

2025-26

Enrolled Student Survey Report



Institutional Effectiveness
St. Petersburg College

August 2026

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Enrolled Student Survey Report Produced by

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Executive Summary

Introduction

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

Of the twenty-one thousand, five hundred and sixty-eight students (21,568) eligible to complete the survey, three thousand, nine hundred and thirty-four (3,934) responded to the survey during the 2025-2026 survey period for a response rate of 18%.

Student Demographic and Academic Information

The 3,934 survey respondents had the following characteristics:

- Fifty-three percent (53%) were under the age of 25.
- Self-reported race/ethnicity was as follows: <1% Alaskan Native, <1% American Indian, 5% Asian/Pacific Islander, 19% Black/Non-Hispanic, 17% Hispanic, 51% White/Non-Hispanic, and 7% Other.
- Over two-thirds (68%) were female.
- About one-third (33%) received services through the Online campus, followed by the St. Petersburg/Gibbs campus (21%), Clearwater campus (18%), and the Tarpon Springs campus (11%).
- Over one-quarter (29%) are enrolled in the Associate in Arts program, followed by those in an Associate in Science program (27%) or Baccalaureate program (19%).
- Over half (54%) described their current studies as being Online, followed by Blended (25%) and Face-to-Face (21%).
- Over ten percent (11%) indicated they were currently taking Dual Enrollment courses at a local high school, followed by Dual Enrollment at an SPC campus (5%). Over three quarters (78%) indicated no current Collegiate High School, Dual Enrollment, or Early College enrollment.
- Over one-fifth (21%) indicated their program was housed under the College of Health Sciences, followed by the College of Business (17%) and College of Nursing (9%).
- Over two-fifths (46%) had earned 15 or fewer credit hours, while over one-fifth had earned 16 to 30 credit hours (22%) at SPC.
- Almost half (49%) selected "Online" as their preferred method for seeking out SPC services, followed by "In Person" (39%).
- Of respondents indicating a preference for seeking out SPC services Online, over two-fifths (44%) indicated "Email" was their preferred online method for seeking out services at SPC, with over one-third (35%) preferring Live Help.

Level of Satisfaction with Academic and Student Support Services

On the ENSS, students indicated their level of satisfaction with the College's services, offices, and academics on a 5-point scale ranging from "Very satisfied" (5) to "Very dissatisfied" (1).

Among the college services and offices, there was a 0.58 spread among satisfaction scores, ranging from "Learning Resources" (4.26) to "Food Services" (3.68).

Services and offices that were ranked among the top scores in terms of satisfaction were:

- ☐ Learning Resources (4.26),
- ☐ Titan Hub (4.25),
- ☐ Personal Safety and Security (4.21),
- ☐ College Communications (4.21),
- ☐ Business Office (4.17), and
- ☐ Academic Advising (4.17)

The services and offices with the lowest satisfaction ratings were:

- ☐ Food Services (3.68),
- ☐ Laptop Lending (3.92),
- ☐ Student Life and Leadership (4.05),
- ☐ Computer Labs (4.06), and
- ☐ Career Services (4.09).

Among academics, there was a 0.21 spread among satisfaction scores, from "Overall Experience at SPC" (4.25) to "Convenience of Times Courses are Offered" (4.04).

In order, the Academics satisfaction scores were:

- ☐ Overall Experience at SPC (4.25),
- ☐ Quality of Educational Program (4.19),
- ☐ Variety of Courses Offered (4.12), and
- ☐ Convenience of Times Courses are Offered (4.04).

Academic Preferences

Students were asked to state preferences related to course offerings. Of those who responded:

- Over half (51%) indicated a preference for 16 - week sessions, followed by 8 - week sessions (30%).
- Almost half (48%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (27%).
- Of respondents indicating a preference for synchronous course delivery methods, over half (55%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (26%) preferred to take most of their classes on Weekday Afternoons, and over one-sixth (17%) preferred Weekday Evenings.

Participation

Students were asked about their participation plans during their time at SPC.

Less than ten percent of survey respondents had participated in any single activity or group. At least ten percent planned to participate in "Having a Practicum, Co-Op, Internship, Apprenticeship, or Clinical Placement" (19%), "Having an Internship or Other Job Exploration Not Related to a Course" (18%), "Service Learning, Community Service, or Other Volunteer Service" (17%), "Academic Clubs, Honor Societies, or Professional Associations" (15%), "Student Clubs and Organizations" (13%), "Honors Program" (13%), "Study Abroad or Other International Programs" (12%), "Undergraduate Research" (10%), or "Holding a Leadership Role On or Off-Campus" (10%).

More than half of survey respondents reported they did not plan to participate in "Intramural Athletics" (58%), "College-Sponsored Athletics" (58%), "Student Government" (57%), "Cultural and/or Religious Organizations" (53%), or "Arts, Music, and Theater Groups" (52%).

SPC Experiences

Students were asked to think about their experiences with SPC so far.

About three-quarters of survey respondents indicated they Strongly Agree or Agree with the following statements: "I know how to contact services such as advising, financial aid, or tutoring, if I need support" (76%) and "I feel comfortable reaching out to someone at the College if I have a question or need help" (74%). At least three-fifths of survey respondents indicated they Strongly Agree or Agree with the following statements: "I see myself as part of the SPC community" (62%) and "I feel a sense of belonging at SPC" (60%).

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.

Based on these findings, St. Petersburg College should prioritize enhancement of the digital student experience, student belonging and engagement, access to college services, and alignment of course availability with demand.

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.

The ENSS was sent to all enrolled students who were not entering or graduating during the Spring 2026 term and was open for an approximately monthlong period from March 9th through April 10th, 2026. Historically, the survey was run in the Fall. This was the second year it was run in the Spring term. To facilitate the planning process and minimize disruption in the classroom, the 2025-26 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. Twenty-one thousand, five hundred and sixty-eight students (21,568) were eligible to complete the survey. Over three thousand, nine hundred students (3,934) responded to the request to participate in the survey process and help improve the College for a response rate of 18%.

The ENSS was revised for the 2025-26 year to collect additional demographic information, adjust the list of services, offices, and academic elements students were asked to rate, and add questions on participation and the college experience. Students begin with demographic questions, then are asked to rate their level of satisfaction with the College's services, offices, and academics on a 5-point scale with (5) "Very satisfied" being the highest possible rating and (1) "Very dissatisfied" being the lowest. Afterwards, students are asked questions regarding participation in various college activities and groups, and their perception of their college experiences so far.

Students were asked open-ended questions related to the quality of the College's academic and student support services and curriculum and academic programs, as well as suggestions for improvement. Student responses to these open-ended questions will be shared with college leadership. 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. Appendix A, included with this document, shows the survey questions.

Demographics

The demographic profile and academic background of the 3,934 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 "18 - 19" (21%), followed by "20 - 24" (18%), "30 - 39" (16%), and "Under 18" (14%). Fifty-three percent (53%) of respondents were under the age of 25.

Table 1

Age (n=3888)

Select your age category.	N	%
Under 18	544	14%
18 - 19	820	21%
20 - 24	716	18%
25 - 29	431	11%
30 - 39	621	16%
40 - 49	430	11%
50 - 59	235	6%
60 and over	91	2%

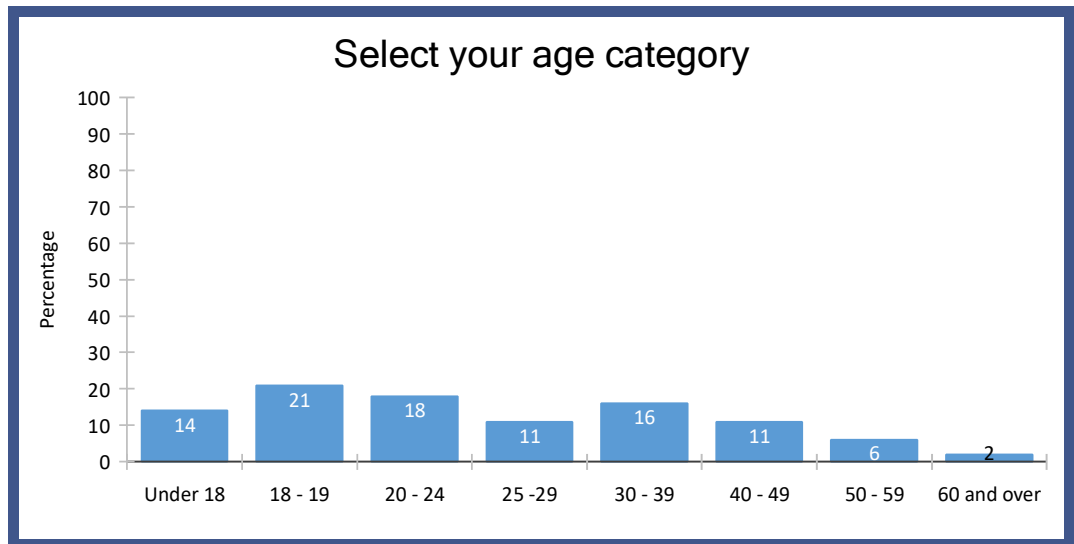


Figure 1. Age. Values less than 1% are not displayed.

Ethnicity

Over half (51%) of survey respondents selected "White/Non-Hispanic" as their ethnicity. The next two largest categories were "Black/Non-Hispanic" (19%) and "Hispanic" (17%).

Table 2

Ethnicity (n=3861)

Select your ethnicity.	N	%
Alaskan Native	2	<1%
American Indian	13	<1%
Asian/Pacific Islander	186	5%
Black/Non-Hispanic	717	19%
Hispanic	670	17%
White/Non-Hispanic	1984	51%
Other	289	7%

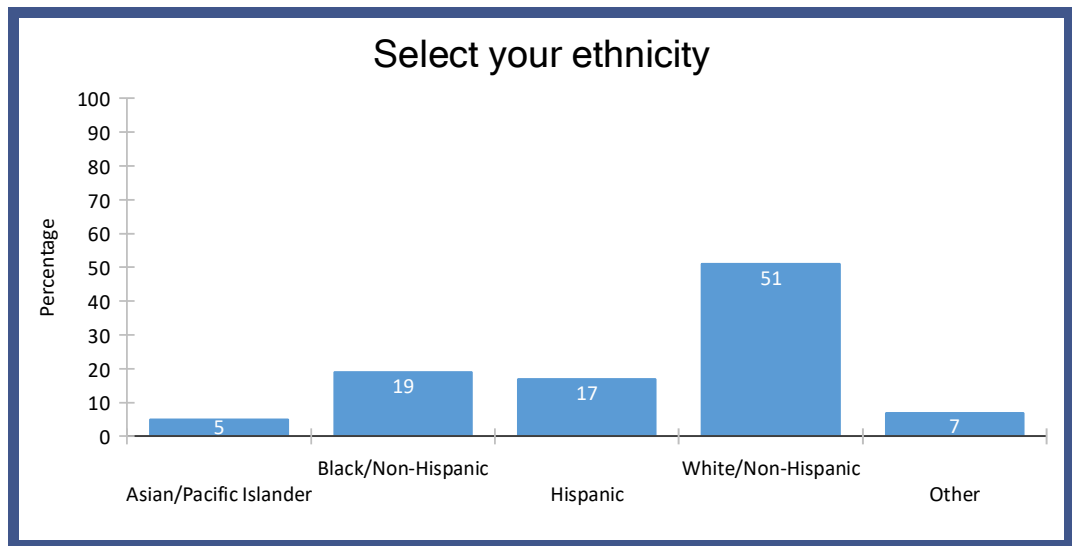


Figure 2. Ethnicity. Values less than 1% are not displayed.

Gender

Over two-thirds (68%) of survey respondents were female.

Table 3

Gender (n=3881)

Select your gender.	N	%
Female	2625	68%
Male	1154	30%
Prefer not to answer	86	2%
Other (please specify)	16	<1%

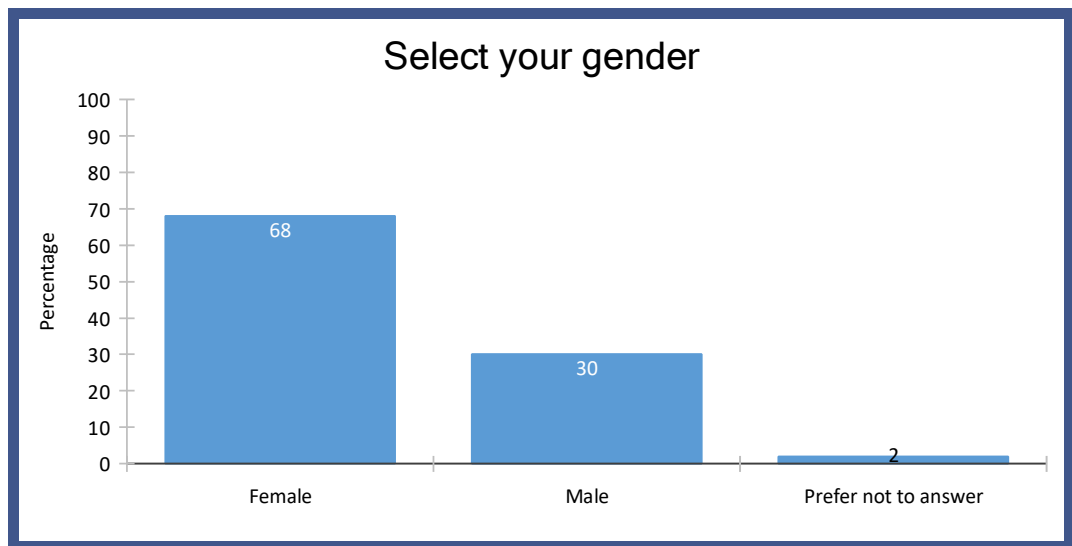


Figure 3. Gender. Values less than 1% are not displayed.

Service Location

The Online campus was selected by about one-third (33%) of survey respondents, followed by the St. Petersburg/Gibbs campus (21%), Clearwater campus (18%), and Tarpon Springs campus (11%).

Table 4

Service Location (n=3891)

Select the location where you are receiving most of your services.	N	%
Allstate Center	8	<1%
Clearwater	718	18%
Downtown Center	92	2%
EpiCenter	8	<1%
Health Education Center	125	3%
Midtown Center	31	1%
Online	1291	33%
Seminole	358	9%
St. Petersburg/Gibbs	820	21%
Tarpon Springs	440	11%

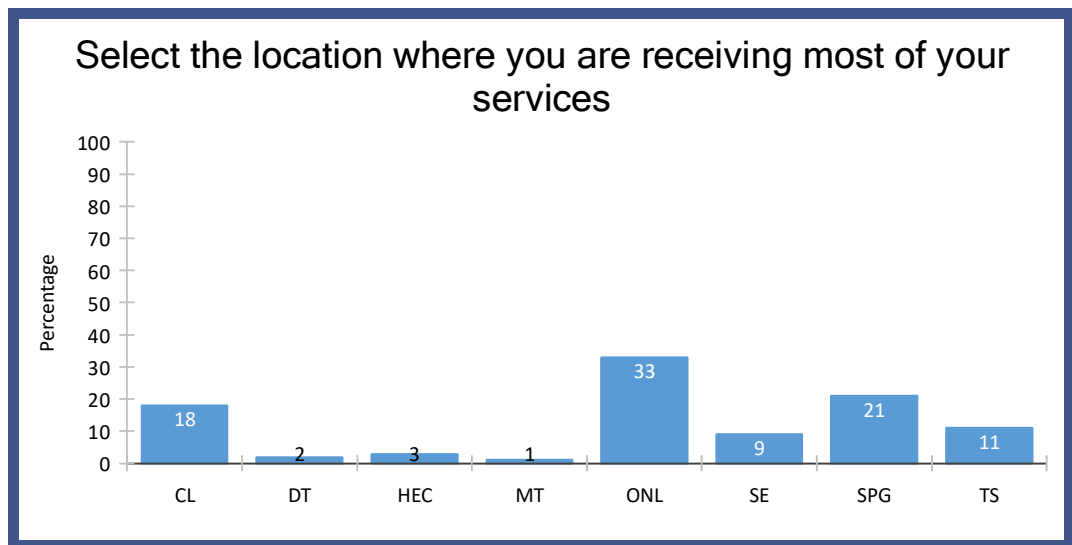


Figure 4. Service Location. Values less than 1% are not displayed.

Program Type

Over one-quarter (29%) of survey respondents are enrolled in an Associate in Arts program, followed by those enrolled in an Associate in Science program (27%) or Baccalaureate program (19%) at SPC. Fourteen percent (14%) of respondents reported Non-Degree Seeking status.

Table 5

Program Type (n=3811)

Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree (AA)	1113	29%
Associate in Science Degree (AS)	1022	27%
Baccalaureate Degree (BS, BAS)	738	19%
Certificate (CT) or Technical Diploma (ATC, ATD)	171	4%
Workforce Certificate or PSAV	17	<1%
Undecided	235	6%
Non-Degree Seeking (ex: Dual Enrollment, or auditing a course)	515	14%

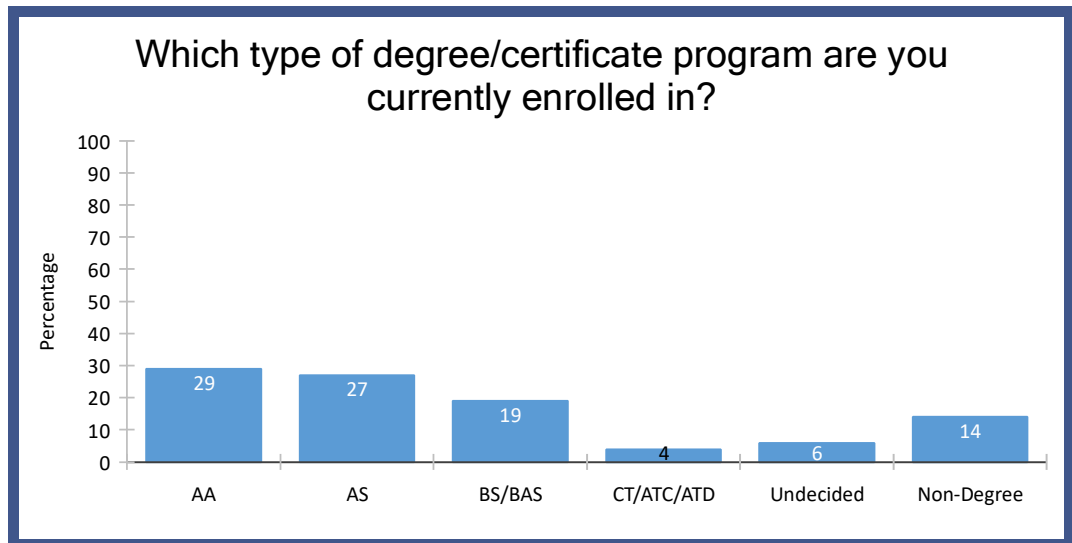


Figure 5. Program Type. Values less than 1% are not displayed.

Study Type

Over half of survey respondents described their current studies as being Online (54%), followed by Blended (25%) and Face-to-Face (21%).

Table 6

Study Type (n=3811)

Which of the following best describes your current studies?	N	%
Face-to-Face	798	21%
Online	2059	54%
Blended (Combination of online and face-to-face)	954	25%

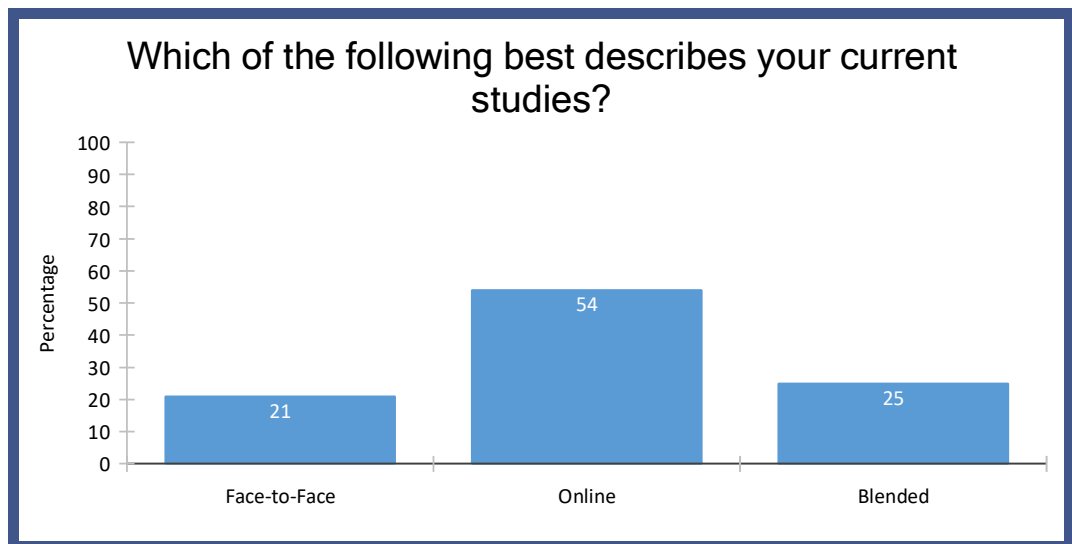


Figure 6. Study Type. Values less than 1% are not displayed.

Special Enrollments

Over ten percent (11%) of survey respondents indicated they were currently taking Dual Enrollment courses at a local high school, followed by those taking Dual Enrollment courses on an SPC campus (5%). Over three-quarters (78%) of survey respondents indicated no current Collegiate High School, Dual Enrollment, or Early College enrollment.

Table 7

Special Enrollments (n=3767)

Are you currently enrolled in one of the following?	N	%
Collegiate High School	83	2%
Dual Enrollment Courses at a Local High School	408	11%
Dual Enrollment Courses on an SPC Campus (not Early Admission, Early College, or Collegiate High School)	171	5%
Early Admission	35	1%
Early College	131	3%
None of the Above	2939	78%

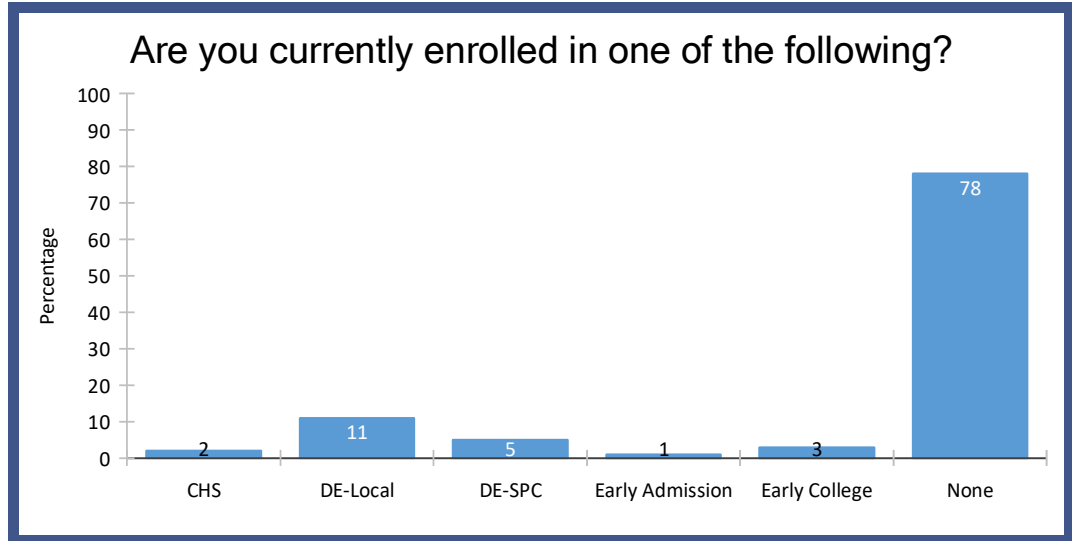


Figure 7. Special Enrollments. Values less than 1% are not displayed.

Program Housing

Over one-fifth (21%) of survey respondents indicated their program was housed under the College of Health Sciences, followed by the College of Business (17%), and College of Nursing (9%). Seven percent (7%) of survey respondents indicated Non-Degree Seeking status.

Table 8

Program Housing (n=3197)

Under which college or community is your program housed?	N	%
College of Arts and Humanities	248	8%
College of Business	553	17%
College of Computer and Information Technology	259	8%
College of Education	229	7%
College of Engineering, Manufacturing, and Building Arts	111	3%
College of Health Sciences	673	21%
College of Natural Sciences	105	3%
College of Nursing	274	9%
College of Policy and Legal Studies	118	4%
College of Public Safety Administration	91	3%
College of Social and Behavioral Sciences	160	5%
College of Veterinary Technology	154	5%
Non-Degree Seeking	222	7%

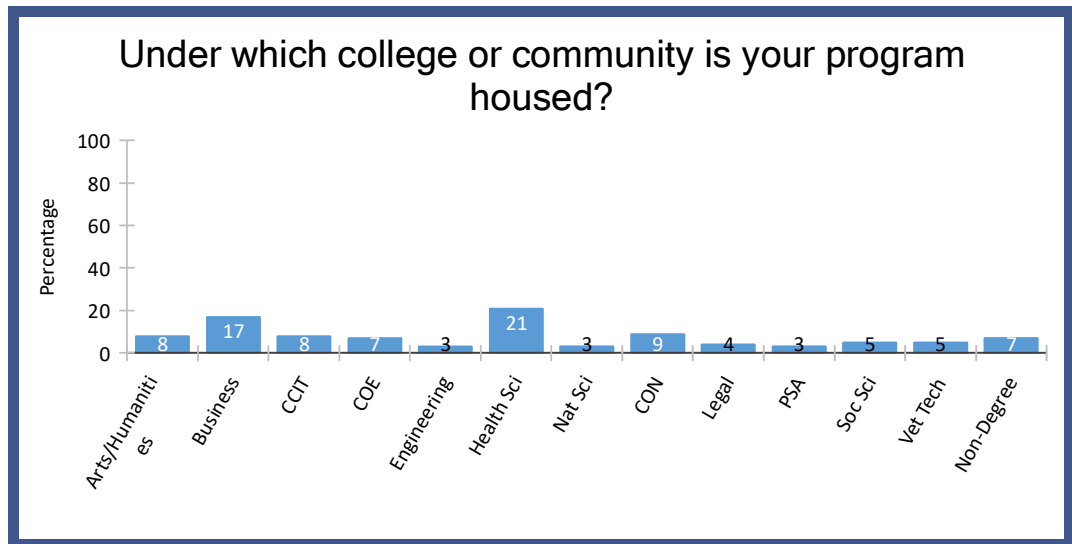


Figure 8. Program Housing. Values less than 1% are not displayed.

Credits Earned

Over two-fifths (46%) of survey respondents had earned 15 or fewer credit hours, while over one-fifth had earned 16 to 30 credit hours (22%) at SPC.

Table 9

Credits Earned (n=3684)

Select the number of credits you have earned at SPC.	N	%
0 - 15	1698	46%
16 - 30	824	22%
31 - 45	484	13%
Over 45	678	18%

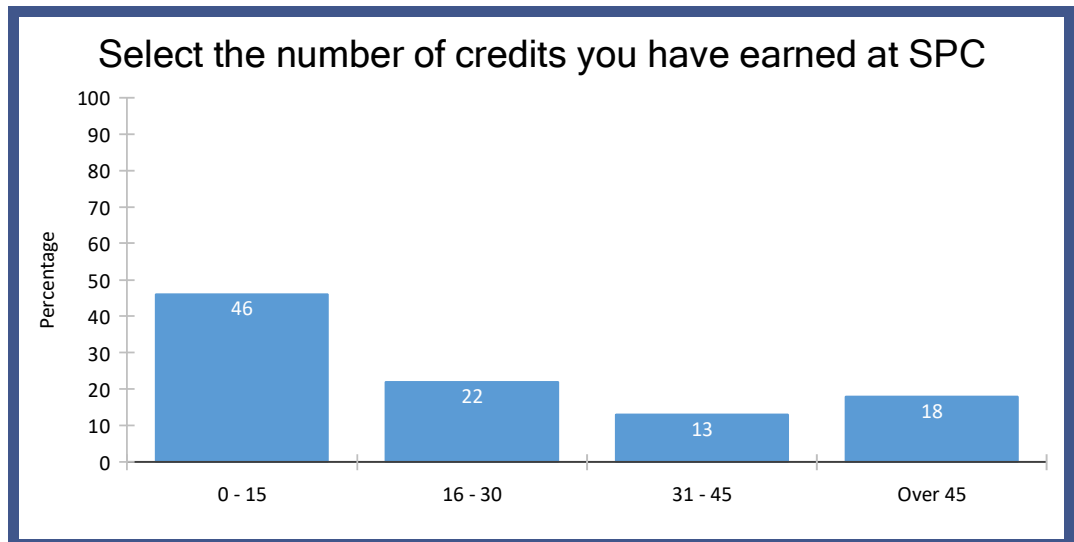


Figure 9. Credits Earned. Values less than 1% are not displayed.

Method for Seeking Services

Almost half (49%) of survey respondents preferred seeking their services Online, followed by In Person (39%).

Table 10

Method for Seeking Services (n=3740)

What is your preferred method for seeking out services from SPC? (i.e., academic advising, financial aid, etc.)	N	%
In Person	1473	39%
Online	1824	49%
Phone Call	443	12%

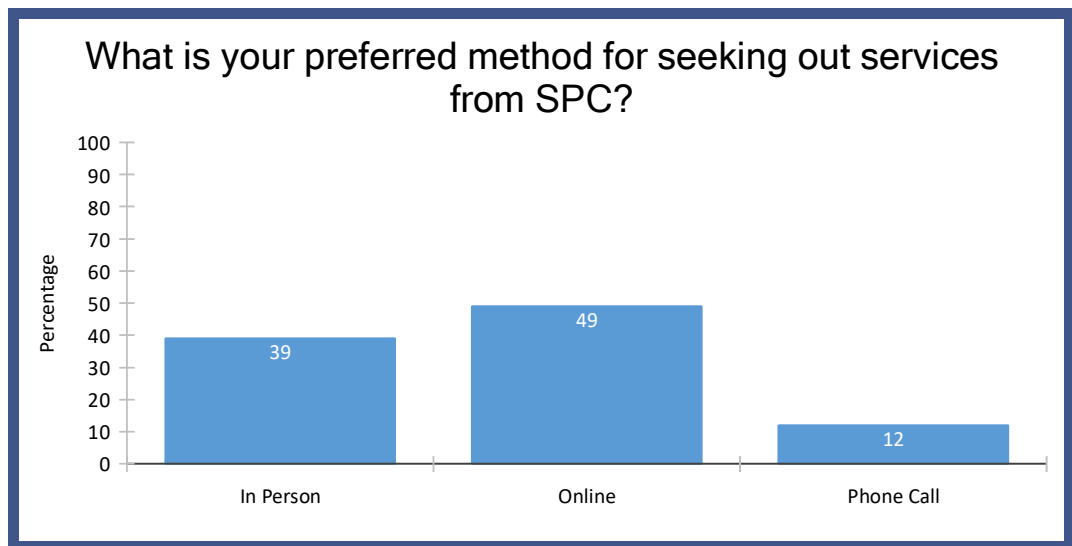


Figure 10. Method for Seeking Services. Values less than 1% are not displayed.

Online Method for Seeking Services

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

Over two-fifths (44%) of question respondents indicated that their preferred online method for seeking out services at SPC is via Email, with over one-third (35%) preferring Live Help.

Table 11

Online Method for Seeking Services (n=1813)

Which online method do you prefer for seeking out services from SPC?	N	%
Ask PETE Chat Bot	55	3%
Email	798	44%
Live Help (such as Virtual Advising or Tutoring)	643	35%
Self-Service	317	17%

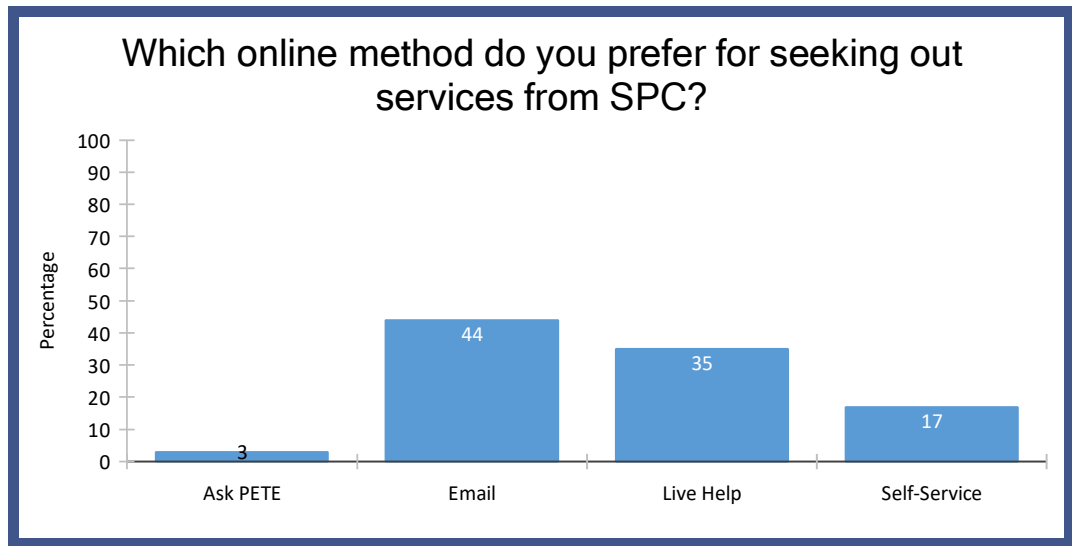


Figure 11. Online Method for Seeking Services. Values less than 1% are not displayed.

Satisfaction

On the ENSS, students indicated their level of satisfaction with the College's services, offices, and academics on a 5-point scale ranging from "Very Satisfied" (5) to "Very Dissatisfied" (1). The following tables show the students' ratings college-wide on college services and offices, and academics, ranked in order of mean satisfaction score.

Level of Satisfaction with College Services and Offices Ratings

There was a 0.58 spread among all College Services and Offices satisfaction scores, ranging from "Learning Resources" (4.26) to "Food Services" (3.68).

The top rated College Services and Offices were "Learning Resources" (4.26), "Titan Hub" (4.25), "Personal Safety and Security" (4.21), "College Communications" (4.21), "Business Office" (4.17), and "Academic Advising" (4.17).

The College Services and Offices with the lowest satisfaction ratings were "Food Services" (3.68), "Laptop Lending" (3.92), "Student Life and Leadership" (4.05), "Computer Labs" (4.06), and "Career Services" (4.09). Only "Laptop Lending" and "Food Services" received means below 4.00 on the 5-point scale.

Table 12

Level of Satisfaction with College Services and Offices Ratings

Level of Satisfaction with College Services and Offices	N	Mean	N/A
Learning Resources	2,744	4.26	639
Titan Hub	3,115	4.25	282
Personal Safety and Security	2,533	4.21	853
College Communications	3,131	4.21	276
Business Office	2,900	4.17	489
Academic Advising	3,209	4.17	220
Financial Aid	2,697	4.16	701
Accessibility Services	2,593	4.16	760
Tutoring	2,389	4.14	1000
Admissions and Records	2,895	4.13	500
Titans Care	2,340	4.13	1050

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Table 12

Level of Satisfaction with College Services and Offices Ratings

Level of Satisfaction with College Services and Offices	N	Mean	N/A
Help Desk and Technology Support	2,628	4.13	760
Academic Software	3,203	4.12	215
Testing Center	2,441	4.11	948
Career Services	2,555	4.09	842
Computer Labs	2,312	4.06	1075
Student Life and Leadership	2,269	4.05	1133
Laptop Lending	1,865	3.92	1519
Food Services	2,040	3.68	1348

Note: N values exclude N/A responses. Data are displayed using two decimal places due to the proximity of the values.

Level of Satisfaction with Academics Ratings

There was a 0.21 spread among all Academics satisfaction scores, ranging from "Overall Experience at SPC" (4.25) to "Convenience of Times Courses are Offered" (4.04). All means were above 4.00 on the 5-point scale.

Table 13

Level of Satisfaction with Academics Ratings

Level of Satisfaction with Academics	N	Mean
Overall Experience at SPC	3,364	4.25
Quality of Educational Program	3,366	4.19
Variety of Courses Offered	3,364	4.12
Convenience of Times Courses are Offered	3,375	4.04

Academic Preferences

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

Session Length Preferences

Over half (51%) of survey respondents indicated a preference for 16 - week sessions, followed by 8 - week sessions (30%).

Table 14

Session Length Preferences (n=3524)

What is your preferred course session length?	N	%
8 - week session	1046	30%
12 - week session (Express)	679	19%
16 - week session	1799	51%

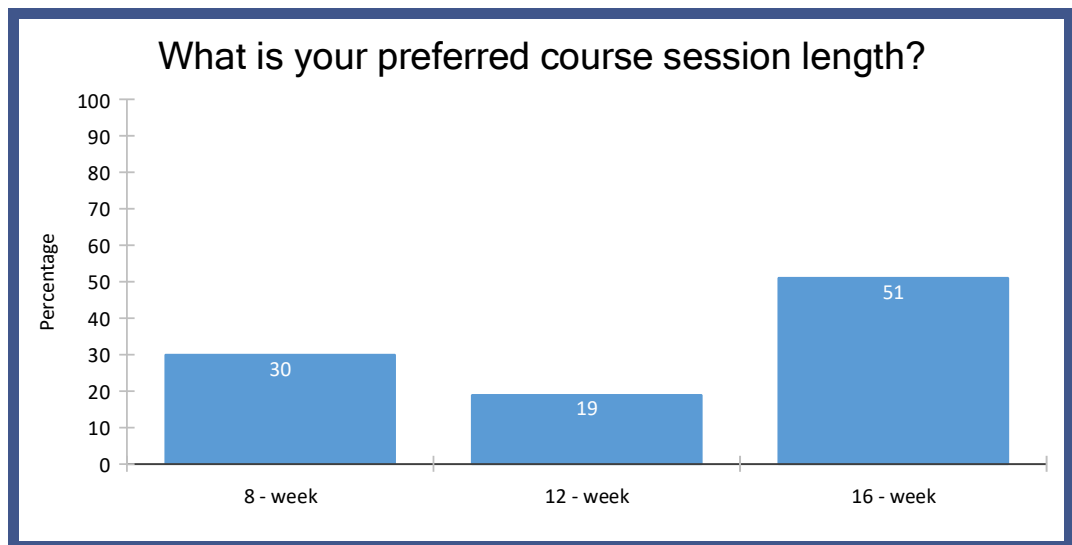


Figure 12. Session Length Preferences. Values less than 1% are not displayed.

Course Delivery Methods

Almost half of survey respondents (48%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (27%).

Table 15

Course Delivery Methods (n=3524)

What is your preferred course delivery method?	N	%
Face-to-Face	941	27%
Live Online	134	4%
Online	1701	48%
Blended (Combination of Online and Face-to-Face)	748	21%

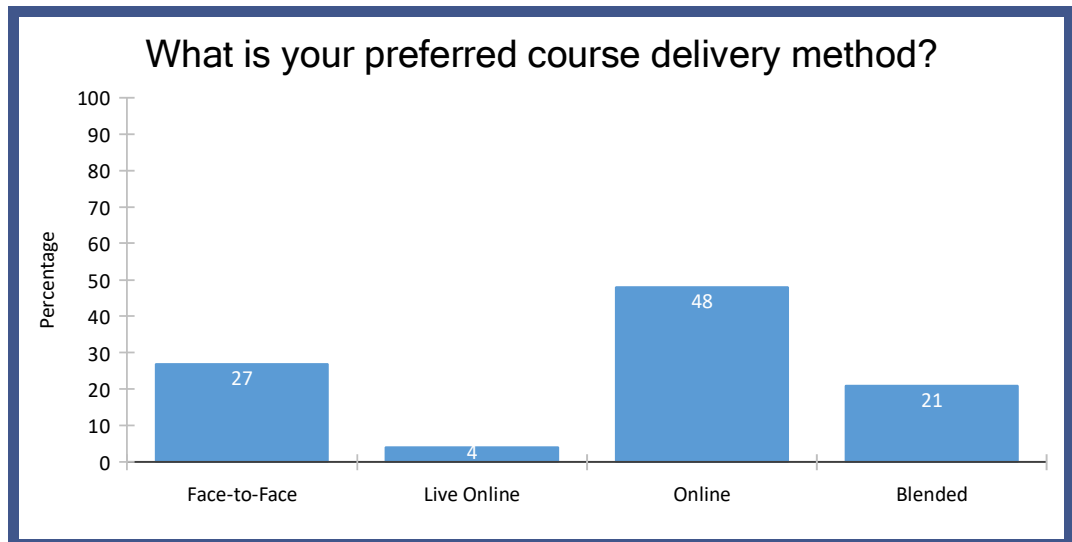


Figure 13. Course Delivery Methods. Values less than 1% are not displayed.

Schedule 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.

Over half of question respondents (55%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (26%) preferred Weekday Afternoons, and over one-sixth (17%) preferred Weekday Evenings.

Table 16

Schedule Preference (n=1820)

When would you prefer to take most of your classes?	N	%
Weekday Mornings	992	55%
Weekday Afternoons	465	26%
Weekday Evenings	315	17%
Weekends	48	3%

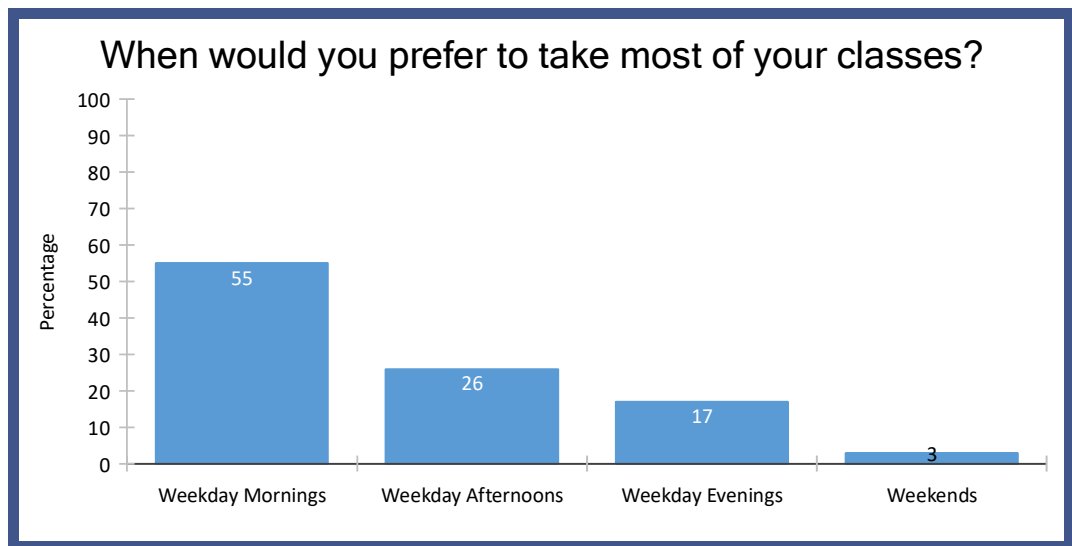


Figure 14. Schedule Preference. Values less than 1% are not displayed.

Participation

Survey respondents were asked about their participation plans during their time at SPC.

Participation in College Activities and Groups

Less than ten percent of survey respondents had participated in any single activity or group. At least ten percent planned to participate in "Having a Practicum, Co-Op, Internship, Apprenticeship, or Clinical Placement" (19%), "Having an Internship or Other Job Exploration Not Related to a Course" (18%), "Service Learning, Community Service, or Other Volunteer Service" (17%), "Academic Clubs, Honor Societies, or Professional Associations" (15%), "Student Clubs and Organizations" (13%), "Honors Program" (13%), "Study Abroad or Other International Programs" (12%), "Undergraduate Research" (10%), or "Holding a Leadership Role On or Off-Campus" (10%).

More than half of survey respondents reported they did not plan to participate in "Intramural Athletics" (58%), "College-Sponsored Athletics" (58%), "Student Government" (57%), "Cultural and/or Religious Organizations" (53%), or "Arts, Music, and Theater Groups" (52%).

Table 17

Participation in College Activities and Groups

During your time at SPC, have you or do you plan to participate in any of the following?	Participated	Plan to Participate	Do Not Plan to Participate	Have Not Decided
Academic Clubs, Honor Societies, or Professional Associations (n=3245)	8%	15%	39%	39%
Cultural and/or Religious Organizations (n=3231)	2%	8%	53%	37%
Intramural Athletics (n=3198)	1%	6%	58%	35%
Arts, Music, and Theater Groups (n=3219)	3%	9%	52%	36%
College-Sponsored Athletics (n=3198)	1%	7%	58%	34%

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Table 17

Participation in College Activities and Groups

During your time at SPC, have you or do you plan to participate in any of the following?	Participated	Plan to Participate	Do Not Plan to Participate	Have Not Decided
Service Learning, Community Service, or Other Volunteer Service (n=3235)	5%	17%	39%	39%
Student Government (n=3206)	2%	6%	57%	35%
Student Clubs and Organizations (n=3206)	5%	13%	44%	38%
Study Abroad or Other International Programs (n=3211)	2%	12%	49%	37%
Undergraduate Research (n=3198)	1%	10%	48%	40%
Honors Program (n=3193)	4%	13%	42%	41%
Holding a Leadership Role On or Off-Campus (n=3204)	3%	10%	49%	38%
Having a Practicum, Co-Op, Internship, Apprenticeship, or Clinical Placement (n=3220)	3%	19%	40%	38%
Having an Internship or Other Job Exploration Not Related to a Course (n=3213)	4%	18%	39%	39%

Experiences

Survey respondents were asked to think about their experiences with SPC so far.

SPC Experiences

About three-quarters of survey respondents indicated they Strongly Agree or Agree with the following statements: "I know how to contact services such as advising, financial aid, or tutoring, if I need support" (76%) and "I feel comfortable reaching out to someone at the College if I have a question or need help" (74%). At least three-fifths of survey respondents indicated they Strongly Agree or Agree with the following statements: "I see myself as part of the SPC community" (62%) and "I feel a sense of belonging at SPC" (60%).

Table 18

SPC Experiences

As you respond to these questions, this about your experiences at SPC so far:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I feel a sense of belonging at SPC. (n=3236)	24%	36%	35%	3%	2%
I feel comfortable reaching out to someone at the College if I have a question or need help. (n=3232)	33%	41%	22%	2%	2%
I know how to contact services such as advising, financial aid, or tutoring, if I need support. (n=3229)	36%	40%	20%	2%	2%
I see myself as part of the SPC community. (n=3218)	26%	36%	33%	3%	2%

Conclusion

Notable findings from the Enrolled Student Survey include the following:

Importance of the Online Experience

A strong majority of students described their current studies as being Online or Blended (79%), with purely Online students still a majority (54%). Likewise, the prevailing majority preferred Online, Blended, or Live Online classes (73%), with nearly half of survey respondents preferring Online courses (48%). Nearly half of survey respondents preferred to access services Online (49%). Taken together, these facts emphasize the extent to which SPC's student experience is centered on online learning and digital engagement and reveal the importance of optimizing student services and academics for the online environment. The college's online services and academic offerings must be consistently of high quality, accessible, and responsive.

Level of Satisfaction with College Services and Offices

Overall, students indicated satisfaction with St. Petersburg College Services and Offices. All ratings were above 4.00 except for "Laptop Lending" (3.92) and "Food Services" (3.68). Further inquiry into student satisfaction with these two services is recommended to determine improvement needs.

Level of Satisfaction with Academics

All satisfaction ratings related to Academics were above 4.00, but "Convenience of Times Courses are Offered" was near the lower end at 4.04. Students indicated satisfaction with course scheduling, but opportunities for improvements may exist. When asked their class scheduling preferences, respondents who indicated a preference for synchronous course delivery methods (Face-to-Face, Live Online, or Blended classes) indicated they would prefer Weekday Morning classes the most (55%), but sizable populations also indicated Weekday Afternoons (26%) and Weekday Evenings (17%). A diverse assortment of class schedules may best suit SPC's student population. It may be valuable to further investigate this on a program-by-program level to address student needs within particular academic groups.

SPC Experiences and Participation

While most respondents agreed or strongly agreed with all statements about their experiences at and perceptions of St. Petersburg College, two statements received agreement from only about 60% of respondents: “I see myself as part of the SPC community” and “I feel a sense of belonging at SPC.” These responses indicate that while respondents were generally comfortable with contacting services and getting help with questions or needs, many may view SPC primarily as a provider of academic content, and do not as strongly feel they are part of the SPC community.

This sentiment can be seen in responses regarding participation in college activities or groups. Respondent participation in any single college activity or group was low, with less than ten percent (10%) of respondents indicating participation in any given activity or group. However, for each activity or group, sizable populations indicated they either planned to participate (6% - 19%) or had not decided whether to participate (34% - 41%). These answers present a chance to increase student engagement and feelings of community by creating accessible and flexible opportunities for students - including those primarily or completely online - to connect with each other and the College, and to increase retention and completion.

Recommendations

Based on these findings, St. Petersburg College should prioritize enhancement of the digital student experience, student belonging and engagement, access to college services, and alignment of course availability with demand.

Continued use of survey results is highly encouraged to inform planning and decision-making and help ensure SPC remains responsive to student needs and committed to continuous improvement. Student feedback provides valuable insight that can guide institutional actions and support positive student outcomes.

Contact Information

Please address any questions or comments regarding this evaluation to:

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Appendix A: Enrolled Student Survey

Introduction

We want to hear from you!

Your feedback helps us improve the academic programs and student support services at SPC.

Please take a few minutes to complete this survey and share your thoughts about how well we are meeting your needs as a student.

Your responses are confidential. Individual answers will not be shared—only combined results will be used in reports.

The survey should take about 10-15 minutes to complete.

Thank you for helping us make the college experience better for everyone!

Demographics

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.

1. Select your age category.

- ☐ Under 18
- ☐ 18 - 19
- ☐ 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)

Demographics: Location

* 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

Demographics: Program of Study

* 5. Which type of degree/certificate program are you currently enrolled in?

- ☐ Associate in Arts Degree (AA)
- ☐ Associate in Science Degree (AS)
- ☐ Baccalaureate Degree (BS, BAS)
- ☐ Certificate (CT) or Technical Diploma (ATC, ATD)
- ☐ Workforce Certificate or PSAV
- ☐ Undecided
- ☐ Non-Degree Seeking (ex: Dual Enrollment, or auditing a course)

* 6. Which of the following best describes your current studies?

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

7. Are you currently enrolled in one of the following?

- ☐ Collegiate High School
- ☐ Dual Enrollment Courses at a Local High School
- ☐ Dual Enrollment Courses on an SPC Campus (not Early Admission, Early College, or Collegiate High School)
- ☐ Early Admission
- ☐ Early College
- ☐ None of the above

Demographics: College or Community

*** 8. Under which college or community is your program housed?**

- ☐ College of Arts and Humanities
- ☐ College of Business
- ☐ College of Computer and Information Technology
- ☐ College of Education
- ☐ College of Engineering, Manufacturing, and Building Arts
- ☐ College of Health Sciences
- ☐ College of Natural Sciences
- ☐ College of Nursing
- ☐ College of Policy and Legal Studies
- ☐ College of Public Safety Administration
- ☐ College of Social and Behavioral Sciences
- ☐ College of Veterinary Technology
- ☐ Non-Degree Seeking

Demographics: Credits and Services

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

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

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

- ☐ In Person
- ☐ Online
- ☐ Phone Call

Demographics: Online Services

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

- ☐ Ask PETE Chat Bot
- ☐ Email
- ☐ Live Help (such as Virtual Advising or Tutoring)
- ☐ 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: Very Dissatisfied to Very Satisfied

12. Please rate your level of satisfaction with the following:

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/A
Academic Advising (ex: info on programs of study, course/degree requirements, registration)	☐	☐	☐	☐	☐	☐
Academic Software (ex: ALEKS, Canvas)	☐	☐	☐	☐	☐	☐
Accessibility Services	☐	☐	☐	☐	☐	☐
Admissions and Records (ex: transcripts, transfer to another institution)	☐	☐	☐	☐	☐	☐
Business Office (ex: tuition payments, refunds)	☐	☐	☐	☐	☐	☐
Career Services (ex: Career Center, Career Counseling, Career Resources)	☐	☐	☐	☐	☐	☐
College Communications (ex: texts, phone calls, or website content on important dates, payment reminders, or program information)	☐	☐	☐	☐	☐	☐
Computer Labs	☐	☐	☐	☐	☐	☐
Financial Aid (ex: scholarships and student loans)	☐	☐	☐	☐	☐	☐
Food Services	☐	☐	☐	☐	☐	☐
Help Desk and Technology Support	☐	☐	☐	☐	☐	☐
Laptop Lending	☐	☐	☐	☐	☐	☐
Learning Resources (ex: library resources, learning centers)	☐	☐	☐	☐	☐	☐
Personal Safety and Security	☐	☐	☐	☐	☐	☐
Student Life and Leadership (ex: clubs and organizations, student government, on-campus activities)	☐	☐	☐	☐	☐	☐
Testing Center (ex: appointments, staffing, testing environment, testing materials, test score entry)	☐	☐	☐	☐	☐	☐
Titans Care (ex: community resources, counseling services, food pantry, student support services, We're on the Way)	☐	☐	☐	☐	☐	☐
Titan Hub (ex: Titan Hub, MySPC)	☐	☐	☐	☐	☐	☐
Tutoring	☐	☐	☐	☐	☐	☐

13. Please provide any additional information on your satisfaction with SPC services.

A large, empty rectangular box with a thin black border, intended for students to provide additional information regarding their satisfaction with SPC services. The box is positioned below the question text and occupies a significant portion of the page's vertical space.

Academics

Please rate your level of satisfaction with the following.

Rating Scale: Very Dissatisfied to Very Satisfied

14. Please rate your level of satisfaction with the following:

	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Convenience of Times Courses are Offered	☐	☐	☐	☐	☐
Variety of Courses Offered	☐	☐	☐	☐	☐
Quality of Educational Program	☐	☐	☐	☐	☐
Overall Experience at SPC	☐	☐	☐	☐	☐

15. Please provide any additional information on your satisfaction with SPC academics and/or your overall experience at SPC.

Academic Preferences

* 16. What is your **preferred** course session length?

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

* 17. What is your **preferred** course delivery method?

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

Academic Scheduling

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

- ☐ Weekday Mornings
- ☐ Weekday Afternoons
- ☐ Weekday Evenings
- ☐ Weekends

Participation

19. During your time at SPC, have you or do you plan to participate in any of the following?

	Participated	Plan to Participate	Do Not Plan to Participate	Have Not Decided
Academic Clubs, Honor Societies, or Professional Associations	☐	☐	☐	☐
Cultural and/or Religious Organizations	☐	☐	☐	☐
Intramural Athletics	☐	☐	☐	☐
Arts, Music, and Theater Groups	☐	☐	☐	☐
College-Sponsored Athletics	☐	☐	☐	☐
Service Learning, Community Service, or Other Volunteer Service	☐	☐	☐	☐
Student Government	☐	☐	☐	☐
Student Clubs and Organizations	☐	☐	☐	☐
Study Abroad or Other International Programs	☐	☐	☐	☐
Undergraduate Research	☐	☐	☐	☐
Honors Program	☐	☐	☐	☐
Holding a Leadership Role On or Off-Campus	☐	☐	☐	☐
Having a Practicum, Co-Op, Internship, Apprenticeship, or Clinical Placement	☐	☐	☐	☐
Having an Internship or Other Job Exploration Not Related to a Course	☐	☐	☐	☐

SPC Experiences

Please select your level of agreement with the following.

Rating Scale: Strongly Disagree to Strongly Agree

20. As you respond to these questions, think about your experiences at SPC so far:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I feel a sense of belonging at SPC.	☐	☐	☐	☐	☐
I feel comfortable reaching out to someone at the College if I have a question or need help.	☐	☐	☐	☐	☐
I know how to contact services such as advising, financial aid, or tutoring, if I need support.	☐	☐	☐	☐	☐
I see myself as part of the SPC community.	☐	☐	☐	☐	☐

Suggestions

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



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