

2023-24

# Enrolled Student Survey Report



**Institutional Effectiveness**  
St. Petersburg College

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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*

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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:

- Forty-seven percent (47%) were under the age of 25.
- Self-reported race/ethnicity was as follows: <1% Alaskan Native, 1% American Indian, 6% Asian/Pacific Islander, 17% Black/Non-Hispanic, 17% Hispanic, 54% White/Non-Hispanic, and 6% Other.
- Over two-thirds (69%) were female.
- Almost one-third received services through the Online campus (32%), followed by the St. Pete/Gibbs campus (20%), Clearwater campus (19%), and the Tarpon Springs campus (12%).
- Thirty-two percent are enrolled in the Associate in Arts program, followed by twenty-seven percent in an Associate in Science program.
- Over two-fifths (41%) of the survey respondents had earned 15 or fewer credit hours, while over one-fourth (29%) had earned over 45 credits at SPC.
- Almost half (48%) selected "Online" as their preferred method for seeking out SPC services, followed by "In Person" (42%).
- Over half (51%) indicated "Email" was their preferred online method for seeking out services 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 "Personal Safety and Security" (4.6) to "Scholarships" (3.9).

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

- Personal Safety and Security (4.6),
- Access to Computers (4.6),
- Help Desk (4.5),
- Registering In Person (4.5),
- Testing Environment (4.5), and
- Library Resources (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),
- Convenience of Times Courses are Offered (4.1),
- Variety of Courses Offered (4.2),
- Academic Software (4.2), and
- Academic Advising (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-eight demonstrated a higher satisfaction score than the previous year; whereas, one service area demonstrated a lower satisfaction score than the previous year.

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

- MySPC (+0.13),
- Help Desk (+0.12),
- Convenience of Times Courses are Offered (+0.12),
- Academic Software (+0.10), and
- Scholarships (+0.10).

The sole service with a year-to-year decline in the mean satisfaction score was:

- Academic Advising (-0.01).

#### *Academics*

- Over half (58%) indicated a preference for 16 - week sessions, followed by 8 - week sessions (26%).
- Over two-fifths (46%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (29%).
- Half of survey respondents (50%) 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, and over one-fifth (21%) preferred Weekday Evenings.
- Over half described their current educational program as being Online (56%), followed by Face-to-Face (24%).

#### *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.

- Over half (55%) found navigating the SPC website to be Very Easy or Easy.
- Over half of the online polling respondents indicated that they were Neither Satisfied nor Dissatisfied with the clubs (57%); volunteer opportunities (64%); student government association (66%); and research opportunities (57%) offered at SPC. The percentage of online polling respondents who indicated they were Very Satisfied or Satisfied with the various activities and opportunities offered at SPC varied: clubs (26%); volunteer opportunities (22%); student government association (23%), and research opportunities (31%).



- Over one-third (36%) selected “to receive a degree to enter the work force” as their primary reason for enrolling at SPC, while thirty-five percent (35%) selected “to earn a degree to transfer to another institution.”
- Eighty-four percent (84%) 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.

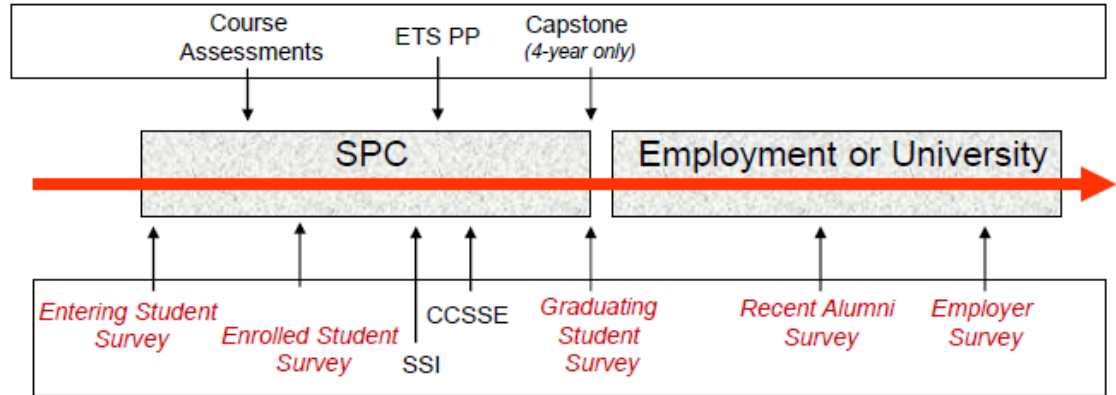
The following are the key assessments used in the evaluation and assessment processes of SPC's Institutional Effectiveness.

- 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 four-week period from November 6<sup>th</sup> through November 30<sup>th</sup>, 2023. To facilitate the planning process and minimize disruption in the classroom, the 2023-24 iteration of the survey was offered only online via the St. Petersburg College Titan Hub, as a task for students to complete. Students were able to access the survey from any campus computer or from their home computer. Over two-thousand, three-hundred students (2,366) 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 2,366 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" (27%), followed by "20 - 24" (20%), "30 - 39" (18%), and "40 - 49" (13%). Forty-seven percent of respondents were under the age of 25.

Table 1

Age (n=2352)

Select your age category.	N	%
19 and under	645	27%
20 - 24	474	20%
25 - 29	260	11%
30 - 39	422	18%
40 - 49	305	13%
50 - 59	179	8%
60 and over	67	3%



## Age

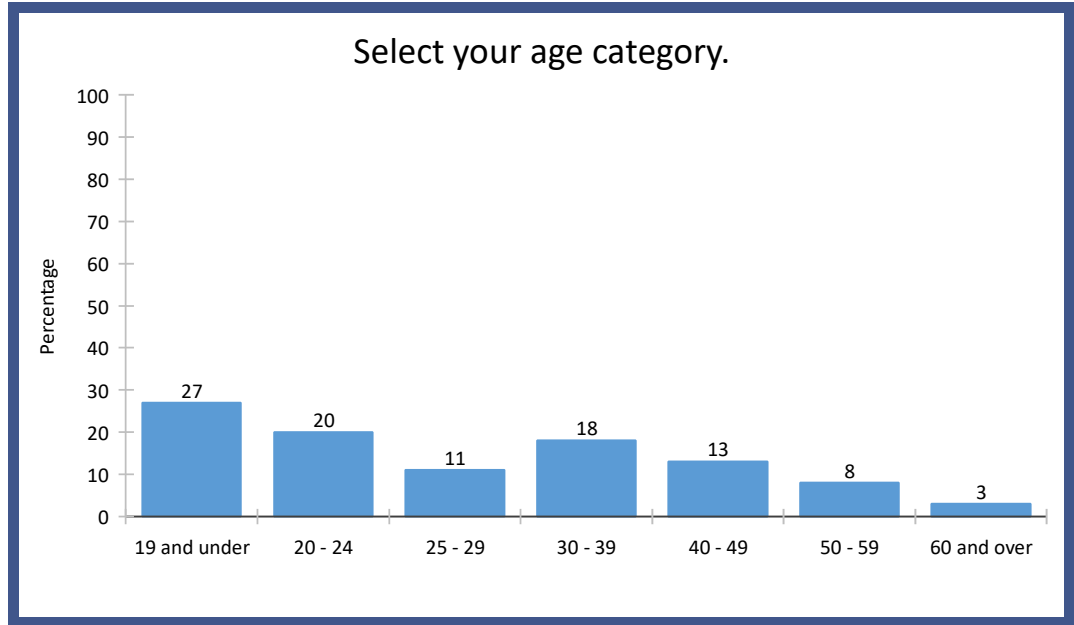


Figure 2. Age. Values less than 1% are not displayed.



### Ethnicity

Over half (54%) of survey respondents selected White/Non-Hispanic as their ethnicity. The next two largest categories were Black/Non-Hispanic (17%) and Hispanic (17%).

Table 2

Ethnicity (n=2344)

Select your ethnicity.	N	%
Alaskan Native	1	<1%
American Indian	13	1%
Asian/Pacific Islander	140	6%
Black/Non-Hispanic	389	17%
Hispanic	399	17%
White/Non-Hispanic	1264	54%
Other	138	6%

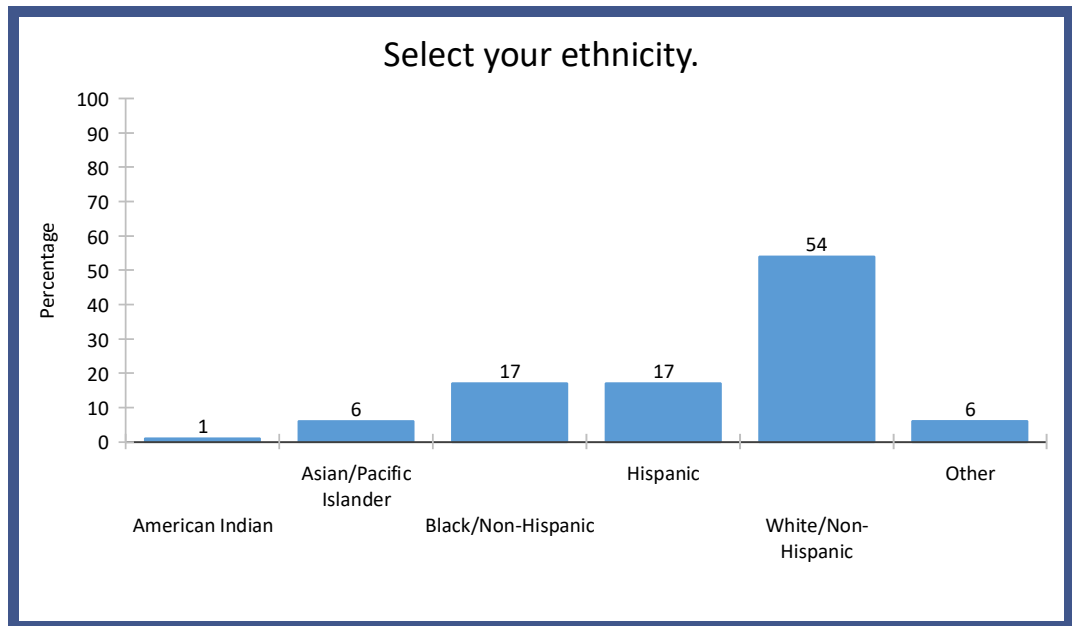


Figure 3. Ethnicity. Values less than 1% are not displayed.



## Gender

Over two-thirds (69%) of the survey respondents were female.

Table 3

Gender (n=2353)

Select your gender.	N	%
Male	659	28%
Female	1630	69%
Other (please specify)	11	<1%
Prefer not to answer	53	2%

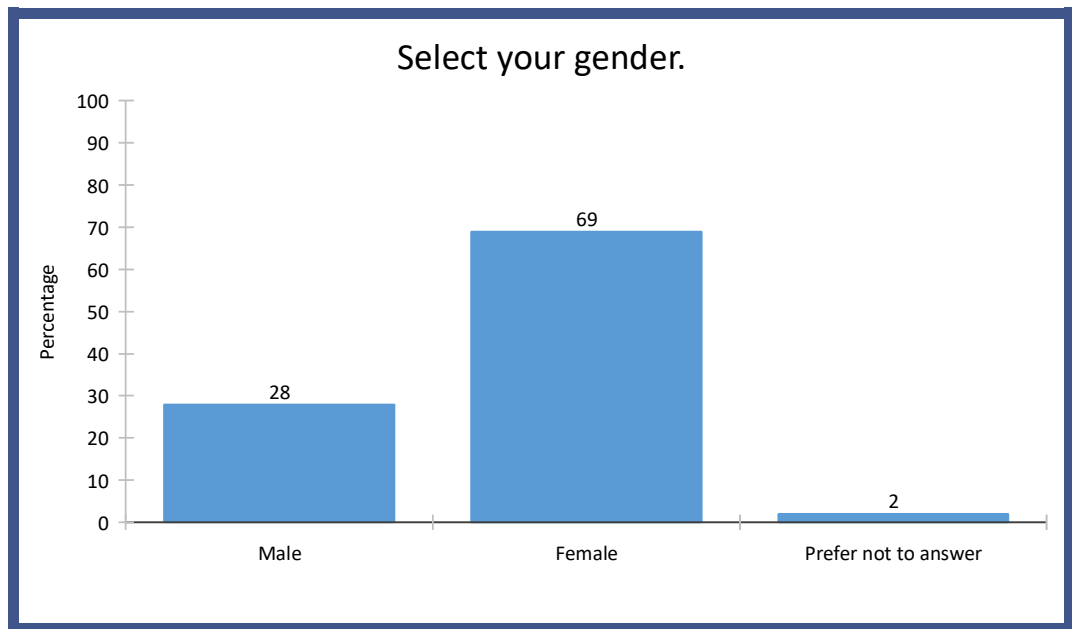


Figure 4. Gender. Values less than 1% are not displayed.



### *Survey Distribution by Reporting Campus*

The Online campus was selected by 32% of the students, followed by the St. Pete/Gibbs campus (20%), Clearwater campus (19%), and the Tarpon Springs campus (12%).

Table 4

*Survey Distribution by Reporting Campus (n=2348)*

Select the location where you are receiving most of your services.	N	%
Allstate Center	5	<1%
Clearwater	440	19%
Downtown Center	51	2%
EpiCenter	6	<1%
Health Education Center	102	4%
Midtown Center	24	1%
Online	745	32%
Seminole	216	9%
St. Petersburg/Gibbs	471	20%
Tarpon Springs	274	12%
Veterinary Technology Center	14	1%





### Survey Distribution by Reporting Campus

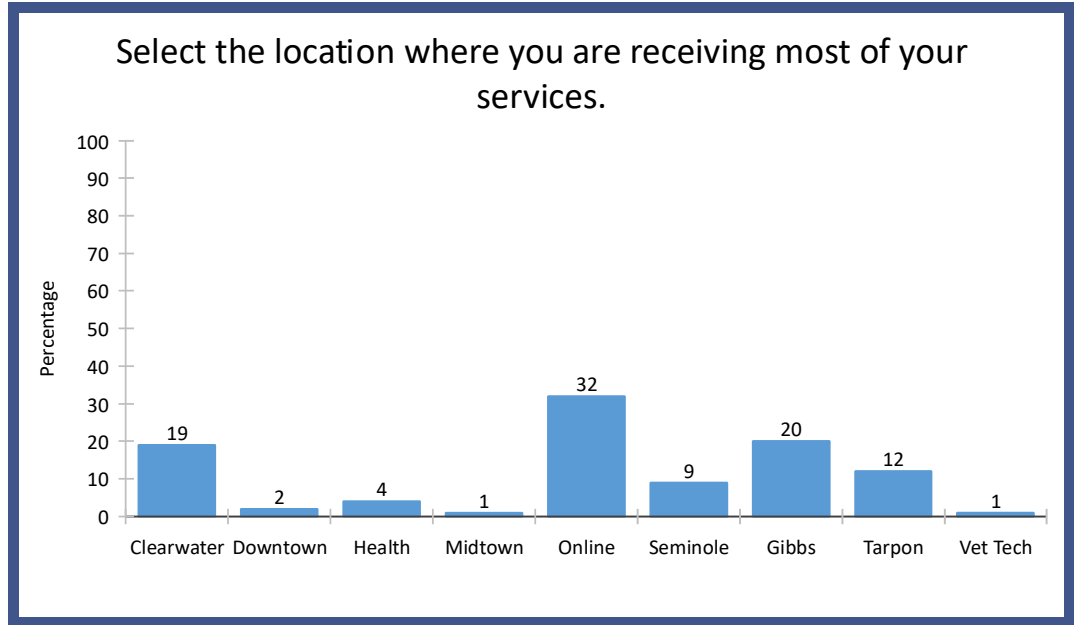


Figure 5. Survey Distribution by Reporting Campus. Values less than 1% are not displayed.





### Degree Type

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

Table 5

Degree Type (n=2314)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	751	32%
Associate in Science Degree	634	27%
Baccalaureate Degree (SPC)	512	22%
Baccalaureate Degree (University Partnership Center)	28	1%
Certificate or Technical Diploma	108	5%
Graduate Degree (University Partnership Center)	11	<1%
Undecided	270	12%

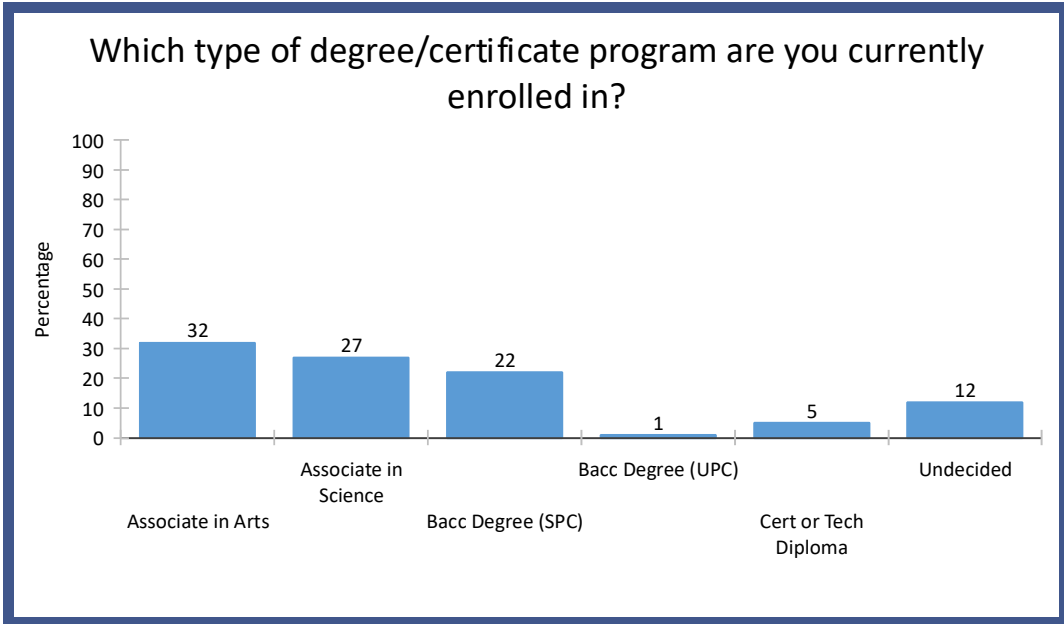


Figure 6. Degree Type. Values less than 1% are not displayed.



### *Number of Credits Received*

Over two-fifths (41%) of the survey respondents had earned 15 or fewer credit hours, while over one-fourth (29%) had earned over 45 credits at SPC.

Table 6

*Number of Credits Received (n=2266)*

Select the number of credits you have earned at SPC.	N	%
0 - 15	931	41%
16 - 30	409	18%
31 - 45	272	12%
Over 45	654	29%

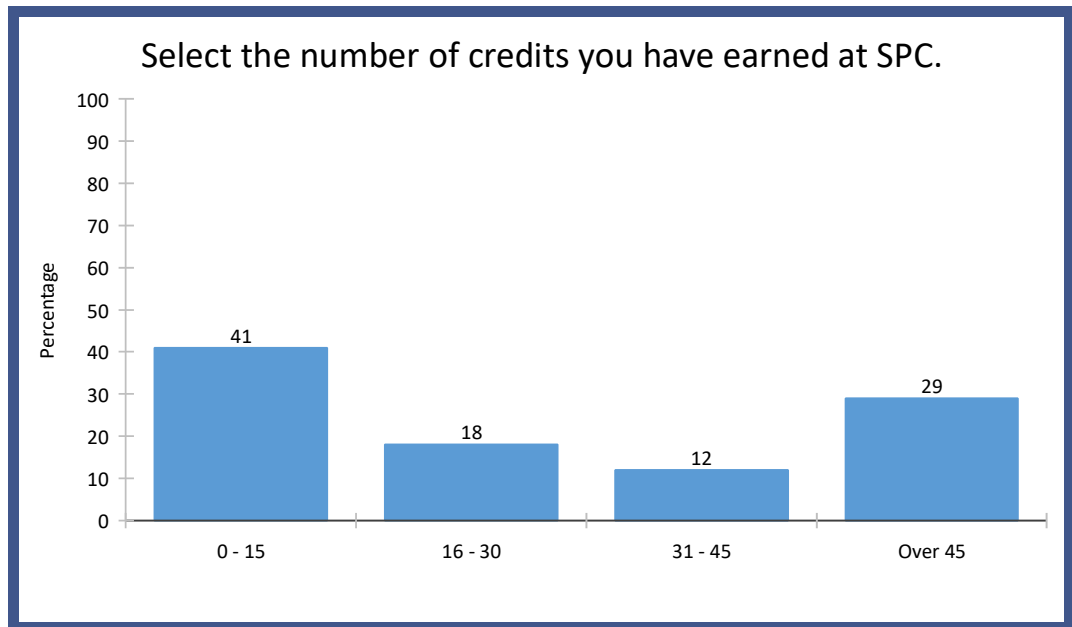


Figure 7. Number of Credits Received. Values less than 1% are not displayed.





### Preferred Service Method

Almost half (48%) of the survey respondents preferred seeking their services Online, followed by In Person (42%).

Table 7

Preferred Service Method (n=2278)

What is your preferred method for seeking out services from SPC? (i.e. academic advising, financial aid, etc.)	N	%
In Person	966	42%
Online	1092	48%
Over the Phone	220	10%

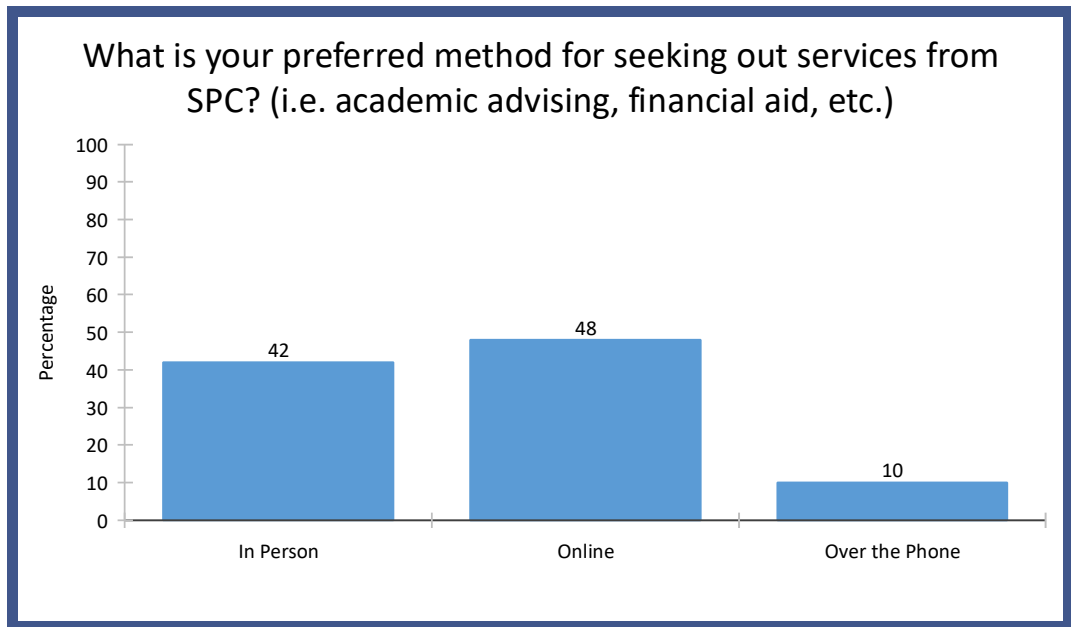


Figure 8. Preferred Service Method. Values less than 1% are not displayed.



### *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 (51%) 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=1088)*

Which online method do you prefer for seeking out services from SPC?	N	%
Chat Bot	43	4%
Email	553	51%
Live Help	338	31%
Self-Service	154	14%

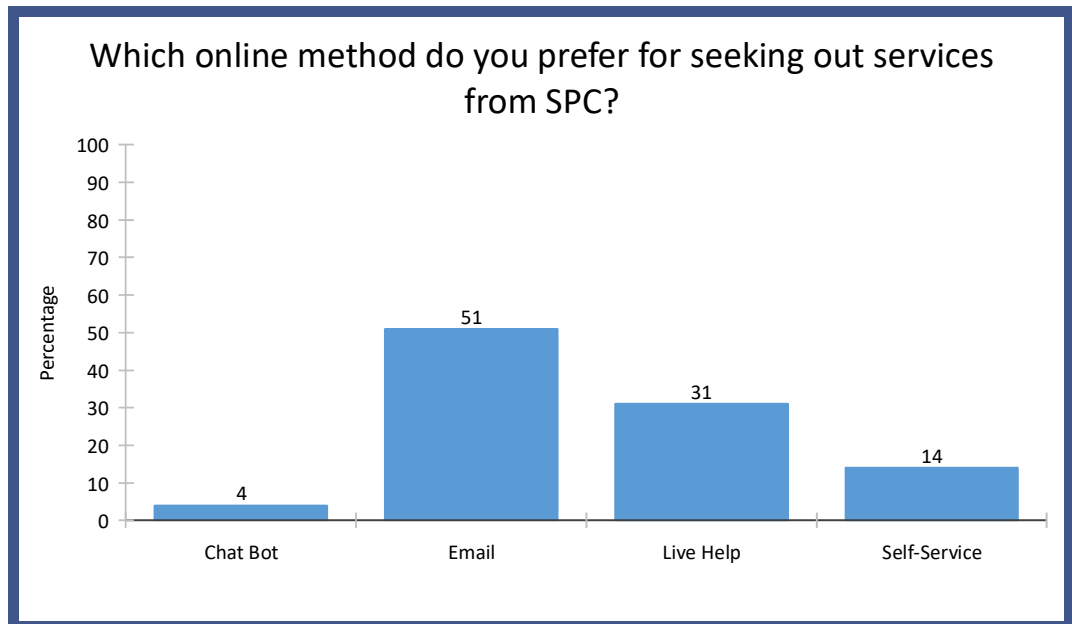


Figure 9. Preferred Online Service Method. Values less than 1% are not displayed.





### 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 "Personal Safety and Security" (4.6) to "Scholarships" (3.9).

The top six rated student/academic services were "Personal Safety and Security" (4.6), "Access to Computers" (4.6), "Help Desk" (4.5), "Registering In Person" (4.5), "Testing Environment" (4.5), and "Library Resources" (4.5).

The five student/academic services with the lowest satisfaction ratings were "Scholarships" (3.9), "Convenience of Times Courses are Offered" (4.1), "Variety of Courses Offered" (4.2), "Academic Software" (4.2), and "Academic Advising" (4.2).



**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	1788	4.56
Access to Computers	1481	4.55
Help Desk	1520	4.48
Registering In Person	1260	4.47
Testing Environment	1372	4.46
Library Resources	1735	4.46
Learning Centers / Tutoring	1531	4.45
Staffing	1492	4.43
Test Score Entry	1375	4.42
Appointment Turnaround	1252	4.41
MySPC	2097	4.41
Laptop Lending	927	4.40
Testing Materials	1413	4.40
Registering Online	1998	4.38
Important Dates	2007	4.37
Communication	1519	4.37
Overall Quality of Your Current Educational Program	2094	4.32
Campus Career Center Resources	1345	4.29
Business Office	1510	4.28
Program Information	1960	4.27
SPC OneCard Refund Process	1160	4.27
Online Career Resources	1389	4.26
Payment Reminders	1813	4.25
Career Counseling	1308	4.23
Academic Advising	2040	4.21
Academic Software	1446	4.19
Variety of Courses Offered	2101	4.19
Convenience of Times Courses are Offered	2096	4.09
Scholarships	1448	3.93

*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, 2022/23, and 2023/24 surveys, sorted in descending order by the 2023/24 means. Table 11 shows the mean differences between the 2022/23 and 2023/24 surveys, sorted in descending order by the mean differences.

Of the twenty-nine service areas addressed in the survey, twenty-eight demonstrated a higher satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "MySPC" (+0.13), "Help Desk" (+0.12), "Convenience of Times Courses are Offered" (+0.12), "Academic Software" (+0.10), and "Scholarships" (+0.10), as shown in Table 11.

The sole service with a year-to-year decline in the mean satisfaction score was "Academic Advising" (-0.01).





**Table 10**

History of Satisfaction Means	N=1624	N=975	N=1035	N=2366
	2020-21	2021-22	2022-23	2023-24
Personal Safety and Security	4.54	4.58	4.51	4.56
Access to Computers	4.43	4.50	4.53	4.55
Help Desk	4.31	4.44	4.36	4.48
Registering In Person	4.25	4.33	4.41	4.47
Testing Environment	4.27	4.38	4.41	4.46
Library Resources	4.40	4.47	4.38	4.46
Learning Centers / Tutoring	4.36	4.46	4.43	4.45
Staffing	4.29	4.36	4.38	4.43
Test Score Entry	4.33	4.35	4.38	4.42
Appointment Turnaround	4.32	4.32	4.32	4.41
MySPC	4.31	4.48	4.28	4.41
Laptop Lending	4.29	4.33	4.38	4.40
Testing Materials	4.28	4.33	4.35	4.40
Registering Online	4.29	4.41	4.30	4.38
Important Dates	4.33	4.36	4.34	4.37
Communication	4.20	4.34	4.33	4.37
Overall Quality of Your Current Educational Program	4.07	4.30	4.25	4.32
Campus Career Center Resources	4.05	4.21	4.25	4.29
Business Office	4.12	4.24	4.20	4.28
Program Information	4.14	4.24	4.18	4.27
SPC OneCard Refund Process	4.21	4.35	4.21	4.27
Online Career Resources	4.06	4.18	4.17	4.26
Payment Reminders	4.34	4.32	4.20	4.25
Career Counseling	3.92	4.02	4.18	4.23
Academic Advising	4.04	4.23	4.22	4.21
Academic Software	4.04	4.16	4.09	4.19
Variety of Courses Offered	4.13	4.20	4.13	4.19
Convenience of Times Courses are Offered	4.00	4.05	3.97	4.09
Scholarships	3.82	3.90	3.83	3.93

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





**Table 11**

Satisfaction Mean Differences	N=1035	N=2366	Difference
	2022-23	2023-24	
MySPC	4.28	4.41	0.13
Help Desk	4.36	4.48	0.12
Convenience of Times Courses are Offered	3.97	4.09	0.12
Academic Software	4.09	4.19	0.10
Scholarships	3.83	3.93	0.10
Appointment Turnaround	4.32	4.41	0.09
Program Information	4.18	4.27	0.09
Online Career Resources	4.17	4.26	0.09
Library Resources	4.38	4.46	0.08
Registering Online	4.30	4.38	0.08
Business Office	4.20	4.28	0.08
Overall Quality of Your Current Educational Program	4.25	4.32	0.07
Registering In Person	4.41	4.47	0.06
SPC OneCard Refund Process	4.21	4.27	0.06
Variety of Courses Offered	4.13	4.19	0.06
Personal Safety and Security	4.51	4.56	0.05
Testing Environment	4.41	4.46	0.05
Staffing	4.38	4.43	0.05
Testing Materials	4.35	4.40	0.05
Payment Reminders	4.20	4.25	0.05
Career Counseling	4.18	4.23	0.05
Test Score Entry	4.38	4.42	0.04
Communication	4.33	4.37	0.04
Campus Career Center Resources	4.25	4.29	0.04
Important Dates	4.34	4.37	0.03
Access to Computers	4.53	4.55	0.02
Learning Centers / Tutoring	4.43	4.45	0.02
Laptop Lending	4.38	4.40	0.02
Academic Advising	4.22	4.21	-0.01

*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 (58%) of the survey respondents indicated a preference for 16 - week sessions, followed by 8 - week sessions (26%).

Table 12

Session Length (n=2099)

What is your preferred course session length?	N	%
8 - week session	551	26%
12 - week session (Express)	327	16%
16 - week session	1221	58%

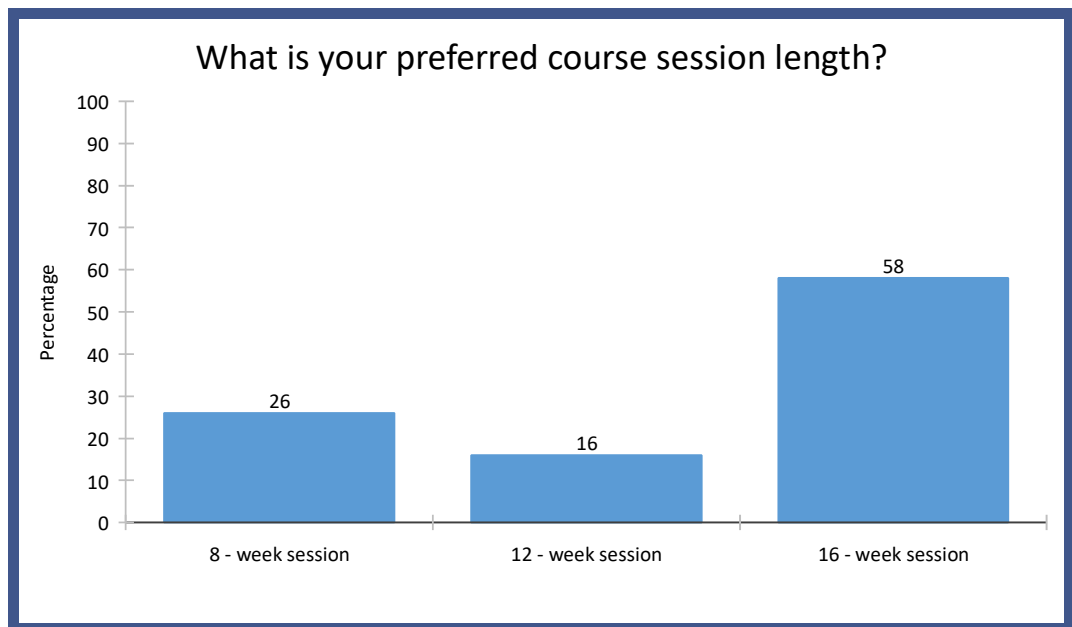


Figure 10. Session Length. Values less than 1% are not displayed.



### Course Delivery

Over two-fifths of the survey respondents (46%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (29%).

Table 13

Course Delivery (n=2099)

What is your preferred course delivery method?	N	%
Face-to-Face	610	29%
Live Online	135	6%
Online	971	46%
Blended (Combination of online and face-to-face)	383	18%

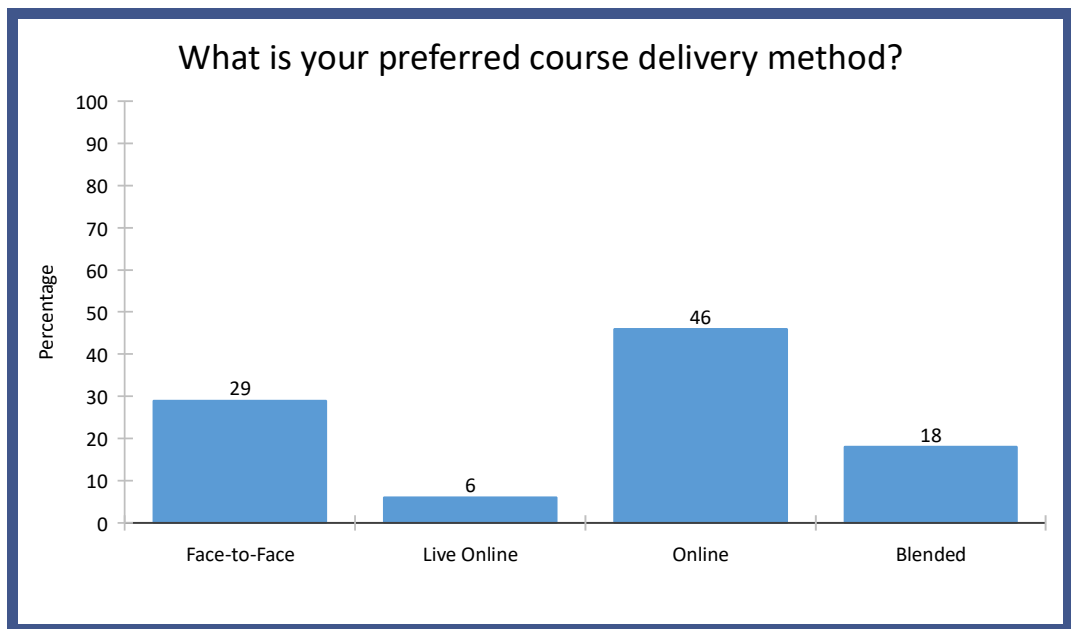


Figure 11. Course Delivery. Values less than 1% are not displayed.





### *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.

Half of survey respondents (50%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (27%) preferred Weekday Afternoons, and over one-fifth (21%) preferred Weekday Evenings.

Table 14

*Class Time Preference (n=1127)*

When would you prefer to take most of your classes?	N	%
Weekday Mornings	559	50%
Weekday Afternoons	302	27%
Weekday Evenings	232	21%
Weekends	34	3%

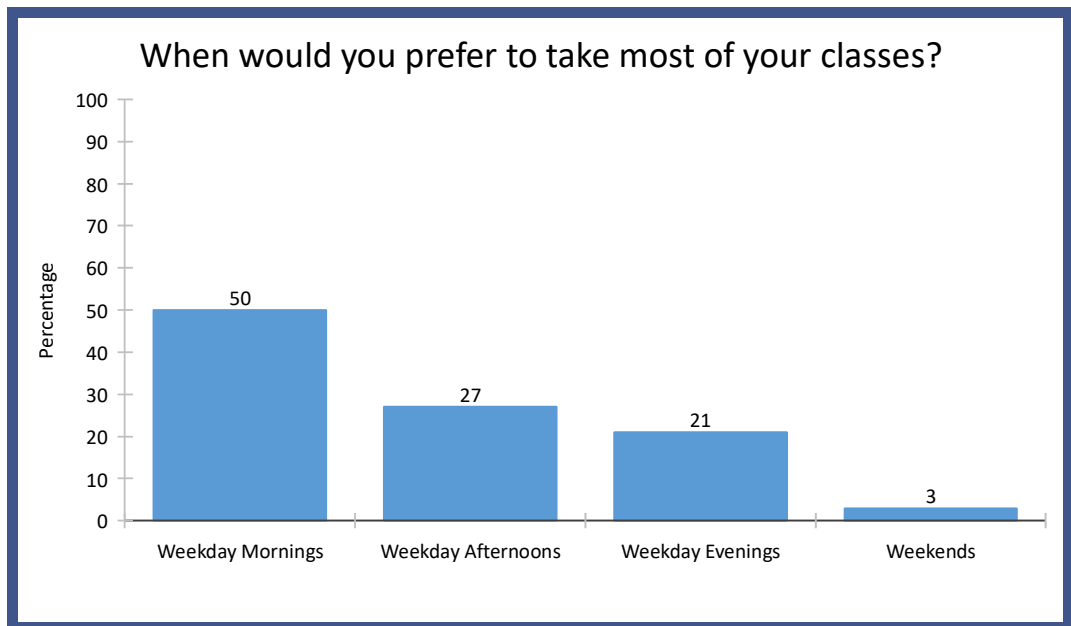


Figure 12. Class Time Preference. Values less than 1% are not displayed.



### *Educational Program*

Over half of the survey respondents described their current educational program as being Online (56%), followed by Face-to-Face (24%).

Table 15

*Educational Program (n=2096)*

Which of the following best describes your current educational program?	N	%
Face-to-Face	505	24%
Online	1168	56%
Blended (Combination of online and face-to-face)	423	20%

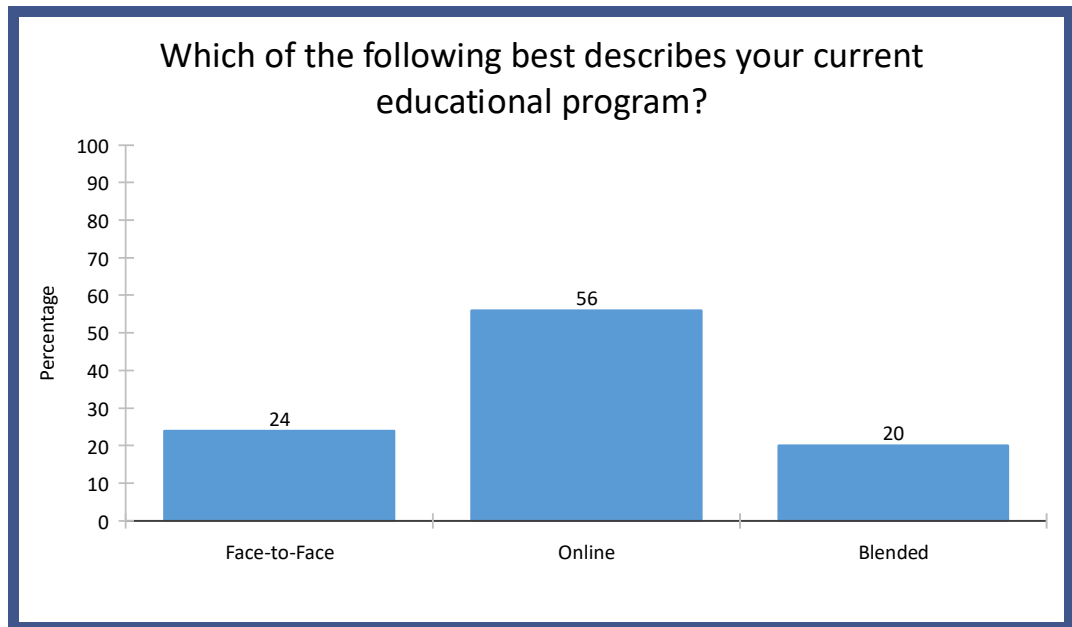


Figure 13. Educational Program. Values less than 1% are not displayed.





## 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

Over half of the online polling respondents (55%) found navigating the SPC website to be Very Easy or Easy.

Table 16  
SPC Website (n=638)

How would you describe the ease of navigating the SPC website?		
	N	%
Very difficult	29	5
Difficult	81	13
Neither easy nor difficult	176	28
Easy	256	40
Very easy	96	15

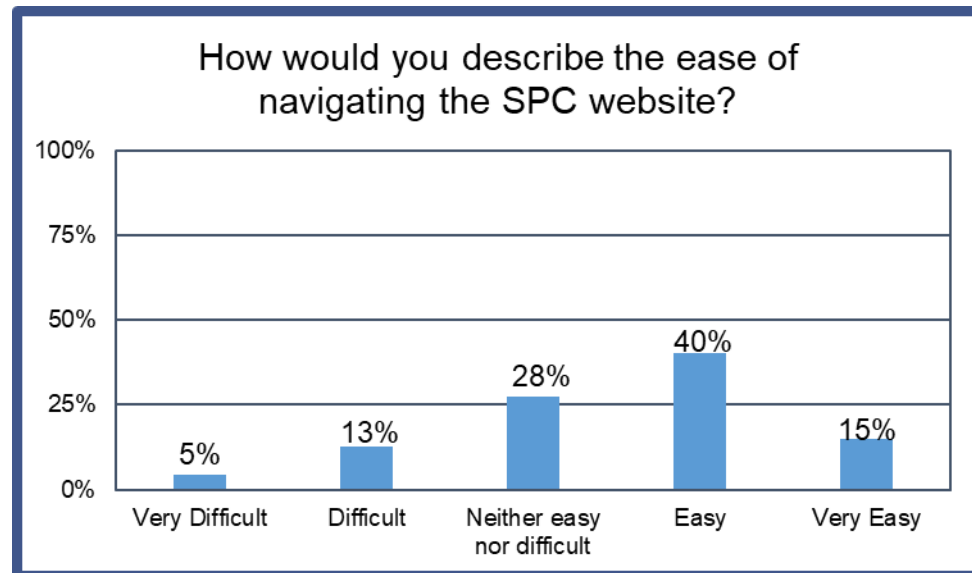


Figure 14. SPC website



### SPC Clubs

Over than half of the online polling respondents (57%) indicated that they were neither satisfied nor dissatisfied with the clubs offered at SPC; whereas, over one-fourth indicated they were very satisfied or satisfied (26%).

Table 17  
SPC Clubs (n=416)

Satisfaction with the clubs offered at SPC		
	N	%
Very dissatisfied	23	6
Dissatisfied	48	12
Neither satisfied nor dissatisfied	239	57
Satisfied	69	17
Very satisfied	37	9

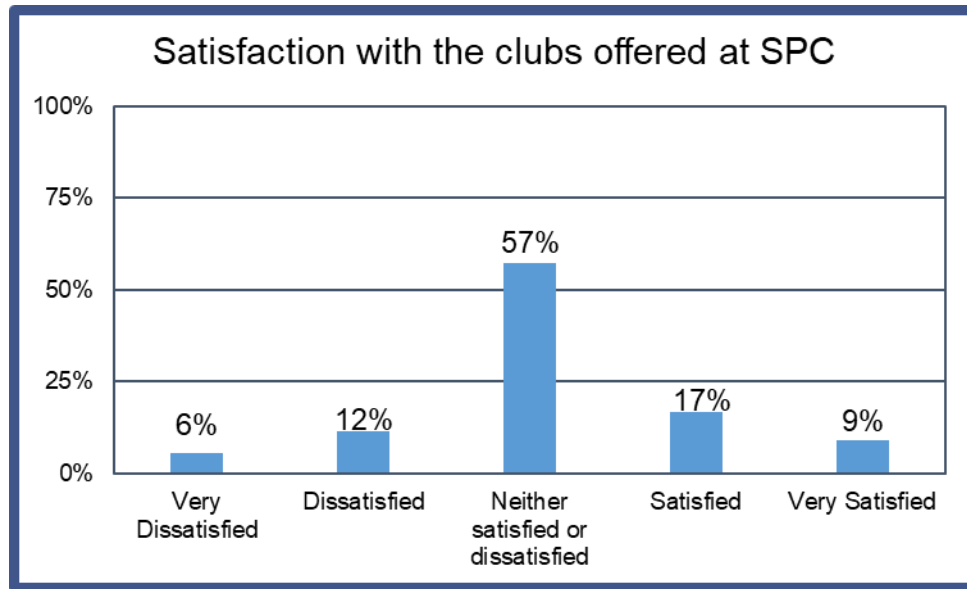


Figure 15. SPC Clubs





### Volunteer Opportunities

Almost two-thirds of the online polling respondents (64%) indicated that they were neither satisfied nor dissatisfied with the volunteer opportunities offered at SPC; whereas, twenty-two percent were very satisfied or satisfied.

**Table 18**  
*Volunteer Opportunities (n=276)*

Satisfaction with the volunteer opportunities offered at SPC		
	N	%
Very dissatisfied	11	4
Dissatisfied	25	9
Neither satisfied nor dissatisfied	178	64
Satisfied	37	13
Very satisfied	25	9

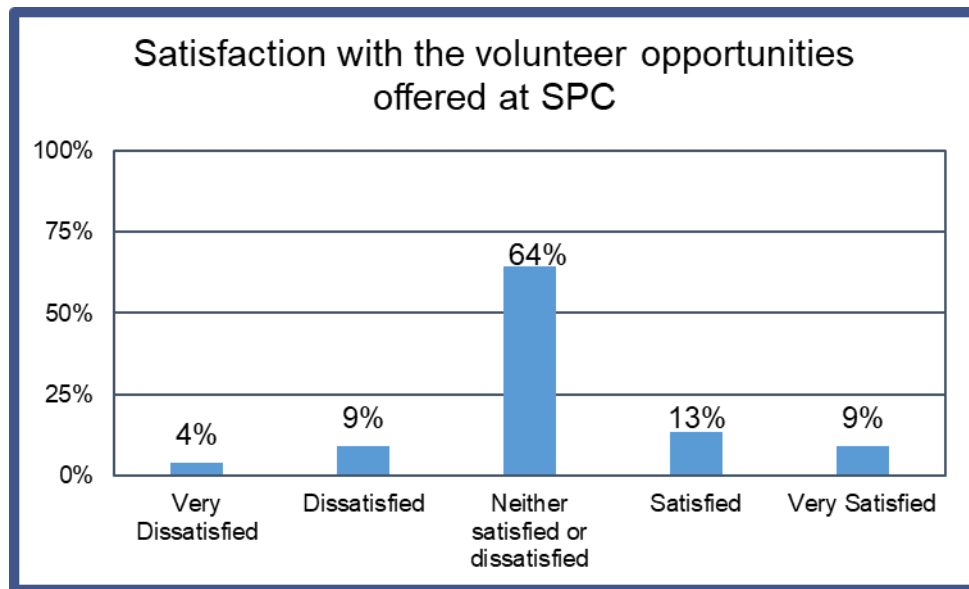


Figure 16. Volunteer Opportunities



### *Student Government Association*

Two-thirds of the online polling respondents (66%) indicated that they were neither satisfied nor dissatisfied with the Student Government Association at SPC. Almost one-fourth were very satisfied or satisfied (23%).

**Table 19**  
*Student Government Association (n=336)*

Satisfaction with the Student Government Association at SPC		
	N	%
Very dissatisfied	28	8
Dissatisfied	8	2
Neither satisfied nor dissatisfied	222	66
Satisfied	34	10
Very satisfied	44	13

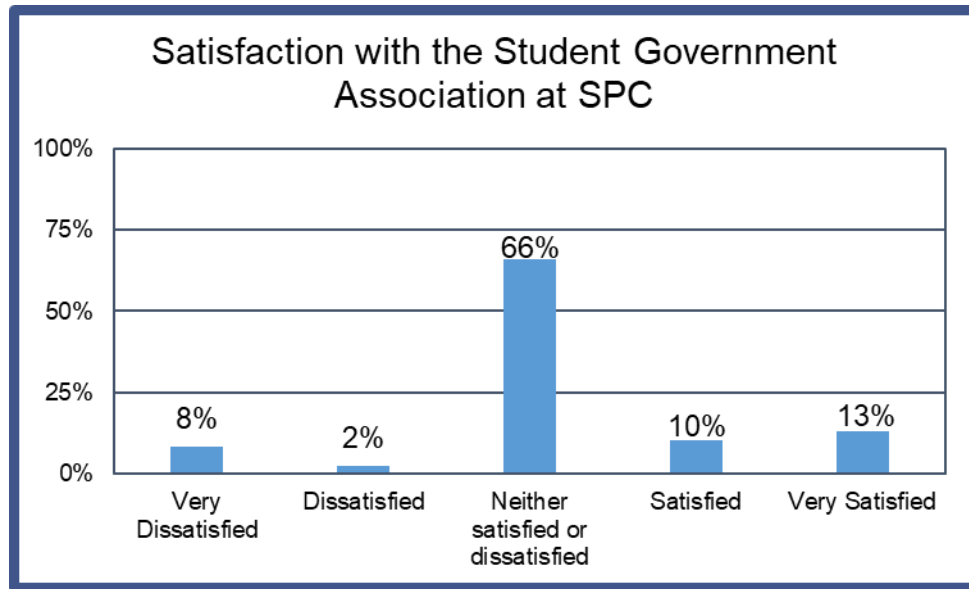


Figure 17. Student Government Association



### Research Opportunities

Over half of the online polling respondents (57%) 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 (31%).

**Table 20**  
Research Opportunities (n=186)

Satisfaction with the research opportunities offered at SPC		
	N	%
Very dissatisfied	9	5
Dissatisfied	13	7
Neither satisfied nor dissatisfied	106	57
Satisfied	39	21
Very satisfied	19	10

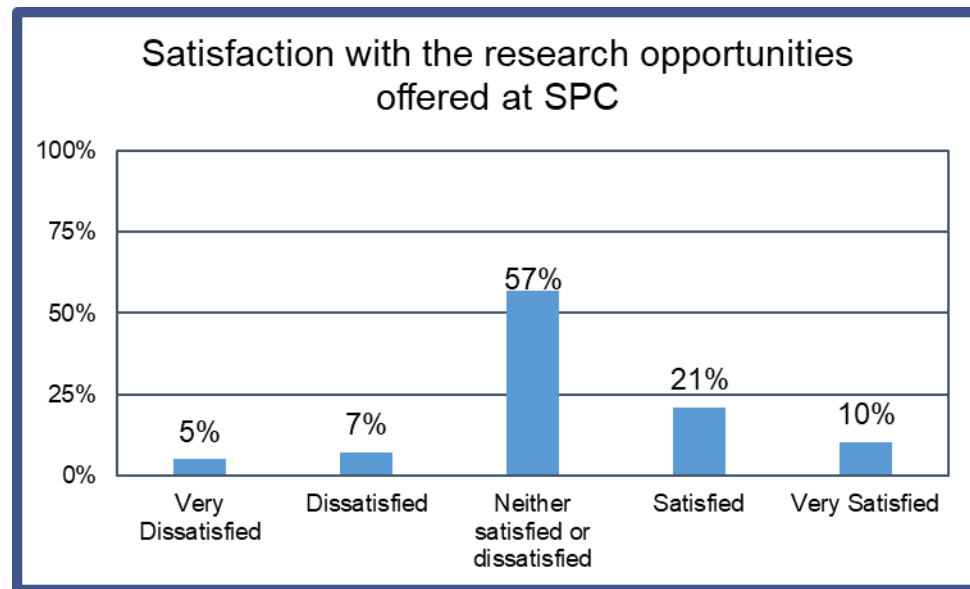


Figure 18. Research Opportunities



### Enrollment Reasons

Over one-third of the online polling respondents selected “To receive a degree to enter the work force” (36%) as their primary reason for enrolling at SPC, while another 35% selected “To earn a degree to transfer to another institution.”

**Table 21**  
*Enrollment Reasons (n=481)*

What is the primary reason you are enrolled at SPC?		
	N	%
To receive a degree to enter the work force	173	36
To earn a degree to transfer to another institution	166	35
To upgrade my job skills	66	14
To earn a certificate	21	4
For personal enrichment	55	11

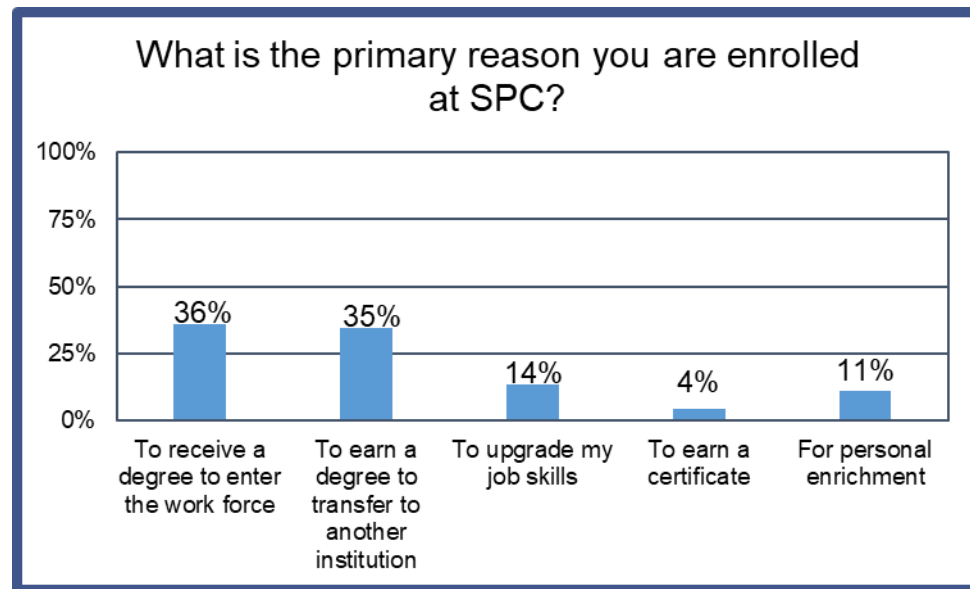


Figure 19. Enrollment Reasons



### Working Status

Eighty-four percent of the online polling respondents indicated that they are working while attending the college. Over one-third of students (37%) are working 40 hours or more per week.

Table 22  
Working Status (n=1188)

How many hours are you working while attending SPC?		
	N	%
Not working	190	16
Working 15 or fewer hours per week	112	9
Working 16 to 30 hours per week	272	23
Working 31 to 39 hours per week	169	14
Working 40 or more hours per week	445	37

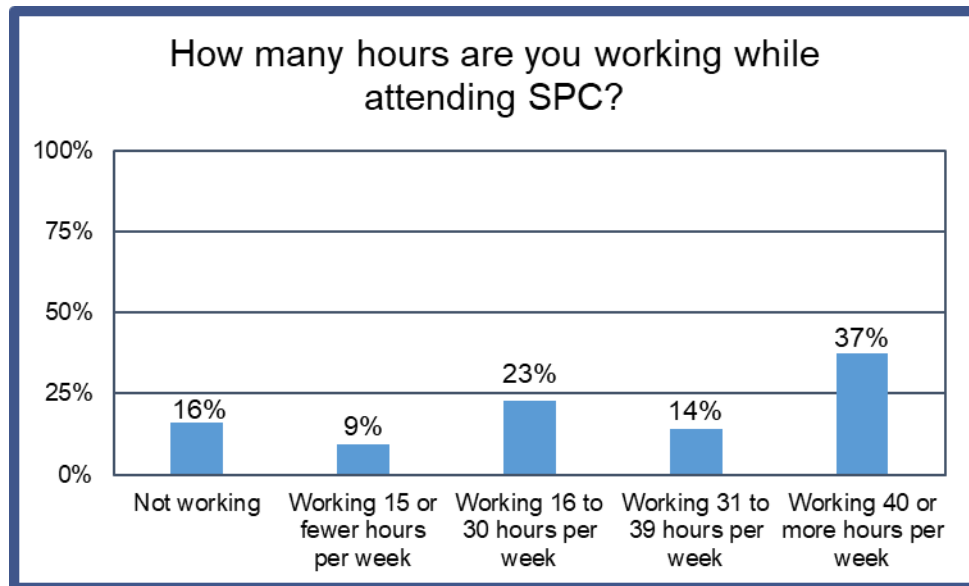


Figure 20. Working Status



## 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 six rated student/academic services were "Personal Safety and Security" (4.6), "Access to Computers" (4.6), "Help Desk" (4.5), "Registering In Person" (4.5), "Testing Environment" (4.5), and "Library Resources" (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), "Convenience of Times Courses are Offered" (4.1), "Variety of Courses Offered" (4.2) "Academic Software" (4.2), and "Academic Advising" (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-eight demonstrated a higher satisfaction score than the previous year; whereas, one service area demonstrated a lower satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "MySPC" (+0.13), "Help Desk" (+0.12), "Convenience of Times Courses are Offered" (+0.12), "Academic Software" (+0.10), and "Scholarships" (+0.10). The sole service with a year-to-year decline in the mean satisfaction score was "Academic Advising" (-0.01).

### *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 over half of students found navigating the SPC website to be "Very Easy" or "Easy." Over half of students indicated that they were "Neither Satisfied nor Dissatisfied" with the clubs, volunteer opportunities, student government association, and research opportunities offered at SPC. The percentage of online polling respondents who indicated they were "Very Satisfied" or "Satisfied" with the various activities and opportunities offered at SPC varied from almost one-quarter to almost one-third. Over one-third of students indicated their primary reasons for enrolling at SPC was "To receive a degree to enter the work force" and "To earn a degree to transfer to another institution."



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## 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](mailto: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
- 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 <b>Online</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with Registering <b>In Person</b>	<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 <b>Important Dates</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Payment Reminders</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Program Information</b>	<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 <b>Personal Safety and Security</b>	<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 <b>Library Resources</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Learning Centers/Tutoring</b>	<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 <b>Access to Computers</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>the Help Desk</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Laptop Lending</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Academic Software (e.g., ALEK and Cengage)</b>	<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 <b>MySPC</b>	<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 <b>Appointment Turnaround</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Communication</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Staffing</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Testing Environment</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Testing Materials</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Test Score Entry</b>	<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 <b>Variety of Courses</b> Offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with <b>Convenience of</b> <b>Times</b> 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?
  1. Very difficult
  2. Difficult
  3. Neither easy nor difficult
  4. Easy
  5. Very easy
  
2. How satisfied are you with the clubs offered at SPC?
  - 1) Very dissatisfied
  - 2) Dissatisfied
  - 3) Neither satisfied nor dissatisfied
  - 4) Satisfied
  - 5) Very Satisfied
  
3. How satisfied are you with the volunteer opportunities offered at SPC?
  - 1) Very dissatisfied
  - 2) Dissatisfied
  - 3) Neither satisfied nor dissatisfied
  - 4) Satisfied
  - 5) Very Satisfied
  
4. How satisfied are you with the Student Government Association offered at SPC?
  - 1) Very dissatisfied
  - 2) Dissatisfied
  - 3) Neither satisfied nor dissatisfied
  - 4) Satisfied
  - 5) Very Satisfied
  
5. How satisfied are you with the research opportunities offered at SPC?
  - 1) Very dissatisfied
  - 2) Dissatisfied
  - 3) Neither satisfied nor dissatisfied
  - 4) Satisfied
  - 5) Very Satisfied
  
6. What is the primary reason you are enrolled 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





7. 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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