SPC OneCard Refund Process (-0.14), Payment Reminders (-0.12), Registering Online (-0.11), and Library Resources (-0.09).

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 nearly half of students found navigating the SPC website to be "Very Difficult" or "Difficult," while more than one-third found navigating the SPC website to be "Very Easy" or "Easy." Nearly half of students also indicated that they were "Very Satisfied" or "Satisfied" with the research opportunities offered at SPC, while more than one-third were "Neither Satisfied nor Dissatisfied" with the research opportunities offered at SPC.



Contact Information

Please address any questions or comments regarding this evaluation to:

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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
- Other (please specify)



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 one of the following programs?**

- Yes - College of Nursing
- Yes - College of Business (i.e., Business Administration; Hospitality and Tourism Management; Management and Organizational Leadership; or Sustainability Management)
- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 11. **Scholarships**

	1	2	3	4	5	N/A
Satisfaction with Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	1	2	3	4	5	N/A
Satisfaction with Business Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with SPC OneCard Refund Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 13. **Career Services**

	1	2	3	4	5	N/A
Satisfaction with Campus Career Center Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Online Career Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Career Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Registering In Person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Payment Reminders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Program Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 16. Personal Safety and Security**

	1	2	3	4	5	N/A
Satisfaction with Personal Safety and Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Learning Centers/Tutoring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 18. Technology**

	1	2	3	4	5	N/A
Satisfaction with Access to Computers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with the Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Laptop Lending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Academic Software (e.g., ALEK and Cengage)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 19. MySPC**

	1	2	3	4	5	N/A
Satisfaction with MySPC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Staffing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Testing Environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Testing Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Test Score Entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Convenience of Times Courses are Offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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 <u>Current</u> Educational Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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?
 - a. Very difficult
 - b. Difficult
 - c. Neither easy nor difficult
 - d. Easy
 - e. Very easy

2. How satisfied are you with the research opportunities offered at SPC?
 - a. Very dissatisfied
 - b. Dissatisfied
 - c. Neither satisfied nor dissatisfied
 - d. Satisfied
 - e. Very Satisfied

3. What is the primary reason you are enrolling at SPC?
 - a. To receive a degree to enter the work force
 - b. To earn a degree to transfer to another institution
 - c. To upgrade my job skills
 - d. I want to earn a certificate
 - e. For personal enrichment

4. How many hours are you working while attending SPC?
 - a. I am not working
 - b. 15 or fewer hours per week
 - c. 16 to 30 hours per week
 - d. 31 to 39 hours per week
 - e. 40 or more hours per week

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