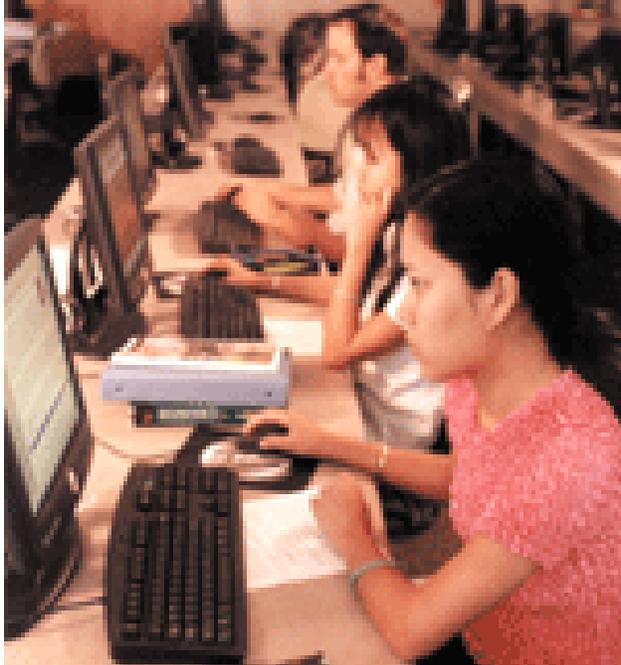


# ENROLLED STUDENT SURVEY

YEAR 2004-2005

TENTH ANNUAL REPORT

St. Petersburg College



**State of the art  
computer labs**

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**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 is to ascertain how our enrolled students perceive the College and determine both the importance and 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. This will be the 10th annual administration of the survey. In addition there was one special spring 2004 administration of survey to follow up with several unusual PeopleSoft issues that occurred in that year.

For the first time, the survey was available to all enrolled students for a two-week period from Sept. 13<sup>th</sup> to the 27<sup>th</sup> of 2004. Also, to facilitate the planning process and to minimize disruption in the classroom, the 2004-2005 iteration of the survey was offered only online via the St. Petersburg College home page, <http://www.spcollege.edu>. Students were able to access the survey from any campus computer or from their home computer. These changes to the survey were very productive and over five thousand students responded to our request to participate in the survey process and help us improve the College.

The campus profiles of the respondents may be compared to SPC FACTBOOK 2003-2004 information in Table 1. The distribution of students between the various campuses is representative but is not in complete alignment with the FACTBOOK data because in the FACTBOOK students are divided only by the four primary campuses, St. Petersburg/Gibbs, Clearwater, Tarpon Springs and Seminole. Also the Tarpon Springs campus is somewhat over represented in the survey which is not an unusual finding at St. Petersburg College.

The ENSS survey asked students to provide demographic and academic information. Then students were asked to rate the importance and their level of satisfaction with the College's academic and student support services. The ratings used to gauge "Importance" are on a 7-point scale with (7) "Critical" being the highest possible rating and (1) "Unimportant," the lowest. Likewise, a 7-point scale was used to measure, "Level of Satisfaction" with (7) "Excellent" being the highest rating and (1) "Poor," the lowest possible rating. Next, respondents were asked to rate their SPC experiences in four areas on a 7-point scale with (7) "Excellent" being the highest possible rating and (1) "Poor," the lowest possible rating. Next, students rated the preparation they received in five skill areas using the same 7-point scale. 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 are included as Appendix C and 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 College has established the following criteria to evaluate whether the College's academic and student services are meeting students' needs. Each academic and student service should achieve an average rating (mean) of 5.0 or greater on the "Level of Satisfaction" scale and/or a positive performance gap (performance gap equals the difference between "Satisfaction" and "Importance"). Twenty five of the 32 academic services had mean satisfaction ratings of 5.0 or greater while one additional service/office did not reach the 5.0 threshold but did have a positive performance gap, thus 26 of the 32 academic and student services met the criteria; six did not. The remainder of this document presents the findings from the ENSS in both text and chart format.

Five Appendices are included with this document. Appendix A shows the separate "Performance Gap" charts for each campus. Appendix B shows a side-by-side "Satisfaction" comparison of these same groups. Appendix C gives all student comments to the open-ended question sorted by campus. Appendix D shows selected Tables from the previous year. And finally Appendix E show selected Tables from the 2003/2004 Spring Follow-up Survey.

**TABLE 1**  
**COMPARISON OF RESPONDENTS COLLEGE-WIDE**  
**TO STUDENT MAKEUP BY CAMPUS**  
**SESSION I 2004-2005 (N = 5062)**

<b>CAMPUS</b>	<b>SAMPLE SURVEYED 2004-2005</b>		<b>FALL 2003 by HOME CAMPUS *</b>
	<b>Number</b>	<b>Percent</b>	<b>Percent of Students</b>
<i>SPG-St.Pete Gibbs</i>	1384	27.3	43.1
<i>TS-Tarpon Srpings</i>	1102	21.8	16.9
<i>CL-Clearwater</i>	929	18.4	31.7
<i>eCampus</i>	671	13.3	
<i>SE-Seminole</i>	407	8.0	8.4
<i>HEC-Health Education Center</i>	308	6.1	
<i>No Response</i>	164	3.2	
<i>AC-Allstate Center</i>	87	1.7	
<i>ICOT</i>	7	0.1	
<i>STAR Center</i>	3	0.1	
<b>Total:</b>	<b>5062</b>	<b>100.0</b>	

\* SPJC FACTBOOK 2003-04(Sorted by four main campuses only)—

## BACKGROUND CHARACTERISTICS

### Demographic and Background Profile

The information shown in TABLE 2 gives a demographic profile of the respondents. Analysis of the demographic characteristics of the respondents revealed the following information:

Forty-seven percent (47%) are under the age of 25.

Sixty-eight (68%) of the students are females.

Ethnicity:

72.3 %	White
6.8 %	Black
5.5 %	Hispanic
3.3 %	Asian
3.1%	Other
0.6%	American Indian
8.4%	No Response

Twenty-four percent (24%) of the students have been enrolled at the College only one semester.

Only twelve percent (12%) of the students graduated from high school or earned a General Education Degree (GED) during the past year.

Respondents received services at the following locations:

27.3%	St. Petersburg/Gibbs
21.8%	Tarpon Springs
18.4%	Clearwater
13.3%	eCampus
8.0%	Seminole
6.1%	Health Center
3.2%	Unidentified, No Response
1.7%	Allstate Center
.2%	Other

Forty-five percent (45%) of the students have earned 15 or fewer credit hours at SPC.

Among the students surveyed fifty-three percent (53%) indicated that they attended classes during the day.

Twenty-seven percent (27%) of the respondents indicated that they planned to obtain a Bachelor degree. Thirty-seven percent (37%) of the respondents indicated that they planned to obtain an Associate in Arts degree, twenty-two percent (22%) an Associate in Science degree and four percent (4%) plan to earn a Certificate from SPC. Of course, these percentages increase if students with "Multiple Goals" are included in each individual category.

Ninety-five percent (95%) of the students noted that they had access to a computer with Internet capabilities.

TABLE 2

**BACKGROUND/DEMOGRAPHIC INFORMATION**  
SESSION I 2004-2005 (N = 5062)

Age:(optional)	Number	Percent
<i>19 and under</i>	1048	20.7
<i>20 - 24</i>	1325	26.2
<i>25 - 29</i>	694	13.7
<i>30 - 39</i>	943	18.6
<i>40 - 49</i>	517	10.2
<i>50 - 59</i>	196	3.9
<i>60 &amp; over</i>	20	0.4
<i>No Response</i>	319	6.3
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
Gender:(optional)	Number	Percent
<i>female</i>	3417	67.5
<i>male</i>	1322	26.1
<i>No Response</i>	323	6.4
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
Ethnicity:(optional)	Number	Percent
<i>American Indian/AK Native</i>	31	0.6
<i>Asian Pacific Islander</i>	166	3.3
<i>Black/Non-Hispanic</i>	346	6.8
<i>Hispanic</i>	277	5.5
<i>White</i>	3662	72.3
<i>Other</i>	157	3.1
<i>No Response</i>	423	8.4
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
How many semesters have you been enrolled in at SPC?	Number	Percent
<i>1</i>	1260	24.9
<i>2</i>	514	10.2
<i>3</i>	767	15.2
<i>4</i>	618	12.2
<i>5</i>	420	8.3
<i>6 or more</i>	1325	26.2
<i>No Response</i>	158	3.1
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
How long has it been since you graduated high school or received your GED?	Number	Percent
<i>During the past year</i>	624	12.3
<i>1 - 3 years ago</i>	1202	23.7
<i>4 - 5 years ago</i>	502	9.9
<i>more than 5 years ago</i>	2522	49.8
<i>No Response</i>	212	4.2
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
Campus where you are receiving most of your services?	Number	Percent
<i>SPG-St.Pete Gibbs</i>	1384	27.3
<i>CL-Clearwater</i>	929	18.4
<i>TS-Tarpon Srping</i>	1102	21.8

<i>HEC-Health Education Center</i>	308	6.1
<i>AC-Allstate Center</i>	87	1.7
<i>SE-Seminole</i>	407	8.0
<i>eCampus</i>	671	13.3
<i>ICOT</i>	7	0.1
<i>STAR Center</i>	3	0.1
<i>No Response</i>	164	3.2
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
<b>Number of credits you have earned at SPC:</b>	<b>Number</b>	<b>Percent</b>
<i>0 - 15</i>	2255	44.5
<i>16 - 30</i>	960	19.0
<i>31 - 45</i>	607	12.0
<i>Over 45</i>	1081	21.4
<i>No Response</i>	159	3.1
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
<b>Do you take most of your classes:</b>	<b>Number</b>	<b>Percent</b>
<i>during the day</i>	2670	52.7
<i>in the evening</i>	2041	40.3
<i>on the weekend</i>	128	2.5
<i>No Response</i>	223	4.4
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
<b>Identify the award you plan to get:</b>	<b>Number</b>	<b>Percent</b>
<i>AA</i>	1895	37.4
<i>AS</i>	1131	22.3
<i>AAS</i>	100	2.0
<i>Certificate</i>	188	3.7
<i>Bachelor</i>	1372	27.1
<i>Applied Tech Diploma</i>	50	1.0
<i>None</i>	158	3.1
<i>No Response</i>	168	3.3
<b>Total:</b>	<b>5062</b>	<b>100.0</b>
<b>Do you have access to a computer with Internet capabilities?</b>	<b>Number</b>	<b>Percent</b>
<i>Yes</i>	4825	95.3
<i>No</i>	99	2.0
<i>No Response</i>	138	2.7
<b>Total:</b>	<b>5062</b>	<b>100.0</b>

### Importance of Academic and Student Support Services

Students were asked to rate the Importance of the College's academic and student support services on a 7-point scale ranging from "Critical" (7) to "Unimportant" (1). Table 3 provides a listing of the 32 students and academic support services rank-ordered by means. There was a 2.00 spread among all scores. The range of the means was from (6.51) "Convenience of Times Classes are Offered" and "Overall quality of educational program content" to (4.51) "Student activities (clubs, organizations, programs.)" The top five ranked services in terms of importance to students are: "Overall quality of educational program content" and "Convenience of Times Classes are Offered" (6.51), "Ability to Get Their First Choice of Classes" (6.43), "Variety of Courses Offered" (6.42), and "Overall Rating of Academic/Educational Support Services" (6.36). The five lowest rated services in terms of importance are: "Career assessment" (5.3), Career Development Center resources" (5.30), "Specialized academic support service (e.g. SSS, Pathways, WOW, OSSD, NIPSO (5.13), "New Student Orientation" (4.93), "Food Services" (4.75) and "Student Activities" (4.51).

**Table 3**  
**Importance of Academic and Student Services**  
**Enrolled Students**

Question	Mean
<i>Overall quality of educational program content</i>	6.51
<i>Convenience of times courses offered</i>	6.51
<i>Ability to get in "first choice" of classes</i>	6.43
<i>Variety of courses offered</i>	6.42
<i>Overall rating of academic program/educational support services</i>	6.36
<i>Personal safety and security</i>	6.31
<i>Academic advising</i>	6.28
<i>Use of technology for instruction (e.g. computers, Internet)</i>	6.22
<i>"Online" registration</i>	6.22
<i>Parking</i>	6.16
<i>The Bookstore</i>	6.08
<i>Scholarships and Student Financial Assistance Office</i>	6.06
<i>Overall rating of student support services/offices</i>	6.03
<i>Facilities</i>	6.01
<i>The Library</i>	6.01
<i>Out-of-class access to computers</i>	6.01
<i>The application/admission process</i>	5.90
<i>General information about the programs and services</i>	5.84
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.82
<i>"In-person" registration</i>	5.73
<i>Student publications (e.g. student handbook, catalog)</i>	5.65
<i>Career counseling</i>	5.49
<i>Initial testing for placement in courses</i>	5.47
<i>Attractiveness of the campus</i>	5.46
<i>Official mailings received from the College</i>	5.40
<i>The Business Office</i>	5.39
<i>Career assessment</i>	5.34
<i>Career Development Center resources (e.g. materials)</i>	5.30
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.13
<i>New student orientation</i>	4.93
<i>Food services (cafe/vending machines)</i>	4.75
<i>Student activities (clubs, organizations, programs)</i>	4.51

#### 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 7-point scale ranging from "Excellent" (7) to "Poor" (1). Table 4 shows the students' ratings college-wide on student/academic services rank-ordered by means. There was a 2.07 spread among all scores, ranging from

(5.97) for the "Library" to (3.90) "Food service". The top five rated student/academic services are "The Library" (5.97), "Out-of-class Access to Computers" (5.85), "Personal Safety and Security" (5.83), "Use of technology for instruction (e.g. computers, Internet)" (5.80) and "Overall Quality of Educational Program Content" (5.76). On the other hand, the five-student/academic services with the lowest satisfaction ratings are "The Bookstore" (4.92), "Student activities (clubs, organizations, programs)"(4.88), "Scholarships and Student Financial Assistance Office"(4.49), "Parking" (4.25), and "Food services (cafe/vending machines)"(3.90).

**Table 4**  
Level of Satisfaction Academic and Student Support Services  
Enrolled Students

Question	Mean
<i>The Library</i>	5.97
<i>Out-of-class access to computers</i>	5.85
<i>Personal safety and security</i>	5.83
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.80
<i>Overall quality of educational program content</i>	5.76
<i>Facilities</i>	5.65
<i>"Online" registration</i>	5.62
<i>Attractiveness of the campus</i>	5.62
<i>Overall rating of academic program/educational support services</i>	5.59
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.56
<i>The application/admission process</i>	5.49
<i>Student publications (e.g. student handbook, catalog)</i>	5.44
<i>Ability to get in "first choice" of classes</i>	5.44
<i>Initial testing for placement in courses</i>	5.40
<i>Overall rating of student support services/offices</i>	5.39
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.38
<i>The Business Office</i>	5.37
<i>"In-person" registration</i>	5.36
<i>Variety of courses offered</i>	5.35
<i>Convenience of times courses offered</i>	5.30
<i>Career Development Center resources (e.g. materials)</i>	5.30
<i>Career assessment</i>	5.19
<i>General information about the programs and services</i>	5.14
<i>Career counseling</i>	5.07
<i>Official mailings received from the College</i>	5.07
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.97
<i>New student orientation</i>	4.96
<i>The Bookstore</i>	4.92
<i>Student activities (clubs, organizations, programs)</i>	4.88
<i>Scholarships and Student Financial Assistance Office</i>	4.49
<i>Parking</i>	4.25
<i>Food services (cafe/vending machines)</i>	3.90

### Comparison of Importance and Level of Satisfaction with Academic and Student Support Services

As shown in Table 5, "Performance Gaps" are formulated for each of the 32-academic/student support services by calculating the difference between the mean ratings for "Level of Satisfaction" and "Importance". Four of the academic/support services had positive performance gaps with a range of (0.37) to (0.03), which indicates that the students found their level of satisfaction with these services higher than the importance of these services to them. The performance gaps for these academic/support services are "Student activities (clubs, organizations, programs)" (+0.37), "Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)" (+0.25), "Attractiveness of the campus" (+0.16) and "New student orientation" (+0.03).

Six academic and student support services had "negative" performance gaps that are below a negative 1. This indicates that the students' level of satisfaction with these services is considerably lower than the importance they assign to these services. The services included "Parking" (-1.91), "Scholarships and Student Assistance Office" (-1.57), "Academic Advising" (-1.31), "Convenience of Class Times Offered" (-1.21), "Bookstore" (-1.16), and "Variety of courses offered" (-1.07).

**Table 5**  
**Enrolled Student Survey Performance Gap**

Services/Office	Level of Satisfaction	Level of Importance	Performance Gap
<i>Student activities (clubs, organizations, programs)</i>	4.88	4.51	0.37
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.38	5.13	0.25
<i>Attractiveness of the campus</i>	5.62	5.46	0.16
<i>New student orientation</i>	4.96	4.93	0.03
<i>Career Development Center resources (e.g. materials)</i>	5.30	5.30	0.00
<i>The Business Office</i>	5.37	5.39	-0.02
<i>The Library</i>	5.97	6.01	-0.04
<i>Initial testing for placement in courses</i>	5.40	5.47	-0.07
<i>Career assessment</i>	5.19	5.34	-0.15
<i>Out-of-class access to computers</i>	5.85	6.01	-0.16
<i>Student publications (e.g. student handbook, catalog)</i>	5.44	5.65	-0.21
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.56	5.82	-0.26
<i>Official mailings received from the College</i>	5.07	5.40	-0.33
<i>Facilities</i>	5.65	6.01	-0.36
<i>"In-person" registration</i>	5.36	5.73	-0.37
<i>The application/admission process</i>	5.49	5.90	-0.41
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.80	6.22	-0.42
<i>Career counseling</i>	5.07	5.49	-0.42
<i>Personal safety and security</i>	5.83	6.31	-0.48
<i>"Online" registration</i>	5.62	6.22	-0.60
<i>Overall rating of student support services/offices</i>	5.39	6.03	-0.64
<i>General information about the programs and services</i>	5.14	5.84	-0.70
<i>Overall quality of educational program content</i>	5.76	6.51	-0.75
<i>Overall rating of academic program/educational support services</i>	5.59	6.36	-0.77
<b><i>Food services (cafe/vending machines)</i></b>	<b>3.90</b>	<b>4.75</b>	<b>-0.85</b>
<i>Ability to get in "first choice" of classes</i>	5.44	6.43	-0.99
<i>Variety of courses offered</i>	5.35	6.42	-1.07

<b>The Bookstore</b>	<b>4.92</b>	<b>6.08</b>	<b>-1.16</b>
<i>Convenience of times courses offered</i>	5.30	6.51	-1.21
<b>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</b>	<b>4.97</b>	<b>6.28</b>	<b>-1.31</b>
<b>Scholarships and Student Financial Assistance Office</b>	<b>4.49</b>	<b>6.06</b>	<b>-1.57</b>
<b>Parking</b>	<b>4.25</b>	<b>6.16</b>	<b>-1.91</b>

Red bold items did not meet established criteria.

### Usage of Student and Academic Services

Table 6 is the level of usage; defined as the percent of students that rated the "Level of Satisfaction" of the student/academic services. Students were asked to select N/A if they had not used a service/office. College-wide, five thousand and sixty two (5062) student surveys were included in survey and as such this is the number used in the denominator to calculate the ratio, "Usage Percentages". The number used in the numerator was the number of students that answered the "Level of Satisfaction" question in each student/academic service area.

**Table 6**

#### Academic and Student Support Services by Student Usage

Academic and Student Service	Usage Percent
<i>Overall quality of educational program content</i>	100%
<i>Convenience of times courses offered</i>	100%
<i>The Bookstore</i>	99%
<i>Ability to get in "first choice" of classes</i>	99%
<i>Variety of courses offered</i>	99%
<i>Use of technology for instruction (e.g. computers, Internet)</i>	98%
<i>The application/admission process</i>	98%
<i>General information about the programs and services</i>	97%
<i>Overall rating of academic program/educational support services</i>	97%
<i>Parking</i>	97%
<i>Attractiveness of the campus</i>	97%
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	96%
<i>Personal safety and security</i>	96%
<i>Facilities</i>	96%
<i>Student publications (e.g. student handbook, catalog)</i>	93%
<i>Overall rating of student support services/offices</i>	93%
<i>"Online" registration</i>	93%
<i>Official mailings received from the College</i>	92%
<i>"In-person" registration</i>	90%
<i>The Library</i>	89%
<i>Out-of-class access to computers</i>	88%
<i>Initial testing for placement in courses</i>	86%
<i>Scholarships and Student Financial Assistance Office</i>	83%
<i>The Business Office</i>	82%

<i>Food services (cafe/vending machines)</i>	79%
<i>New student orientation</i>	76%
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	75%
<i>Career counseling</i>	66%
<i>Career Development Center resources (e.g. materials)</i>	66%
<i>Career assessment</i>	63%
<i>Student activities (clubs, organizations, programs)</i>	58%
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	55%

## STUDENTS' RATINGS OF SPC EXPERIENCES

The survey asked the students to rate their SPC experiences in four areas on a 7-point scale with (7) "Excellent" being the highest rating and (1) "Poor" the lowest. The responses are summarized in Table 7. Over seventy nine percent of the students rated all four areas in the 5 to 7 point ranges. Overall, these percentages imply that the majority of enrolled students are satisfied with their SPC experiences.

**TABLE 7**

Overview of Survey of Enrolled Students								
Rating of SPC Experiences								
Categories	Excellent (7) Count	(6) Count	(5) Count	(4) Count	(3) Count	(2) Count	Poor (1) Count	Subtotal Count
<b>Quality of instruction</b>	1279	1200	810	321	75	31	26	3742
Mean 5.83	34%	32%	22%	9%	2%	1%	1%	100%
<b>Equipment</b>	1182	1022	699	391	100	46	35	3475
Mean 5.72	34%	29%	20%	11%	3%	1%	1%	100%
<b>Course materials</b>	1152	1172	861	386	90	46	35	3742
Mean 5.70	31%	31%	23%	10%	2%	1%	1%	100%
<b>Course scheduling</b>	1113	1022	810	480	162	75	71	3733
Mean 5.52	30%	27%	22%	13%	4%	2%	2%	100%

## PREPARATION BY SPC

On the ENSS, students were asked to rate how well they perceived that they were prepared by SPC in 5 critical preparedness areas on a 7-point scale ranging from "Excellent" (7) to "Poor" (1). Table 8 shows the students' ratings on these areas, rank-ordered by mean. Overall, the means for the five skill areas indicates that the majority of enrolled students are satisfied with the preparation they are receiving at SPC.

**Table 8**

Areas of Preparedness		
Enrolled Students		
Skill Area	Mean	Responses
<b>Reading</b>	5.95	3049
<b>Use of computers</b>	5.91	3121
<b>Writing</b>	5.9	3173
<b>Oral communication</b>	5.76	3069
<b>Mathematics</b>	5.58	3024

Table 9 shows the mean satisfaction ratings for the 2004/05, 2003/04, 2002/03 surveys and the mean differences between the 2004/05 and 2003/04. Of the thirty two service areas addressed in the survey twenty eight showed improvement from the previous year.

**TABLE 9**

<b>Academic And Student Service Satisfaction Ratings</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>2004/05-2003/04</b>
	<b>2004/05</b>	<b>2003/04</b>	<b>2002/03</b>	<b>Difference</b>
Student publications	5.40	4.37	4.58	1.03
Registration process – “On-line”	5.60	4.62	5.63	0.98
Application/admission process	5.50	4.95	5.31	0.55
Registration process – “In person”	5.40	4.87	5.33	0.53
Business office	5.40	4.99	5.14	0.41
New student orientation	5.00	4.61	4.69	0.39
Initial testing for placement in courses	5.40	5.03	5.08	0.37
Facilities	5.70	5.34	5.39	0.36
Official mailings received from the College	5.10	4.76	4.86	0.34
Overall quality of educational program content	5.80	5.49	5.52	0.31
Specialized academic support services	5.40	5.12	5.08	0.28
General information about programs and services	5.10	4.83	4.80	0.27
Overall rating of student support services/offices	5.40	5.14	5.20	0.26
Supplemental Instructional Centers/Tutoring	5.60	5.35	5.22	0.25
Ability to get their “first choice” of classes	5.40	5.18	5.21	0.22
Personal safety and security	5.80	5.58	5.50	0.22
Academic advising	5.00	4.80	4.80	0.20
Library	6.00	5.81	5.61	0.19
Attractiveness of the campus	5.60	5.41	5.37	0.19
Career Development Center resources	5.30	5.11	5.02	0.19
Career assessment	5.20	5.02	4.90	0.18
Out-of-class access to computers	5.80	5.62	5.60	0.18
Student activities	4.90	4.73	4.72	0.17
Variety of courses offered	5.30	5.13	5.14	0.17
Convenience of times classes are offered	5.30	5.14	5.11	0.16
Career counseling	5.10	4.94	4.83	0.16
Overall rating of academic/educational support services	5.60	5.44	5.46	0.16
Parking	4.30	4.21	3.99	0.09
Scholarships and Student Assistance Office	4.50	4.56	4.52	-0.06
Use of technology during instruction	5.80	5.91	5.93	-0.11
Bookstore	4.90	5.12	5.05	-0.22
Food services	3.90	4.28	4.49	-0.38

\*Services rank ordered by largest improvement. Red items regressed from the previous year.

## CONCLUSIONS AND RECOMMENDATIONS

The respondents to this survey were most satisfied with the "Library" giving it the highest satisfaction rating while "Convenience of Times Classes are Offered" and "Overall quality of educational program content" were the most important item to them. The largest positive performance gap went to "Student activities" which was relatively unimportant to our students. Only, five of the thirty-two listed academic and student services did not meet the stated criteria of producing a 5.0 mean satisfaction rating or higher and/or a positive performance gap. They are listed below.

	Satisfaction Rating	Importance Rating	Performance Gap
<i>Food services (cafe/vending machines)</i>	3.90	4.75	-0.85
<i>The Bookstore</i>	4.92	6.08	-1.16
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.97	6.28	-1.31
<i>Scholarships and Student Financial Assistance Office</i>	4.49	6.06	-1.57
<i>Parking</i>	4.25	6.16	-1.91

Of this group, two stand out as areas where new performance initiatives could have the greatest potential for improving student satisfaction at the College and they also align most closely with the College's mission. They are "Academic Advising", and "Scholarship and Student Assistance Office". Nevertheless, "Food services" scores have declined with the introduction of more vending machine service while the "Bookstore's" poor numbers are probably a pricing issue problem. Moreover, "Parking" has been a sore spot with students for the past ten years.

On average, students gave the Tarpon Springs Campus the highest satisfaction marks followed closely by the Seminole Campus.

Next, overall the students were satisfied with their SPC experience and how well they were prepared in five basic skill areas. The Table below shows student ratings in the five skill areas compared to last year's ratings. All areas showed small improvements from last year. Moreover, all areas were well above the 5.0 threshold rating.

	Mean 2003/2004	Mean 2004/2005
Reading	5.80	5.95
Writing	5.81	5.90
Oral Communication	5.67	5.76
Use of Computer	5.73	5.91
Mathematics	5.48	5.58

On balance, our students seemed satisfied with the performance of the College. Nevertheless, they did identify some areas where they were less satisfied and where they perceived performance gaps (difference between "Satisfaction" and "Importance"). It is recommended that each campus and unit review this report and use the insights gained to establish quality improvement initiatives for their units.

## Appendix A

### Performance Gaps by Campuses 2004/2005

#### SPG-St.Pete Gibbs Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	5.81	6.04	-0.2
<i>Out-of-class access to computers</i>	5.78	6.14	-0.4
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.70	6.21	-0.5
<i>Overall quality of educational program content</i>	5.70	6.49	-0.8
<i>Personal safety and security</i>	5.65	6.40	-0.7
<i>"Online" registration</i>	5.59	6.21	-0.6
<i>Facilities</i>	5.54	6.10	-0.6
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.50	5.92	-0.4
<i>Overall rating of academic program/educational support services</i>	5.49	6.34	-0.9
<i>Attractiveness of the campus</i>	5.48	5.59	-0.1
<i>The application/admission process</i>	5.42	5.85	-0.4
<i>Initial testing for placement in courses</i>	5.41	5.57	-0.2
<i>Career Development Center resources (e.g. materials)</i>	5.37	5.41	0.0
<i>Student publications (e.g. student handbook, catalog)</i>	5.35	5.74	-0.4
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.33	5.29	0.0
<i>Ability to get in "first choice" of classes</i>	5.33	6.41	-1.1
<i>Overall rating of student support services/offices</i>	5.33	6.06	-0.7
<i>Variety of courses offered</i>	5.32	6.44	-1.1
<i>The Business Office</i>	5.30	5.45	-0.1
<i>"In-person" registration</i>	5.30	5.83	-0.5
<i>Career assessment</i>	5.21	5.44	-0.2
<i>Convenience of times courses offered</i>	5.18	6.52	-1.3
<i>Career counseling</i>	5.16	5.61	-0.5
<i>General information about the programs and services</i>	5.07	5.88	-0.8
<i>Official mailings received from the College</i>	5.04	5.47	-0.4
<i>Student activities (clubs, organizations, programs)</i>	5.01	4.71	0.3

<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.96	6.27	-1.3
<i>The Bookstore</i>	4.94	6.10	-1.2
<i>New student orientation</i>	4.90	4.95	-0.1
<i>Scholarships and Student Financial Assistance Office</i>	4.41	6.26	-1.8
<i>Food services (cafe/vending machines)</i>	3.55	5.00	-1.5
<i>Parking</i>	3.33	6.39	-3.1

### CL-Clearwater Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.03	6.08	0.0
<i>Out-of-class access to computers</i>	5.78	6.04	-0.3
<i>Personal safety and security</i>	5.73	6.35	-0.6
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.69	6.28	-0.6
<i>"Online" registration</i>	5.67	6.30	-0.6
<i>Overall quality of educational program content</i>	5.62	6.54	-0.9
<i>Overall rating of academic program/educational support services</i>	5.54	6.36	-0.8
<i>Facilities</i>	5.54	6.01	-0.5
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.52	5.94	-0.4
<i>Student publications (e.g. student handbook, catalog)</i>	5.48	5.78	-0.3
<i>Attractiveness of the campus</i>	5.46	5.49	0.0
<i>The application/admission process</i>	5.45	5.94	-0.5
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.41	5.17	0.2
<i>Ability to get in "first choice" of classes</i>	5.41	6.51	-1.1
<i>Initial testing for placement in courses</i>	5.35	5.54	-0.2
<i>Overall rating of student support services/offices</i>	5.34	6.04	-0.7
<i>Career Development Center resources (e.g. materials)</i>	5.28	5.27	0.0
<i>Variety of courses offered</i>	5.26	6.47	-1.2
<i>The Bookstore</i>	5.23	6.16	-0.9
<i>"In-person" registration</i>	5.21	5.75	-0.5
<i>Career assessment</i>	5.20	5.33	-0.1
<i>The Business Office</i>	5.18	5.25	-0.1

<i>Convenience of times courses offered</i>	5.09	6.53	-1.4
<i>General information about the programs and services</i>	5.04	5.83	-0.8
<i>Official mailings received from the College</i>	5.01	5.42	-0.4
<i>Career counseling</i>	5.00	5.43	-0.4
<i>Student activities (clubs, organizations, programs)</i>	4.89	4.61	0.3
<i>New student orientation</i>	4.84	4.87	0.0
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.76	6.33	-1.6
<i>Food services (cafe/vending machines)</i>	4.53	4.82	-0.3
<i>Scholarships and Student Financial Assistance Office</i>	4.44	6.14	-1.7
<i>Parking</i>	4.16	6.29	-2.1

#### TS-Tarpon Springs Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.23	6.22	0.0
<i>Personal safety and security</i>	6.05	6.37	-0.3
<i>Out-of-class access to computers</i>	5.97	6.03	-0.1
<i>Overall quality of educational program content</i>	5.87	6.49	-0.6
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.83	6.17	-0.3
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.78	6.00	-0.2
<i>"Online" registration</i>	5.73	6.13	-0.4
<i>Attractiveness of the campus</i>	5.73	5.51	0.2
<i>Facilities</i>	5.72	6.12	-0.4
<i>Overall rating of academic program/educational support services</i>	5.70	6.35	-0.6
<i>The application/admission process</i>	5.69	5.94	-0.3
<i>"In-person" registration</i>	5.68	5.84	-0.2
<i>Ability to get in "first choice" of classes</i>	5.64	6.42	-0.8
<i>The Business Office</i>	5.57	5.57	0.0
<i>Overall rating of student support services/offices</i>	5.54	6.07	-0.5
<i>Student publications (e.g. student handbook, catalog)</i>	5.50	5.65	-0.1
<i>Convenience of times courses offered</i>	5.43	6.48	-1.0

<i>Career Development Center resources (e.g. materials)</i>	5.42	5.44	0.0
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.42	5.18	0.2
<i>Initial testing for placement in courses</i>	5.33	5.51	-0.2
<i>Variety of courses offered</i>	5.32	6.44	-1.1
<i>Career assessment</i>	5.30	5.49	-0.2
<i>General information about the programs and services</i>	5.27	5.85	-0.6
<i>Career counseling</i>	5.17	5.64	-0.5
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.16	6.31	-1.2
<i>New student orientation</i>	5.15	5.09	0.1
<i>Parking</i>	5.11	6.15	-1.0
<i>Official mailings received from the College</i>	5.10	5.42	-0.3
<i>Student activities (clubs, organizations, programs)</i>	4.78	4.61	0.2
<i>The Bookstore</i>	4.76	6.13	-1.4
<i>Scholarships and Student Financial Assistance Office</i>	4.50	6.03	-1.5
<i>Food services (cafe/vending machines)</i>	3.58	4.96	-1.4

#### SE-Seminole Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Attractiveness of the campus</i>	6.21	5.71	0.5
<i>Facilities</i>	6.16	6.17	0.0
<i>Personal safety and security</i>	6.05	6.24	-0.2
<i>Out-of-class access to computers</i>	5.96	6.13	-0.2
<i>The Library</i>	5.90	6.01	-0.1
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.81	6.05	-0.2
<i>Overall quality of educational program content</i>	5.78	6.47	-0.7
<i>"Online" registration</i>	5.71	5.94	-0.2
<i>Overall rating of academic program/educational support services</i>	5.67	6.38	-0.7
<i>Ability to get in "first choice" of classes</i>	5.63	6.39	-0.8
<i>The application/admission process</i>	5.59	5.80	-0.2
<i>Initial testing for placement in courses</i>	5.52	5.65	-0.1
<i>Overall rating of student support services/offices</i>	5.52	5.98	-0.5
<i>The Business Office</i>	5.49	5.32	0.2
<i>"In-person" registration</i>	5.47	5.73	-0.3

<i>Student publications (e.g. student handbook, catalog)</i>	5.45	5.57	-0.1
<i>Convenience of times courses offered</i>	5.44	6.53	-1.1
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.44	5.79	-0.4
<i>Variety of courses offered</i>	5.25	6.40	-1.2
<i>Career assessment</i>	5.18	5.41	-0.2
<i>Career Development Center resources (e.g. materials)</i>	5.17	5.31	-0.1
<i>General information about the programs and services</i>	5.11	5.82	-0.7
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.10	6.28	-1.2
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.09	5.04	0.1
<i>Parking</i>	5.07	6.05	-1.0
<i>Career counseling</i>	5.04	5.55	-0.5
<i>Official mailings received from the College</i>	5.02	5.39	-0.4
<i>The Bookstore</i>	4.98	6.02	-1.0
<i>Scholarships and Student Financial Assistance Office</i>	4.87	6.06	-1.2
<i>Student activities (clubs, organizations, programs)</i>	4.73	4.67	0.1
<i>New student orientation</i>	4.63	5.02	-0.4
<i>Food services (cafe/vending machines)</i>	4.62	4.84	-0.2

#### AC-Allstate Center Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Personal safety and security</i>	6.23	6.34	-0.1
<i>Overall quality of educational program content</i>	5.90	6.60	-0.7
<i>Facilities</i>	5.82	6.06	-0.2
<i>Out-of-class access to computers</i>	5.76	5.69	0.1
<i>Variety of courses offered</i>	5.65	6.48	-0.8
<i>Attractiveness of the campus</i>	5.64	4.98	0.7
<i>The Library</i>	5.64	5.68	0.0
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.63	6.13	-0.5
<i>Overall rating of academic program/educational support services</i>	5.59	6.45	-0.9
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.50	4.82	0.7

<i>"Online" registration</i>	5.45	6.38	-0.9
<i>General information about the programs and services</i>	5.44	5.69	-0.3
<i>Student publications (e.g. student handbook, catalog)</i>	5.40	5.76	-0.4
<i>Official mailings received from the College</i>	5.38	5.12	0.3
<i>Overall rating of student support services/offices</i>	5.34	5.93	-0.6
<i>Convenience of times courses offered</i>	5.30	6.53	-1.2
<i>The application/admission process</i>	5.26	5.94	-0.7
<i>The Business Office</i>	5.19	5.42	-0.2
<i>Parking</i>	5.19	5.82	-0.6
<i>Career counseling</i>	5.15	5.69	-0.5
<i>Career Development Center resources (e.g. materials)</i>	5.10	5.18	-0.1
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.09	5.21	-0.1
<i>Career assessment</i>	5.08	5.50	-0.4
<i>The Bookstore</i>	5.08	5.92	-0.8
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	5.05	6.03	-1.0
<i>"In-person" registration</i>	5.02	5.60	-0.6
<i>Ability to get in "first choice" of classes</i>	4.90	6.58	-1.7
<i>Student activities (clubs, organizations, programs)</i>	4.88	3.96	0.9
<i>Initial testing for placement in courses</i>	4.84	5.10	-0.3
<i>Scholarships and Student Financial Assistance Office</i>	4.81	6.06	-1.2
<i>New student orientation</i>	4.65	4.78	-0.1
<i>Food services (cafe/vending machines)</i>	4.54	3.78	0.8

### eCampus Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>Use of technology for instruction (e.g. computers, Internet)</i>	6.16	6.43	-0.3
<i>Overall quality of educational program content</i>	5.97	6.57	-0.6
<i>Out-of-class access to computers</i>	5.96	5.62	0.3
<i>Personal safety and security</i>	5.84	5.99	-0.1
<i>Attractiveness of the campus</i>	5.79	5.13	0.7
<i>The Library</i>	5.79	5.37	0.4

<i>Convenience of times courses offered</i>	5.72	6.51	-0.8
<i>Facilities</i>	5.72	5.53	0.2
<i>Overall rating of academic program/educational support services</i>	5.69	6.33	-0.6
<i>"Online" registration</i>	5.59	6.43	-0.8
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.58	5.18	0.4
<i>Student publications (e.g. student handbook, catalog)</i>	5.54	5.42	0.1
<i>Variety of courses offered</i>	5.54	6.37	-0.8
<i>Initial testing for placement in courses</i>	5.49	5.13	0.4
<i>Ability to get in "first choice" of classes</i>	5.42	6.40	-1.0
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.40	4.56	0.8
<i>"In-person" registration</i>	5.39	5.28	0.1
<i>The Business Office</i>	5.38	5.28	0.1
<i>The application/admission process</i>	5.38	5.94	-0.6
<i>Overall rating of student support services/offices</i>	5.32	5.90	-0.6
<i>General information about the programs and services</i>	5.17	5.72	-0.5
<i>Official mailings received from the College</i>	5.16	5.24	-0.1
<i>New student orientation</i>	5.14	4.61	0.5
<i>Career Development Center resources (e.g. materials)</i>	5.14	4.90	0.2
<i>Career assessment</i>	5.08	4.93	0.2
<i>Career counseling</i>	4.96	5.10	-0.1
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.91	6.21	-1.3
<i>Student activities (clubs, organizations, programs)</i>	4.89	3.76	1.1
<i>The Bookstore</i>	4.75	5.97	-1.2
<i>Scholarships and Student Financial Assistance Office</i>	4.61	5.75	-1.1
<i>Food services (cafe/vending machines)</i>	4.48	3.53	0.9
<i>Parking</i>	4.44	5.57	-1.1

### HEC-Health Education Center Enrolled Student Survey Performance Gap

Services/Office	Level of Satisfaction	Importance	Performance Gap
<i>The Library</i>	6.06	6.26	-0.2
<i>Personal safety and security</i>	5.87	6.25	-0.4
<i>Out-of-class access to computers</i>	5.77	5.98	-0.2
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.76	6.23	-0.5
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.64	5.48	0.2
<i>Overall quality of educational program content</i>	5.60	6.57	-1.0
<i>Variety of courses offered</i>	5.54	6.38	-0.8
<i>Facilities</i>	5.50	5.95	-0.4
<i>Overall rating of academic program/educational support services</i>	5.49	6.44	-0.9
<i>Overall rating of student support services/offices</i>	5.41	6.14	-0.7
<i>Initial testing for placement in courses</i>	5.40	5.36	0.0
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.38	5.71	-0.3
<i>The application/admission process</i>	5.36	5.91	-0.5
<i>"Online" registration</i>	5.33	6.23	-0.9
<i>Attractiveness of the campus</i>	5.29	5.21	0.1
<i>Student publications (e.g. student handbook, catalog)</i>	5.29	5.53	-0.2
<i>Ability to get in "first choice" of classes</i>	5.28	6.47	-1.2
<i>General information about the programs and services</i>	5.27	5.96	-0.7
<i>The Business Office</i>	5.26	5.26	0.0
<i>Career Development Center resources (e.g. materials)</i>	5.12	5.33	-0.2
<i>Convenience of times courses offered</i>	5.05	6.45	-1.4
<i>Official mailings received from the College</i>	5.05	5.47	-0.4
<i>New student orientation</i>	5.01	5.16	-0.1
<i>Academic advising (info on programs of study, course degree requirements, transfer to another institution)</i>	4.94	6.30	-1.4
<i>"In-person" registration</i>	4.91	5.67	-0.8
<i>Career assessment</i>	4.85	5.28	-0.4
<i>Student activities (clubs, organizations, programs)</i>	4.77	4.33	0.4
<i>The Bookstore</i>	4.65	6.07	-1.4
<i>Career counseling</i>	4.63	5.38	-0.7

<i>Scholarships and Student Financial Assistance Office</i>	4.19	5.83	-1.6
<i>Parking</i>	4.05	6.05	-2.0
<i>Food services (cafe/vending machines)</i>	3.15	4.77	-1.6

## Appendix B

### Satisfaction by Campus Side-by-Side Comparison

Services/Office	SPG	CLW	TS	SEM	AC	HEC	eCamp
<i>Ability to get in "first choice" of classes</i>	5.33	5.41	5.64	5.63	4.90	5.28	5.42
<i>Academic advising</i>	4.96	4.76	5.16	5.10	5.05	4.94	4.91
<i>Application/admission process</i>	5.42	5.45	5.69	5.59	5.26	5.36	5.38
<i>Attractiveness of the campus</i>	5.48	5.46	5.73	6.21	5.64	5.29	5.79
<i>Bookstore</i>	4.94	5.23	4.76	4.98	5.08	4.65	4.75
<i>Business Office</i>	5.30	5.18	5.57	5.49	5.19	5.26	5.38
<i>Career assessment</i>	5.21	5.20	5.30	5.18	5.08	4.85	5.08
<i>Career counseling</i>	5.16	5.00	5.17	5.04	5.15	4.63	4.96
<i>Career Development Center resources (e.g. materials)</i>	5.37	5.28	5.42	5.17	5.10	5.12	5.14
<i>Convenience of times courses offered</i>	5.18	5.09	5.43	5.44	5.30	5.05	5.72
<i>Facilities</i>	5.54	5.54	5.72	6.16	5.82	5.50	5.72
<i>Food services (cafe/vending machines)</i>	3.55	4.53	3.58	4.62	4.54	3.15	4.48
<i>General information about the programs and services</i>	5.07	5.04	5.27	5.11	5.44	5.27	5.17
<i>Initial testing for placement in courses</i>	5.41	5.35	5.33	5.52	4.84	5.40	5.49
<i>In-person registration</i>	5.30	5.21	5.68	5.47	5.02	4.91	5.39
<i>Library</i>	5.81	6.03	6.23	5.90	5.64	6.06	5.79
<i>New student orientation</i>	4.90	4.84	5.15	4.63	4.65	5.01	5.14
<i>Official mailings received from the College</i>	5.04	5.01	5.10	5.02	5.38	5.05	5.16
<i>Online registration</i>	5.59	5.67	5.73	5.71	5.45	5.33	5.59
<i>Out-of-class access to computers</i>	5.78	5.78	5.97	5.96	5.76	5.77	5.96
<i>Overall quality of educational program content</i>	5.70	5.62	5.87	5.78	5.90	5.60	5.97
<i>Overall rating of academic program/educational support services</i>	5.49	5.54	5.70	5.67	5.59	5.49	5.69
<i>Overall rating of student support services/offices</i>	5.33	5.34	5.54	5.52	5.34	5.41	5.32
<i>Parking</i>	3.33	4.16	5.11	5.07	5.19	4.05	4.44
<i>Personal safety and security</i>	5.65	5.73	6.05	6.05	6.23	5.87	5.84
<i>Scholarships and Student Financial Assistance Office</i>	4.41	4.44	4.50	4.87	4.81	4.19	4.61
<i>Specialized academic support services (e.g. SSS, Pathways, WOW, OSSD, NIPS)</i>	5.33	5.41	5.42	5.09	5.50	5.64	5.40
<i>Student activities (clubs, organizations, programs)</i>	5.01	4.89	4.78	4.73	4.88	4.77	4.89
<i>Student publications (e.g. student handbook, catalog)</i>	5.35	5.48	5.50	5.45	5.40	5.29	5.54
<i>Supplemental instructional centers/tutoring (e.g. Learning Support Center &amp; Information Commons)</i>	5.50	5.52	5.78	5.44	5.09	5.38	5.58
<i>Use of technology for instruction (e.g. computers, Internet)</i>	5.70	5.69	5.83	5.81	5.63	5.76	6.16
<i>Variety of courses offered</i>	5.32	5.26	5.32	5.25	5.65	5.54	5.54
<b>Average</b>	<b>5.20</b>	<b>5.25</b>	<b>5.41</b>	<b>5.40</b>	<b>5.30</b>	<b>5.15</b>	<b>5.36</b>

## Appendix C Comments by Campus

### SPG-St. Pete Gibbs Comments

*Need COVERED WALKWAYS to and from parking areas. Better parking lot layout. A cafeteria and/or snack bar with INEXPENSIVE, HEALTHY food choices. More and better variety of courses and class times.*

*Decrease the cost of books in the bookstore!*

*I think tht there should not be any specific parking at the Gibbs campus. It makes it very difficult to find some place to park. Other than that i think that spc is a very nice, clean environment.*

*I think students should have a CHOICE in every single course offered on whether we want to take lecture OR internet classes. One of the classes i'm taking right now, and other classes I have to take in the future in my program study(HIM), are mainly INTERNET ONLY classes which I absolutely hate because I'd much rather have lecture courses over internet courses any day. I just had to spend almost \$1,000 that I really didn't have to spare to buy a computer for this internet only class. PLEASE consider my point of view.*

*they need to have the financial aid answering their phones. every time i call them with a question i always get the answering machine and then when i do leave a message they never call me back. i want answers to my questions not just leave a message and never get back to me. this is the gibbs campus. also the parking is really bad, there needs to be more parking added. other than that everything is great i love this school.*

*i had a horrible horrible time getting the information i needed, i was told i was in a certain program and when i arrived i was told i wasn't and there was no way of getting in so i had to change my whole plan. i was greeted and dealt with by extremely rude representatives of your school ranging from councelors to heads of departments. I didn't get any of the information I needed and i was sent on a while goose chase and had to untangle all the mess you guys created by myself and was treated like it was my fault you guys screwed up. I am extremely unhappy with your school and the only reason I am sticking it out is because I have already paid. You better get your act together because I have told many people about your horrible service.*

*Get rid of "paycheck" instructors. It's hard enough being a full-time student in itself without having an instructor who doesn't instruct. Constructing a new library in conjunction with the city is a huge mistake. students should be able to have full access to the college library resources. Now we are going to have to compete with the general public to get the things we need for our courses.  
ie, computers, books, ect....*

*The college course scheduling is by far the worst this year. The college needs to stop being hypocrites and issue all financial aids early. Don't hold them back or create "benefits" which allows students to purchase books at the bookstore early. We all know the bookstore is robbing the students blind that forces them to buy books at their facilities. Additionally, most of us also know that the longer the they hold financial aid checks the more interest the college gains. It's all a profitable game that shouldn't be played on the students. It's not only unethical business practice, it's simply just not right. On top of that the college decided to drop so many course over at the Gibbs campus it was totally uncalled for. Three, that's (3) of my classes were dropped. They said it was because of low enrollment. One class that was dropped had 12 already register. It was not right for the department head to do that. Now, not only do I have to take course over at the Gibbs campus, I have to take courses at the downtown and Clearwater campus. Some people don't wait till the last minute to make their schedule. It just seems that the college "favored" the last minute students more than those who planned early. I think the colleges "low enrollment" statement was clearly a bad excuse. We don't need to see thousands of Comp course or millions of general math course. The college needs to step up the plate and demand that truly unique and scholarly course be taught. If the college fear that student incompetence is the issue, than let that fear fall up the student and not on the college. As long as the college provide the adequate resources need and make them relatively accessible, students will work their way though the problems as they should be learning to do in the first place. Teacher should have the freedom to choose their own textbooks for the course. If the teacher and students feels that the text that the department assigned is deemed to be unfit for the use of the course they should have every right to change it.*

*i really feel that if a course is only available on line you should make sure that the student knows this before he or she registers. many people are not comfortable with on line courses. i believe that all courses that are available on line should also be available in the classroom setting.*

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*In my opinion, SPC should try to offer all available classes at every campus. I realise that this is almost impossible to achieve due to other more specific demands, but it would very helpful if, in the future, the Downtown St. Pete campus could offer more choices in courses, not just the basic academics.*

*I think you are doing a great job. getting registered for school was easy, and the staff was extremely helpful! All of my teachers are great, and the work load is ok. The only thing I would say is you should offer a way for students to anonymously tell a teacher when they are overbearing a class with work and research. I think one teacher in particular seems to forget we all have other classes, other than humanities. But all in all SPC is great and its a beautiful campus! You have made the transition from being a housewife to a college student very easy and graceful.*

*I really have enjoyed not having to drive all the way up to Tarpon Springs Campus to be part of the COE -- having classes on the Gibbs campus was a great idea. Also, I wish the rest of the campus services were as responsive as the COE faculty. The bookstore management really needs to spend time training staff on the materials located in the store. It is really hard as a student to deal with others who aren't proactive in solving textbook problems -- there's a lot of passing the buck at the Gibbs location.*

*Put instructions and/or assignments into a little bit more detail, at times we feel overwhelmed and things and assignments that give us a good idea of what we need to do and get done, we really appreciate, especially when it comes to assignments, because even though you, the teacher may understand the assignment clearly, that is only because you know exactly what you want- the students don't, so being clear as possible is always appreciated. Thank you*

*Course schedules are not varied enough. There is a very limited selection of classes available and to make matters worse, many of them start at the same time. More afternoon classes would help. The facilities on the Gibbs campus are terrible. I understand construction causes many inconveniences, but to lose the bookstore, cafeteria AND parking all at the same time is simply poor planning. The mandatory computer class is unnecessary. Even more so, for those students who take advanced computer classes, ie. web design, programming, etc. A passing grade in advanced computers should exempt a student from the test. Especially when the program used is outdated, and does not allow for various alternatives to reach the same goal. For example, I know of and use four different ways to close a window. Your program only allows for one.*

*the guidance counselors need care training!!!*

*Provide more parking and a place to eat. Also, the library needs better updated materials on all subjects.*

*More classes at more convenient times. The school population is growing rapidly and the facilities are not able to keep up, including parking. Every class I had this semester was over booked, every single class! Chairs had to be found for students. The school is great and the teachers I have had have been great as well, however the school is not able to keep up with the needs of its students. It seems very disorganized at times.*

*HAVE AVAILABLE TE COMPUTER TIME AVAILABLE SUNDAYS AND FRIDAY EVENINGS  
LOWER COST OF TEXTBOOKS-BE ABLE TO RESELL HIRE FRESH TEACHERS WITH  
MORE ENTHUSIASM HAVE COUNSELORS TRAINED- NO HELP TO A JOURNALIST  
MAJOR.*

*To improve SPC, I think the security should be tightened up. The college at HEC is very laid back about who comes and goes to the campus. People should wear their ID badge at all times. Computers in the vet Tech dept are dinosaurs, need to be updated.*

*The College of Education students need better parking since we are there all day. The parking lot in front of the TE building would be great for those students because we have so many books and only 10 minutes to go to and from classes.*

*Build a Parking Garage!!*

*I love that the COE is now offered at the St. Pete Campus. I do look forward for the next semesters to offer a wider variety of class times. But I am so thankful that I did not have to transfer to USF to stay in St. Pete for the COE.*

*more courses offered on-line in a wide range of subjects. The bookstore is too far away, needs to be centralized in the front of the campus. For a handicap person it's hard to get to. I know that this is under construction, however a place to get a hot meal, centrally located. The vending machines are very expensive, and do not offer a good meal.*

*NO COMMENT OTHER THEN I BELIEVE IF U WANT A HONEST COMPLETED SURVEY YOU SHOULD LEAVE IT IN THE CLASSROOM EVERYTHING DON'T HAVE TO BE ON COMPUTER*

*Need a lot of improvements to food/vending services, need to work on parking at the gibbs campus, it is unfair to students when faculty are allowed to park in our spaces w/o penalty, but when we park in theirs we get a ticket every time. It needs to be faculty only student only, or make it like the seminole campus... first come first serve..*

*Advising needs to be aware of what 4 year schools require for their programs. Additionally, some advisers seem to be bothered when you ask them a question. I also had one instructor who made it obvious that he did not want to teach the course he was teaching and was not helpful when asking for help. Math lab needs people who are not only smart in math but who can explain it to other students.*

*Provide more variety of bachelor degree programs.*

*better security at night in the parking lots. ie guards available. Counselors better informed regarding contents of classes, I had to drop some each semester due to being informed wrongly. Although, I enjoy being an adult student in school, I do not feel out of place in the least.*

*Anytime a student is getting a grant or finaancial aid, I think it should be direct deposited into the student's bank account. That should be easier than mailing the check 2 or 3 times before student gets it.*

*The parking is terrible*

*I am very happy to have the COE program at the SPG campus as I was afraid of where i would attend this year. I would not be driving all the way to Tarpon. We also love our teachers and the support groups of the program.*

*SPC should build a bigger parking lot for student. Also the temperture in the class rooms should be comforTable not freezing*

*The only suggestion that I can make is that when students have questions, the staff could be more informative with solutions instead of transferring the student, or taking messages which are not returned. (Financial Aid Dept, in particular).*

*I am so happy that the COE is being brought to the Gibbs campus. If it weren't for this move I would have gone to USF for the close proximity to my part of the county. I am not the only one who is overjoyed.*

*A cafeteria is defunutely needed at Gibbs, and more afternoon classes.*

*Im taking the reading techniques 2 lab and lecture courses. I suggest that the teachers not treat us like we're babies. ( ie - telling us we have to memorize 50 vocabulary words and then making it open book) the whole point of the class is to make us learn the vocabulary. how can we be expected to learn things if everything is always open book ?*

*SPC is an excellent school. The only thing I would have to comment on is the security in the parking lots and the available space. I was unfortunate to have my books stolen out of my car last semester.*

*Stop doing the 'good old boy' syndrome with professors, especially in the Chemical sciences. There are instructors who are more accessible, and yet the people who get to teach, no longer want to teach. This creates an environment where the students aren't challenged and the entire class suffers.*

*The head of each department should be responsive to students and easy to reach. The science courses should have more than one of each class available so students don't have to put off a class for several semesters because they have to choose between two critical classes both offered at the same meeting time.*

*offer acting classes*

*Get rid of People Soft!!! Get some people in Financial Aid who know what they are doing!!! Quit changing my requirements after you tell students that they must complete certian courses and tests, then changing them after the effort is put forward to tell us to do something else...this is very frustrating.*

*In my opinion, SPC have made a huge step during the last couple years. Most of the services and programs in our college is highly developed. I really enjoy attending this college. Sincerely, Gediminas*

*You can take more responsibility to remove instructors who constantly and consistently are rated poorly by the students. You should go to: [www.ratemyprofessors.com](http://www.ratemyprofessors.com) and read about your instructors. You have people teaching who have no business there. We students believe you know about those people, and care nothing to do anything about them, leaving us to pay our money and suffer.*

*SPC, can improve its academic programs for students by having teachers more patient than a lot of what he has. Because asking a question and having an impatient answer from the teacher is inappropriate and inaccurate.*

*More of a variety of evening classes*

*PLEASE!!! Have some consideration for busy adult students who may not be able to arrive 20 minutes before classes to find parking! I've noticed new buildings being erected at SPC Gibbs (more buildings = more classes = more students) but not one of those structures was to be a parking garage :(*

*i feel that the financial aid area needs a little work, they say anything to get you in and out of their office. (gibbs campus) i don't feel the care too much about the students and their needs. i know from my own experience that if they would have listen to me in one issue the matter would have been solved very quickly.*

*There are couple of really bad instructors who do nothing in their class session except reading the text book out loud.*

*Provide more math and computer tutors. Have more options for special courses i.e music, foriegn language.*

*Increased course offerings*

*There needs to be restructuring of the Scholarships and Financial Aid office. It is too much of a hassle to complete the entire financial aid process. The waiting in line and changes for financial aid reimbursements is an inconvenience.*

*Overall I have to say that major improvements have already been made - especially in the area of getting more information about financial aide & course status online; having that has been great! More academic programs can of course always be added which would make more instructors a must. Especially for the health care field which I am persuing - the waiting list is awful!*

*I don't understand how you can take a class at one campus, buy the book on another campus and it's the wrong book. Shouldn't all the classes be on the same level, not on different versions of the books?*

*I feel that the financial aid offices could use more help in staffing. Also informing the students about when certain monies will be dispersed so they are not dropped from classes because their weren't all paid. Dealing with financial aid is frustrating enough without having to deal with negative attitudes from the people who are supposed to be there to help us.*

*I think their should be a spell check built into webct classes where students post graded materials. Copying and pasting from Microsoft Word, etc. makes the formating have incorrect spacing and I have lost points because of it. (It messes up the paragraphs) Also I was a math tutor and I helped the students more than the teacher did with using interactive mathematics. It is a horrible learning tool and students suffer the consequences many times over. Math teacher should be required to lecture in every class!*

*I applied for classes this semester. I asked for a "lecture" class and got a computer "self paced" class. I thought I did something wrong until I saw 5 or 6 people walk out and asked someone if they did the same thing. somehow someone put in the wrong information.*

*The financial aid office is a disaster. Everyone I know, myself included, has had nothing but trouble from them. They blame the student when it is clearly thier fault. This is very stressful and irritating to everyone involved. If the point of the collegiate high school is to raise money for SPC, then the students should see some of that money in the form of grants or scholarships, or even in an improvement in the entire financial aid office. The curriculum, and even the academic programs SPC offers are fine, but the horrible experience of the financial aid office makes SPC look bad.*

*more bachelor degree programs!*

*Get rid of Peoplesoft. Ever since that program has been implemented I have had problems completing my degree because I kept getting held out of classes I should have been able to take. It is also much harder to search for classes than it was with the old system. Also, the EMS program needs more space in an updated building.*

*The whole entire process has been an uphill battle for me. Counselors left out vital information that has left me two semesters behind. I am not a youngster; the government is not paying for my education and I am not stupid. As an adult I have found the whole process dismal and I now have no doubt that the whole educational system is in shambles.*

*I would like to see the FORTRAN computer programming course brought back for all of us engineering students to take. COP2202 I believe. Also, more higher level math courses during the summer. There is usually only one calculus class (of each level) during summer sessions, and if you don't get into that one class, you are sort of screwed.*

*More M/W classes without the Friday would be great. I also feel that expectations are too low in many of the courses. It frequently seems as if instructors are going down to meet the lowest common denominator rather than holding students to high standards. Perhaps some consider this as the purpose of a community college, that is to allow almost anyone the opportunity to achieve higher education. However, it seems that sometimes the standards become unacceptably low. I have not, however, found this to apply to mathmatics, where testing and grading are far less subjective.*

*My only other negative comment would be that some instructors seem more concerned with entertaining the class than covering material. This may appeal to the younger students and in proper proportion can, of course, aid in teaching by helping to keep students attention. But as an older student, thirty-three, I am frequently frustrated by the lack of focus because I am paying and spending my time to LEARN. Aside from all of this, I have had enjoyed many aspects of my time spent at SPC. I really enjoy the website when it is working properly. I also feel the registration and class selection process works excellently. I would also like to compliment the security staff. They are ALWAYS friendly and helpful. They really seem to enjoy their jobs more than the people in the administration building. Why is that? Others that I want to send my compliments to are Elaine Abruzzo at the Downtown campus. She was so helpful to me. It was unbelievable. I had a transcript issue that I saw two other counselors about at Gibbs campus and she finally completely resolved everything and went out of her way to contact me. I would also like to compliment Don Drew in Mathmatics, Sharon Whipple in Humanities and Dr. Ross Brightman in Science. All three are, in my estimation, EXCELLENT educators. I learned a great deal in their classrooms.*

*Weekly requirements for nursing course including questions for homework found in too many different areas (online organizer, syllabus, unit content required assignments, course contract). I feel there should be one document to include all work requirements. This would leave little room for discrepancies and variences and prevent the student from looking through 3-4 documents to find out what is due and when. Otherwise, I love the program so far!*

**MAKE MORE PARKING SPACE FOR EVERYONE!!!!!!**

*I think about the front parking will be with more space for the students.*

*I guess that we need a cafeteria so quickly people need eat for be better students. Another thing are the parking they are to far away we need more in the front part.*

*The best way to improve the student's learning quality to is give the students free internet access for their homes. Most quizzes are now given online, reading assignments and homeworks are also given online. Having free internet access would make this process easier to complete. More financial information should be given in the acceptance package.*

*Computer certifications require a large amount of money for lab fees but the students often don't see what this money buys. Perhaps this lab fee could purchase a personal computer or laptop for the student along with the necessary software providing that they are in a program that requires several lab fees. A backup system would also be a useful tool for the students to gain practical experience. A twenty four hour lab would be great especially if the students could access the same lab they used in class.*

*When you are considering opening up a new program, the high school enrollment for example, you should ask your paying students how they feel about it. Not just the teachers. We are the ones who were effected, and have no benifit just headache.  
more food vending, more study areas*

*IF POSSIBLE TRY TO GET MORE TACHERS ,SO WHEN SUDENTS ARE AT THE END THEY WILL NOT HAVE TO WAIT BCAUSE THE CLASSES ARE FULL.*

*Make classes like they are at UF, FSU, USF, UCF ect. So when we transfer we will be prepared to do well in those classes.*

*By adding more parking spaces*

*IN THE HUMAN SERVICE PROGRAM, BECAUSE CLASSES WERE OFFERED AT NOON AND 2PM, I HAD DIFFICULTIES GETTING TO THEM, BECAUSE I AM A FULLTIME EMPLOYEE, HOWEVER I WAS ALWAYS ABLE TO GET THERE, I HAD TO ALWAYS INCONVIENCE MY EMPLOYER TO GET OUT OF WORK. IF THIS PROGRAM SCHEDULE COULD BE RE-VISITED MAYBE MORE STUDENT WOULD JOIN THIS PROGRAM. ALSO HAVING CLASSES ONLY OFFERED ON-LINE, I THINK THAT STUDENT SHOULD BE GIVING AN OPTION. ALSO CLASSES SHOULD NOT BE OFFERED ONLY ONCE A YEAR, WHICH DRAGS THE PROGRAM OUT OVER SUCH A LONG PERIOD OF TIME. WITH ALL OF THE CLASSES OFFERED THEY SHOULD BE OFFERED EACH SEMESTER. THERE IS A GREAT NEED FOR THIS ENTIRE PROGRAM TO BE RE-VISITED.*

*i would like to see more foreign languages offered and a degree in foreign language offered. registration over the internet could be made easier as well as over the phone help when having problems with internet services ..... thanks for all the help!*

*1) Registration should facilitate that a student seeking a certificate may register for a full semester load even when that load means split semester courses. The computer is capable to inquiry the records and see that the first of the two class is registered to the student and therefore allow registry to the balance of that semester. 2) Tuition for the class that is at the second half of the semester should not be due at the start of the semester but by start of that specific class.*

*I agree with this survey and can appreciate what the school is trying to accomplish by submitting to all students. I have attended for a long time and known the ins and outs of this school, however my first year in the COE has been tumultuous. I do understand the kinks have to be worked out and the faculty and staff has been very accomodating. I also feel that I am getting excellent education. Thank you.*

*Please, get a cafeteria back. Also, the parking is terrible unless I come half hour earlier for class. I am very happy that you have the COE at the Gibbs campus. The bookstore also needs to better prepared for the starting date of classes in having the books in stock before or at least the starting date of classes.*

*cool*

*We need to do something about parking at the St. Pete Gibbs campus. If we have to pay so that we could get more areas to park in, I would be open to that. It's impossible to find parking from 730am-10am.*

*Add more classes and more days of the week for them (more 12:00pm-3:00pm Tuesday and Thursday). Parking is really bad.*

*More access to scholarships, especially for the physically disabled and learning disabled students especially those with little or no income. more access to student activities and councils at the Downtown Campus. Access to a school paper at the Downtown Campus if there is one, if not I would be happy to be an editor or one of the paper's individual area writers.*

*Better coordination on the Gibbs campus for education majors including the bookstore, advisors, etc.*

*Better parking, better arrangements with counselors and information from them to be right.*

*If something could be done about the parking that would be great. I go to Clearwater and Gibbs campus and the parking at Clearwater is horrible. I don't have any ideas really, but it's an issue.*

*Better Parking!*

*The financial aid situation is terrible and puts students through a lot of stress that is not needed when taking hard classes and getting settled in to a new semester. I have been through numerous problems with financial aid due to errors on their part. I still have not received my aid and I get many different answers and run-arounds from various people, still no answers, still no money.*

*GET MORE PARKING CLOSER TO BUILDINGS. GET MORE FRIENDLY SECURITY GUARDS, WHO AREN'T SO STRICT. LIFT THE 2,000 WORD GORDON RULE FOR THOSE STUDENTS WHO WORK FULL TIME & HAVE TO BALANCE BOTH SCHOOL & WORK. IT'S HARD TO WRITE SO MUCH & DEDICATE SO MUCH TIME TO THOSE CLASSES THAT REQUIRE IT. EMPHASIZE TO MORE OF COUNSELORS THAT THEIR PATIENCE, INTEREST AND PROFESSIONALISM IS IMPORTANT TO THE SUCCESS OF THE STUDENTS. UNFORTUNATELY I'VE ENCOUNTERED SOME GUIDANCE COUNSELORS WHO SEEMED THEY DIDN'T CARE, THEY JUST WANTED ME IN & OUT.*

*Offer more courses and a computer lab at the Midtown Campus for those who live or work in the area*

*Well the thing I had in mind is being built as I type so hopefully this cafe will be as I imagine. And I would make it required that freshmen use the LSC at least the first month of classes or have every teacher be required to inform you of it, because I have some friends who aren't and I don't think they're doing well.*

*Hire instructors who have a clue. I appreciate the good retired professors, but some are a joke.*

*SPC is a great college and I can tell that it works hard to improve all kinds of different aspects with regards to students and their environment. But there are some little things that if resolved would greatly improve the overall atmosphere of the college. First, classes should be scheduled and located (in certain rooms) with regards to the level of the college course. Example, this semester I am in PHY2048 and I am cramped in a tiny little room, the smallest room in the building I think, with 30 other students. Last semester I took CHM1045 in the new Gibbs science building, now there are like three or four huge lecture halls which are specifically made for classes like PHY2048. I have seen some of the classes in these lecture halls this semester and there are like 10-20 students, in lower level classes, yet I am cramped in the tiny room. Well little things like that.*

*Needs to have a better parking situation.*

*Parking is terrible, I don't know how we can make it better but I hope there is a way. Try to hire more competent, willing to help people in financial aid, registration, and counseling. Make it easier for a student to know exactly what they need to get what degree.*

*have more instructors*

*It would be nice if another campus was opened for the nursing students, that way the waiting list would not be so long.*

*You could offer more math classes that are lecture/ teacher taught, not on the computer... also the way the system teaches math about the most difficult, backwards way there is... just in case you didn't know*

*We need a variety of honors classes that will encourage further learning. I did not join Honor's College mainly because it was too late, but also because the lack of courses they offered. Parking is atrocious, as you know, I'm sure that will be fixed. Not enough advanced level courses in humanities or social science. I had two classes cancelled this semester without adequate notice.*

*providing health insurance, a food court, and more available information on clubs and organizations*

*Better parking, WE NEED A CAFETERIA!!!!*

*Would appreciate if SPC College would communicate with each department, who is handling what??? Financial Aid, I wish they would be consistent on how they handle the disbursement checks. That was a good idea, to purchase the books first. But the bookstore is so small Gibbs campus... Overall I wouldn't change schools*

*Parking needs to be improved!*

*The registration, scholarship, and financial aid processes need to be clarified. Current students need to be better notified of timelines and procedures.*

*I think that you should find a way to speed up construction! I am tired of waiting for a cafeteria!*

*It would be nice to have more parking spots, more counselors when signing up, faster service for financial aid. The Financial aid office seems to want to rush you out of there before you completely understand all the important facts you need to know. This is a very important and essential for a first time student.*

*PARKING,PARKING,PARKING*

*Professors Plotts, Sinclair, Hargray, Billingsley, and Vidal are excellent. Although they each have their slight negative attributes, they are fine teachers, and I would be excited to be taught by any one of them.*

*All the time. I would like to give my idea but as of now, get a soccer program at Gibbs campus.*

*I love the college, the campus, and the instructors. The only complaint I really have is that when I schedule my classes, I do so as soon as my appointment allows me. Unfortunately, I am still unable to get the schedule of classes that fits my personal schedule. I think SPC should offer more variety of times and days. I.E. I would like to take all of my classes in the morning and I would rather do them on Monday and Wednesday (no Friday) instead of Tuesday and Thursday.*

*I wish you would not cancel classes at the last minute, because working people cannot change their schedules all the time. Also, some teachers spend too much class time talking about not so important, many times personal, things.*

*all I'm waiting for is the new food service and the new library. Teachers are great and friendly and very helpful.*

*Get fully certified OSSD staff in all areas of disabilities, get instructors that understand the law and disabilities and follow it. Get administrative staffers and College Administrators who understand the law and disabilities, not misconceptions that leave students in a lurch, repeating courses and never getting their degrees. That's why the laws were made, to be used, not abused by people in charge who*

*have no clue.*

*Adding a cafeteria or a place where you can sit down and get something real to eat would help.*

*More tutors should be offered for specialized classes. And more one on one help should be offered in course selections.*

*The school needs extreme improvement in dealing with long distance education. I have been at this school for 5 semesters and every semester I have issues with financial aide and student loans and contacting the correct people and the correct campus. It seems that the school needs to pay better attention to the distance students for the plain fact that they can not just walk to the campus and talk to a person everything has to be done online or on the phone. It gets very frustrating when you try to explain things to several different people over the phone. AS far as the classes are concerned I have learned alot the instructors are great.*

*Remeber that students go to school at night also. It seems that many of support services are for daytime students only, such as computer, counseling, and support labs. I would like to see a cafateria that is open for later hours, many people come from work and stay at school for several hours. And for my BIGGEST complaint, what is happening to our financial aid department. This is a vital department for many students and it seems to be completely out of control. You can never talk to a real person if you call (remember most of us work so sitting a department for hours isn't possible), and half of the time when you do make it into the department either the system is down, they can't find your file, or they don't have an answer for your problem or a solution on how to correct it. I'm all for the growth of the college, but if vital areas can't support this growth then the college should help them or not grow. Financail aid is just as important as the new library or cafeteria.*

*The only thing i can say is in math, we have this teacher that is very hard to understand t hrough his accent, if at all possible for classes. we should have teachers that can speak our language well enough to teach the class without confusing people.*

*STOP USING PEOPLE SOFT!!!! If you continue using it train your staff to use it and not complain about it. Services should be friendly and during my process it was anything but friendly. I felt like my presence was a bother and stopped them from doing what they needed to do, I thought I was what they where supposed to do. Students should feel welcome, and that they have the support of the school, this is NOT what I felt (you don't want to know what I felt.)*

*I had a lot of trouble this year with counselors and the financial aid office. I was being told one thing and a week later I was told something else. I understand that they have a lot of things on thier plate to deal with but I feel like when I go to a professional for help, I deserve an answer or at least be told that they will look into it. I was very discouraged this semester when everyone I turned to for help just shrugged their shoulders.*

*I think the main problem, if any, with SPC incorporated is that there is no accounting to students and their personal progress. I think the fact that not once has a counselor, teacher, advisor or official called to schedule an appointment with me to ask of my progress is kinda remiss. I realize there are a lot of students, but-showing a little concern that students start and finish their academic careers successfully wouldn't hurt. Also, I am very disappointed in the quality of help offered in the Career Development Center. When I went there, I was pretty much left to my own devices- and the catalog materials were way out of date. Also, I think the Financial Aid department should make a better effort of making scholarships more accessible on campus. You practically have to take a week off to find anything on the computer there:) Also- I know it seems like I'm complaining a lot-but why has it taken so long to remodel the original campus in St Pete when it seemed all the newer campuses in north county get all the newer amenities?*

*\*Offer more morning classes*

*Have you considered some sort of mentoring via student to student. Esp. for on line/tele course students to keep them on line or have a personal reflector.*

*The parking on campus is horrible. I have to get to campus 2 hours early to find a parking spot as to not get a ticket. I am aware that there is construction going on, but something needs to be done.*

*Fix the problem with the bookstore. I am tired of getting books I don't need, not the correct books and then having to stand in line waiting for a refund. Offer more online classes and/or increase the enrollment size of some.*

*The parking is awful!!! I pay good money out of my own pocket to attend this school. I have already received one warning and one parking ticket because there is not enough parking. School is stressful enough without having to worry about parking tickets.*

*for the future better and more caring workers for the financial aid office would be great I waited months for financial aid to clear and I submitted my info in feb also there was nothing that had to be done but a little altering with my account and finally alicia marks agreed to see me and she cleared everything while I was sitting right there and got my classes paid for the day they were supposed to be dropped while the front office of financial aid were rude and impatient with me I was happy to meet alicia marks*

*just finishing all the construction will make things easier.*

*need to have an easier way to view course days and times online and offline (papers)*

*Provide more parking spaces for students.*

*Make more student parking lots so students don't have to walk as far.*

*Make a few more computers accessible for students. Have a little better array of class scheduling*

*Give more help to new students. Give an explanation on everything.*

*It seems as though, what with all of the many campuses, that the school has spread itself too thin. I understand that multiple campuses offers education to a wider range of people, but the quality of teaching and administration suffers.*

*you need to think of some idea to take it to the next level. Like, have the instructors describe themselves as to their teaching method so the student will have a better idea from which teacher he will learn it on one drive by. ex. left handed person = visual, Right handed person = tech, (boring!!!! :) ) Like, when a student moves from one level of class, math to alg, to tri, . . . c, c+, c++, c net .... that person is suppose to have a level of understanding that's already expected when one moves up, like when you read, you better know how to write. We'll have the student take a test to enter the above class as an assessment. That way, by the test, one would know which teachers are getting the student there and/or how far. For the student, it's how much one has forgotten and this is college and one needs to get a move on. the last thing access to computer labs. Have it open all weekend and longer in the nights. Persons taking evening class and still have time to keep working but the classroom is closing for the night. People that work normal first shift hours. a lot of them may want to study not just Saturday. Not everybody is a christened, there are other religions out there and bigger and smaller ones. Have it run by students that have just taken a class. Nothing better in learning than show somebody else how to do it. SPC can offer more challenging courses, especially more honors courses. In this way, our college will not only set a higher standard for its students, but also instill in them a greater appreciation for learning.*

*I take classes on line. The teachers could use a more uniform site to teach their classes from. I am currently taking a Principles in management class. It has been a nightmare. I was forced to buy a access code from a third party for \$30. Not to mention it took 2 1/2 weeks to get the proper code. The system is terrible. quizzes are not available, the information coming from the teacher is conflicting to what our true options are. This has been very difficult to work with and the teacher Ms Byrd seems to be irritated and not helpful. This is very unfortunate. This is my third semester and the first two went grate.*

*Please help with parking!! Overall, my professors are wonderful teachers. I am satisfied with the organization of the campus!*

*The number one problem for me is the parking. It's crazy and ridiculous. Something really needs to be done about that.*

*It would be nice to have tutors that are available on the weekends for eveing students that really can not stay around after a class that gets over at 8: 15 or even later since the help center closes at 9pm anyhow.*

*I wish the course descriptions would include more of what the class entails, especially if the class requires outside participation. I found the prerequisites for some of the online education classes require you to spend time in a public school, which is o.k. if you don't work. But, usually people take online classes because their time to spend in class is limited, so having to spend time in a public school (during the day) is usually a major problem. If this information was known at the time you signed up for a class, it would help to eliminate having to drop or withdraw from a class.*

*The scheduling of classes is what really pisses me off. The school talks about being supportive of students who work, but I don't feel that's entirely true. A perfect example is if I want to take a class late in the day beyond a certain time, the options are pretty much limited to a course that's 7:30 - 9:30 once a week, I'd like it much more if maybe I could have a 7:30 - 8:30 class twice a week, because I work and I need to get up in the mornings and stay up late like that kills me. Furthermore there should be more selection of days available, more classes should be available on Friday. The online classes for the most part are pretty good, but the math courses are terrible online. The online classes also need to be flexible, because I take a lot of classes online because I hate the schedules I'd be stuck with if I took the courses in person. Furthermore the cost of books at this institution are just astronomical, colleges are supposed to be the laboratories of democracy, places of higher learning, and a place to help people further themselves and their lives. The high price of books can seriously limit a student just as easily as tuition. There have been semesters where I would have taken an additional class if I could have afforded the cost of books and tuition. It's just insane and the school needs to step in and help alleviate the situation as best as they can.*

*Add more undergraduate programs, such as; Meteorology.*

*It would be beneficial if technological equipment were more readily available in the classrooms.*

*Courses for a particular degree or certificate would be offered concurrent. If you are going for the NET-SYS Certificate, the classes would be offered at days and times so that you would start your first semester with all of your prerequisites and continue with the ones that follow the next semester and so on. Hence, cutting down the time it takes to complete objective.*

*More help in the math lab especially for speciality class i.e. stats. More of a variety of times to choose classes so students can have a schedule that is easier to work with. Teachers with office hours that students can actually get help when needed outside the classroom. A real cafe!!! AND WORK WITH THE CITY SO WHEN WE DO NOT HAVE PARKING (DO TO CONSTRUCTION) WE CAN PARK ON SIDE STREETS AND NOT GET THIRTY-FIVE DOLLAR TICKETS!!!!*

*For now everything has improved and is continuing to improve. I am very happy at SPC.*

*continue to add more internet classes! Very convenient!*

*Fix parking at SP/G and the organization of financial aid. They are very disorganized at the Seminole campus.*

*We need more parking!! Or a more efficient way to park. Also, we need more than one of the upper level classes. Once you get past a certain point, the scheduling conflicts more and more.*

*Lowering the temperature in the classrooms is advisable. Sometimes it can get very hot in there.*

*Well overall I think everything's good. The majority of the professors I had were outstanding (except for 1 because he or she didn't teach anything so I ended up dropping the class and wasted my money because I don't get financial aid). Another thing that's in need of improving is the scheduling of the classes. I don't think that it's convenient enough. I wish there were more time and day differences. For example classes that run on M,W,F from 8am-9am, I wish there were classes on M,W only and then like a 2hour long class on a Friday (something like that)--- I also think that the parking is horrible!*

*The workers at the book store could be much nicer, and more helpful.*

*get the Peoplesoft system working properly. It has been 'in progress' for too many years and every semester, everything breaks.*

*I know that right now parking is a major issue due to the construction that we have here at the Gibbs campus. I just hope that once it is done, we will have more space to park because this campus is expanding. Thank you.*

*You can hire more people to help during the busy times (i.e. registration week), because it seriously makes me not want to go to school when I have to wait in line for 45 minutes just to be told that I have to go wait in a nother line to talk to another person because no one can ever seem to solve my problems, they always send me somewhere else. It makes me really mad at the school.*

*I would like to see more student clubs on campus. I was disturb when I saw a group with a petion to make pot legal! Let's encourage people to break the law, they have a right to free speech. But when it offends me then it takes my rights away! Also couslers I have talked with have just seemed to try to get you back out the door asap.*

*Schedule conflicts are my main concern. I wanted to take a couple courses but because of the time conflict I could not take almost 3 courses and had to settle with a class I didn't want to take, but it was basically a filler class. It seemed all three classes I needed were at the same time of the day. Then there was a problem with an honors class I couldn't take because of again schedule conflicts, Composition 2 honors was only offered by two instructors. When composition one had like 5. Another major problem is the vending and food. The vending machine prices are outrageous, it's basically taking advantage of people becuae of "convenience." Half the stuff offered is disgusting espeically the refriderated one. I'm very dissatisfied with that. Parking is another major problem at school. SPC is getting more and more students enrolled and it needs to compinsate for the parking. There is no basically one major parking lot becuae of all the construction. Majorly ridiculous. So the basic complaints: More classes offered at different times in the morning. Lower the prices on the vending machines or up the quality of the product and more parking.*

*first of all, build a parking building for more parking. Second, the Library should open at 7:00 am, 7:30 is late. Third, International Students pay too much for just a english term. Fourth, the placement test that international students do to get into the college, it place them the wrong way. Fifth security guard are too extremely compulsive, they think they are police officers and they aren't, people respect them but they go to far. Finally, Books are too expensive, the college should talk with the owner of the Bookstore and create a system to pay the books in a cheaper way because it seems that they are taking advantage over the students.*

*Offer more classes during the day. I have 3 classes that are only offered at night or online. It's nice that they are offered at all, but I prefer taking classes in a classroom.*

***PARKING FIX THE DAMN PARKING LOT OTHERWISE I WILL JUST MOVE TO ANOTHER UNIVERSTITY AND GO THERE INSTEAD. I AM PAYING THE SAME AMOUNT OF TUITION FOR SECOND BEST HERE NOT THE BEST. AND I AM LATE TO CLASS EVERDAY BECAUSE OF PARKING. FIX IT NO EXCUSES***

*This is a start!*

*The Saint petersburg college is a great place to attend school. I like the variety of courses and campuses. The only things I have problems with is the parking and financial aide. There needs to be more parking available to the students. Also I hate the new financial aide procedures about mailing out the checks two weeks after classes have started. First of all my check didn't get to my apartment complex to three weeks after classes had started and the postal person put it in the wrong mail box. I was lucky enough to have a nice neighbor that brought it to me. They should change finacial aide procedures back to how they use to be. That was much more efficient.*

*I'am new to this school. From what I see so far I think the school is great. The only thing that I see that may be a problem sometimes, is when I want to use the computers in the learning lab, there's no computer available. I wish that there were more computers in the learning lab, so I could do my research, other than that everything at SPC is good. I'am glad that I chose SPC as my school.*

*better parking there is no good parking for students we are just as important as the instructors. Better scheduling for classes for the people who work and have kids but who still want to further their education like myself I have a tiny baby but I still want to do something with my life to make life better for my daughter. also I wish they had a childcare center for people with evening class so they will get better concentration But overall it's a good program that you have here*

*The math lab has been excellent. I really appreciate the assistance. The ability to talk with my instructors is very important. The upbeat positiveness I receive from them is a welcome and appreciated greatly.*

*Work with students in preparing for activities and assignments each day. Not just at the beginning of each semester. It gives limited time to us parents, students, and working individuals.*

*doin good guys*

*It would be nice if we can get more parking spaces because it takes about 25-30 minutes to find a parking spot that's the only thing I don't like.*

*I believe that overall, SPC is doing a great job with their services, curriculum, and academic programs. Some problem areas that I, as well as some of my friends have are the prices and buyback issues with the Bookstore and also finding appropriate class times and days to suit us.*

*I would like to see more options for degrees in the UPC, such as more colleges for Accounting and Finance Degrees. (ie UF and some of the other top Accounting schools)*

*This is a great college. Keep up the good work.*

*The curriculum and academic programs are great. The only problem I had was when I was trying to register, one person would send me to another person and so on, so I was running all over the place with no help. The other thing is that I thought I was going to be receiving financial aid and didn't know I wasn't until the day before my tuition was due. It would be helpful if the financial aid office would contact students and let them know things like that. But other than that, I am very pleased with SPC.*

*This was my first online class ever, and I was a bit lost. I think there should be more direction and help for those that never took an online class before.*

*Well all I can really say is that SPC needs a cafeteria of some sort, to be able to get a good arrangement of food, a Starbucks would also be nice since there isn't one close by to go get coffee at, the coffee vending machine was a good idea but you don't always want hot coffee, and the parking definitely needs to be worked on.*

*I think that the placement test throws a lot of people off. because for me I got put in easy remedial classes that I could do in my sleep. my math especially. it's too easy for me. I think it's a waste of money. oh well. it's cool though.*

*employee people who actually care about the students. People who value others more than their wallets.*

*SpC can improve academic programs in the area of mathematics by understanding that not all students are recent high school graduates. They can offer courses in math for returning students who require a review of the basics. They can hire instructors that are patient and don't rely on the math lab to teach the students what they should have been taught in class.*

*more parking.*

*Offer more theater classes. Other than that, SPC! is doing a fine job the way it is:)*

*There needs to be more parking for students who attend Spc Downtown campuses some students can not afford to pay three dollars for parking or some students can not afford to pay for a parking tag. There should a reason amount of parking that students who don't want to park in the garage.*

*Well, they can improve services by lowering the costs of books, building more parking space, and having more space in their classes.*

*We need parking and a place to eat, study, socialize (please ensure the food services building at Gibbs really is going to open for spring semester). As far as parking, how about some priority parking for upperclassmen?*

*I think more classes should be offered during the mornings. More parking is a must. overall I love the campus, the teachers, and the availability of resources.*

*Offer more bachlor degrees!!!!*

*I would like to improve the financial aid process, such as the filling out paper work, and the receiving of the financial aid. It would be nice if we could receive our money before our tuition is due and even before the first day of class. It has been nearly a month since school started and I am still waiting for my FL Student Assistant Grant. I did like the idea of the book line of credit you could get at the book store, that was a great idea. The parking is another issue, but I am disabled so I really don't have to much trouble finding a spot, except for the first few days of class when I have to park all the way in the back, that is a little too much for me to walk.*

*Have a class in high school that help students learn more about college manily students that parents never went and do not have any kids that went. Dont call this program in high school goals because goals is only offer to certain students and not all the students in the program need help. It can become an elective course taught by an education major just something to think about!!!!!!1*

*Need to have more technical classes available during the day and more than only one Professor teaching PC repair. There is a strong need for that class in the college and the one Professor teaching that class is not very effective. Many students in the class feel she is not a good teacher.*

*Every semester I get a headache trying to use webster to sign up for classes via the web. It needs to be more user friendly. It would be nice if there was cafeteria (temporary) and more than just a trailer. Not everyone like to study in the library; not to mention for hypoglycemics or diabetics there is a serious lack of nutritional options. Most people are at the campus all day long and there is not many places to go other than a class room, snack trailer, or library. It would be nice to have counselor for the medical careers at the main campus so that there wouldn't be as much guess work.*

*Offer more classes at night at the Seminole Campus.*

*none perfect!*

*try and make parking better.*

*Need to have a better way of dispersing student loans. I understand holding grants and scholarships, however, we have to pay the loans back, and it is critical to some of us to have that money prior to classes beginning. Cirriculum in most classes is very good. Still new to learning about the academic programs-more info at orientation?*

*Please make more classes available at convenient times. Allow students to enroll within 2 days of an online class beginning because the openings usually dont show up until then. BETTER PARKING! It is ATROCIOUS trying to get in and to class ontime.*

*I, along with many other of my co-workers have encountered a bad face to face experiance with the financial staff and counselors. Hopefully this can be rectified.*

*I would love it if there were more science classes online, like General Biology and Physics. I have a baby so being able to come to class is hard, and yet there doesn't seem to be a big selection of online classes in this area.*

*I know you have heard this before, but please allow me to voice my concern on the park situation at the St. Petersburg / Gibbs Campus. One thing that is extremely-frustrating stems from the parking lot North of the Administration office. Students already have extremely limited park spaces because of the large student body and we don't have parking passes, thus coming to school early to find a parking place. It grates on my nerves when I see a faculty/staff member (with the blue parking sticker) occupying student lots. I understand that faculty are able to park anywhere they want, but they should be able ONLY to use the parking lots designated for them. I really this parking is an issue that needs to be addressed. One more note...if there is already extremely limited parking lots, the administration might want to lighten up on the extremely harsh parking rules. Thanks for listening to this and I hope it helps.*

*just keep up the great works....*

*GOOD SCHOOL EXCELLENT SERVICE.*

*I am a foreigner here. I would like English courses at night. English evening courses could help us a lot because we need to work in day time. Thanks.*

*do not have long line in registration room, accept more international students, give more information about program you offering, schedule of courses with & hire more professional staff in counseling department.*

*Architecture students have classes in only one campus, early in the morning. It takes around half an hour to get from St.Pete to Clearwater and getting up at 6:30 am does not help to stay focused during the whole class. Besides I know nothing about communication between campuses. Are there buses one may use to get from one to another?*

*SPC is an all around great school, however, some of the employees are very unorganized. My mom has been trying to change her email address to access Webster and can not because of the fact that certain people working in Business have no clue to what they need to do. We have tried many times to change it and when we finally think they've done it they keep misspelling the address or whatever else they did wrong, therefore the only problem I have with SPC is its unorganization.*

*By taking some of the instructors that have been there for long periods of time and really evaluating their performances with the students, there are instructors that have a drop out rate so high, that it is noticeable there is some type of problem with this person or their teaching methods. I believe no instructor intentionally overlooks any student, but sometimes they become so knowledgeable of their field of course until it is hard for them to break it down to someone that has no idea what they are talking about. Thanks in Advance.*

*Math classes can spend more time on review.*

*The parking could be organized better. The high school students should not have a choice of college classes before college students. The high school students should have to pay for their classes and books just as college students should. Classes should be looked at that have college and high school students in them. I have found that high school are disrupting classes.*

*I enjoy the self paced online math classes with the instructor present in the class just in case a student has a question. It would be nice to incorporate that option with other online courses but all of them are not set up the same way. I am having a hard time acclimating to an online keyboarding class. Nothing seems to go right and the instructor is hard to reach.*

*Most of the undergraduate courses and degrees offered through SPC are centered around the medical or education fields. I would like to see more classes and degrees offered in environmental science fields such as meteorology, oceanography or engineering.*

Send out flyers to the home. People are sometimes going from one class straight to another, not allowing them time to look at flyers that are posted around school. So maybe if you send some out to their home, about the activity or program and what times they meet or qualifications. Then they will know more about it. I think also about scholarships. Explaining what exactly they will cover and IF they will also receive a check in the mail and around what time they will receive the check.

I'm not sure if this applies to this question but I know for the St. Pete Gibbs campus. They need clocks in the hallways so you know how much time you have before you class starts.

Even though most education degree seeking individuals work during the day at daycare and preschools some do not or have half day programs... i myself and i'm sure others out there can not take evenings classes away from home anymore due to childcare. There are no classes offered to complete early education degrees in the am of afternoon you have to go to school on campus at night, I myself would have my degree by now if there were day courses.

Algebra creates stress and frustration to such a level that I am often left in tears. I have been out of high school for over 24 years. Why cant the state education system offer business math classes as a substitute for the students who are seeking employment skills. The teachers are so hardened by the anger and frustration directed to them by students that they are not very patient with the older, slower students. This semester alone, I have made many trips to the student learning center and have already spent over 150.00 dollars of my student loan money for a private tutor. I question on a daily basis my commitment to this type of system, when perhaps I should just attend a vocational facility instead. If the majority of students will never use this type of information, then why is it required? I have many years of work experience, Algebra is useless to most peoples careers.

Offer CGS 2103 (Advanced Microcomputer Applications) at a better time in St Pete...it's always been just Wednesday evenings. How about a Tuesday or Thursday evening? That would be wonderful! I want to take it in class next semester. Thanks.

I would like to see more academic advisors. They are always in a rush so my visits never seem personal or I receive generic information.

better online counseling support. I asked the councilor 2 simple questions (via e-mail) that she could've answered easily had she looked my info up... I had given her the info she needed to do so (ie. student number).... I ended up with a really vague answer!! ~not much help!!!

making it a more child friendly place. On sight daycare or something along those lines.

1) The financial aid office needs to respond more quickly to students needs. It took two months for something that was suppose to take two weeks. 2) The librarian in the reference area is very unhelpful. 3) Teachers needs to be more helpful to student returning to school, especially in the academic systems math course. They assume the older students are on the same levels as younger students. Some of the workers around the school seem like they do not want to be and there and they are not helpful to the students. I got more help from the maintenance man then I did from the teachers.

Im actually kind of disappoint that a college like SPC with all it offers doesnt have clubs/organizations that i know alot of other colleges/universities have. Ones like for the gays, lesbian, and bisexual. odd that you dont have them.

Hire more financial aid assistants to better prepare for the beginning semester rush.

*I think that if the classes get cancelled more than one day because of the hurricanes or of the other reasons, the SPC should give student a choice - either they stay in classes until the end of semester which is extended for one week (add one week at the end of the semester) or they get full (or maybe partial) refund and drop from the classes WITHOUT any record on their transcripts. Since our classes got cancelled for two days due to the hurricanes, some of my professors decided to rush the lectures just to catch up with their schedule and I am having hard time keeping up with it since I am taking 6 classes for this semester. I am planning on applying for a pharmacy school eventually, and I need to keep a good GPA. However, if the professors do the kind of thing, it's really hard for me (and for a lot of students) to keep up and I think it's not fair to all of us. I wish that the SPC can be more considerate to students and more prepared for the kind of situation....*

*PARKING IS A REAL PROBLEM AT THE ST. PETE / GIBBS CAMPUS.*

*There is a definite need for more student parking.*

*First of all this Country needs to stop lying to students and telling us that we NEED all this garbage, useless MATH. Intermediate Algebra and Up is not needed unless your planning a field of work that uses it...i.e. teaching math. The things this country allows colleges to get away with is ridiculous. NOONE CARES ABOUT THIS STINKING MATH. It is just something were made to do to generate more money. YOU SHOW ME A REAL WORLD SITUATION WHERE I WILL NEED TO GRAPH A STINKING EQUATION and ILL SHUT UP. WE HAVE A DARN PRESIDENT WHO CAN BARELY ADD TWO PLUS TWO BUT I HAVE TO KNOW THIS CRAP> IM GOING TO START AN ANTI MATH MOVEMENT. Other than that I think you should just have some more courses for writing. i.e. mass communications, directing, acting and stuff like that.*

*Get more parking. Hire qualified teachers.*

*parking is my main problem during the evening hours, but is not too bad. more tutoring in the evening/weekend hours would be nice*

*Bookstore staff is usually very UNpleasant. Not the temporary employees, but the ones I have noticed working for several semesters. I have walked in and come to check out and been ignored, I had to leave without my scantron so I wouldn't be late. I am not one to complain ,but this has happened on a number of occassions.*

*I was disappointed in the large class size for the legal assistant intro class and the choice of only one evening class at the Gibbs campus. I was hoping that there would have been at least one day class and/or an on-line class.*

*I would like to see some improvement in the way the fanancial aid department operates. There some folks that are very helpful, and others that are very rude depending on who is asking them for information thats crucial to the students fanancial status . I'm in the process of filing a discrimination against some employees in that department, I hope this would not create any negative reflection towards other employees, but something has to be done to let certain people get the message that bigotry will not and shall not be atolerated at any time by anyone especialy in our Institutions of Higher Education.*

*I want SPC Gibb has some more hours or programs on the weekend also. It's difficult to find a parking spot as well as buying food. I wanna learn some more during the weekend.*

*Provide services such as offered at Clearwater campus or for the costs expended by the student, provide as USF does.*

*More parking spaces. Bigger Book Store.*

*everything was satisfactory*

Have the employees of Financial Aid become more familiar with the system they are using. Make training available to employees who are having difficulty with the system. Have them say something other than come back in a few days when you stood in line for 45 minutes. They can take an extra step and alleviate the mass flow of students at one time! Come back in a few days just doesn't cut it when they just don't want to be bothered. Same goes with the new VA personnel.

*You have outstanding teachers at the gibbs campus*

*I would like to see some sort of a cafeteria with good food options like Subway, etc. Parking was a big problem the first week of school but it has improved.*

*High school students are distracting teachers and older students who are seeking a degree. 16-17 year olds should not be allowed into the same classrooms with older students.*

*More detailed instructions for math classes.*

*OVER THE SUMMER SEMESTER I HAD GONE THROUGH MANY PROBLEMS. THE FINANCIAL AID AND BUISNESS OFFICE MESSED UP MY CHECK AS WELL AS 900 OTHER STUDENTS. THE TARPON SPRINGS CAMPUS WAS VERY RUDE TO ME AND TOLD ME I WAS ATTEMPTING TO RIP THEM AND THE GOVERNMENT OFF AS WELL. I HAD TO TAKE 500.00 DOLLARS OUT OF MY POKET THAT I DID NOT HAVE TO MAKE UP FOR THIER MISTAKE. THE ONLY REASON I DID WAS TO BETTER MY EDUCATION BECAUSE YOU CANNOT PUT A PRICE TAG ON THAT. OR SO I HAD THOUGHT BECAUSE THAT IS WHAT SPC DID TO ME AND 900 OTHERS WHO PROBABLY COULD NOT AFFORD IT. I AM JUST TRYING TO INFORM YOU THAT THE OFFICES COULD NOT BE ANY NASTIER OR LESS HELPFUL. THANK YOU FOR YOUR INTREST.HAVE A GOOD DAY.*

*Honestly, I think that having our school turn into a dual enrollment school is not a good idea. I like that our school is supportive of the progression of education, but I am currently in a class where about half the stuents are highschool students, and it is very distracting to have to be treated, and to act like highschool students again. I think that this would possibly be a better idea, if there was a minimum of highschoolers per class.*

*More vending would be great- but more importantly they are far more expensive than they need to be and this is a Community College. Most people that attend don't have a lot of money. You should consider looking into better costs of vending products- maybe in exchange for putting up advertising for Coca- Cola or whoever. Also, parking costs for the downtown campus are very high. There must be some way to negotiate with the Mid- Core garage, or with the currently used garage to get us better rates. We're COLLEGE students. Over \$50 for parking is something I simply can't pay. I'm stuck driving around the area for 20 minutes and walking a good distance to class. Although I must say, the walk might be long but the location is beautiful. Great place to take classes at FIM.*

*Increase Internships and Co-ops*

*Be more informative as to what is available to those of us who have not attended an educational facility for several years. If I didn't ask about ELP, I wouldn't have been informed of the program, which at this time of my life is of great importance to me. I also would like to know if I'm headed in the right direction, but counselors don't seem to be very helpful in this field.*

*the online classes seem to be a little harder - the teachers need to focus on the format being easy access for students no need to make class online harder than in the classroom- and getting ahold of the teacher is another problem with online classes- its virtually impossible-when i need help i haven't been able to get it- a little frustrating*

*please make it so the students only have to take this once it is time consuming and ridiculous- we already answered your questions and now this time i really skimmed the first time i took it i read each question and then thought about it.*

*My adviser has been less than helpful to me.*

*I have ideas but can't think about them right now. It would be nice to be able to save this survey for a day or two to enable some time to think about the questions.*

*Fire the lazy assholes who sit in golf carts drinking lemonade under trees in the security/parking department and get electronic gates at the entrances and exits of the parking facilities.*

*offer more courses at all the campuses instead of seperating them into different locations, to make it easier on students who have to work and don't have time to get online or for those who need the in class experience.*

*I hadn't had any problems since I started @SPC in 1990's. I've always got the services I needed. keep up the good work!!!! Thank you, Clatitra Ross-McKay*

*SPC St.Pete Campus could have the classes for the Architecture A.A. Degree program like ARchitectual Design, Architectual Theory, The buildings arts etc. I know that people that are going for that major are going to appreciate it becasue then they won't have to go to another campus to take those classes like the Clearwater Campus since it is far away. Thanks*

*I don't think SPC needs to improve a thing, it's fine just the way it is. It's better than high school to me.*

*Ensure that teachers actually teach their courses. I am confused as to how out of 5 classes I have 2 teachers who just ramble on about nothing. Everyone in both these classes is only learning what we pick up on our own. It is extremely frustrating that these individuals are paid for services "not" rendered!*

*I believe that there are alot of folks in their forties returning to school. Most like myself work during the day and go to school at night there are a limited number of courses offered in the evening and those that are have been overcrowded at best esppecially the MATH classes. Perhaps a class offered in the late afternoon 4:00-5:30 could help some folks and eliviate the large crowds in the classrooms where some students need more assitance. Also I would like to see the advisors actually advise. I have been to the office twice and all I received was a paper telling me what I should take..not a word of assistance. THank you for this opportunity to share*

*Books - we have to pay enough for tuition and books without the instructor making us buy two or three books, and then using only a quarter or half of the book conctect. I feel that if an instructor needs students to buy more than one book, that it can not be justified if we are not going to use atleast 75% of the material in the book.*

*Financial assistance is always a confusing process, and I always end up going back and forth between different dept. to get information together so that FA can process it. It seems that often one dept tells me I need to go across the campus to get info from another Dept before they can assist. Isn't it all one big campus? Can't they access something like my schedule to better assist me, without sending me to other dept and taking an extra half an hour to accomplish something simple?*

*I think you should offer more foreign language classes.*

*For the majority of the laboratories, the equipment that is used is in very poor shape and the expeiments that are done require the equipment to be at least in working order and up to date (Physics in particular). Every campus should be equal in the type of instruction provided as well as the structure and requirements in the class/lab. The instructors should all follow the same gudelines, therefore if a student happened to get an "harder" instructor, that student wouldn't be penalized by receiving a B instead of the A the other student got with the "easy" instructor.*

*When you go to a class you spect understand and learn what the teacher teach in the class, or a least go with a idea of how to do your asigment, no to be staff with so many homework without you learn nothing in class. Sometime the teacher just care about write on the board and do herself all the exercice that she should let the student practice in class, jut because the book need to be finished on time. At the end of the class most of the students that decide to stay to the end for whatever reason fail the class. This is very sad. I talking about some math teacher not all them*

*Well at Saint Petersburg College - Gibbs Campus, there is a lot of construction and not enough parking spaces to go around for students and staff for the first two or three week period, Many of my class mates, as well as instructors came late to class, and I received a ticket my first semester here at college along with 30 other students for finding a parking spot in the street (the last ones). There is also a lack of computers in the library, since most of them are being used 90% of the time, and it's very hard to find machines during necessary times. Overall my experience with SPC has been great, there are just some minor problems like the parking that might not want students to come back next semester. If possible it would be great to see a parking garage or something appear in the parking lot across from the college which would be more then sufficient parking, and will also allow more room for classrooms to be built. Another thing to note is there isn't really much shelter going between buildings when trying to go to another class, and with the past year and the amount of rain we have received that also has been somewhat annoying.*

*I attend the St. Pete campus where there now is a high school as well as a college. I have quite a few high school students in my spanish class. They tend to be very loud and distracting. The proffessor is constantly having to stop class and talk to them about there behavior. It is very obvious that these students don't value there education, but I do. I find them very distracting and they hinder my ability to learn. It takes me back to high school, I'm just waiting for a paper air plane to fly by my head. I just don't know if having younger students and older students mixed together is such a good idea or maybe they just don't appreciate this opportunity enough. I would appreciate if iy was possible to look into the behavior of some of the high school students during class.*

*Registration and Financial Aid departments can improve by everyone being properly trained and educated. Every time I have gone to the Financial Aid office (Clearwater Campus) I have received different information on the same issues. Just about every semester I have some kind of issue arise with my Stafford Loans (always beyond my control or doing) and I have to make SEVERAL visits until the issue is finally resolved. Same thing with registration. The St. Pete Gibbs campus has poor technology. Our classes constantly have to change rooms in order to be able to access common things such as overhead projectors and vcrs. I feel that we spend enough money on classes and books to properly equip the classrooms with these basics that even elementary schools have in every classroom.*

*I understand that the security guards are only there to help. but in the parking lot, i.e. when parents are dropping off their kids, they seem to be a bit demanding. They won't let the parents sit there for a minute to wait (it's not like others cars can't go around) for their kids to get out, and they rudely push the cars along and won't let them wait. I understand their job and their important, but maybe they can be a bit more lax on that aspect.*

*maybe have a CPT review course one day a week before registration. it seems like time and money is wasted by students who maybe had been out of school a while.... that didn't remember alot of that math... but did NOT need to waste time that could of been used toward credits taking math classes that, when taking them, were far to easy!*

when i attended spc in seminole i felt a lot more welcomed, and everyone was very nice and helpful there \. at st pete gibbs the staff are alittle more st stand of and werent as willing to really want to answer all questions i had about my classes etc.

I have enjoyed the test and the classroom at the Florida International Museum. I have serious concerns about the teacher's constant misspelling, mispronunciations of important terms and names, and inability to answer specific questions.

The finacial aid office at the Gibbs campus is awful. I have never recieved a bit of help from the staff in there. I have been force to fill out every form online with no assistance from them and have been waiting for a return call since May 2004. I can not even get anyone to help me see if I am eligible for any scholarships! I did not know I had a voucher at the bookstore and almost dropped my class because I had not recieved my aid. The business office and administration has been great, they have helped me with all that they could. My only other complaint is that I never really had an orientation other than to computer orientation when I took the entrance exam and I NEVER have recieved a course guide or a handbook.

I am so proud to be a student at SPC! I attended USF in previous semesters and have found I get a much more personal an effective education at SPC! THANK YOU!

The new online system for registering and checking the schedule of classes and to pay fees is horrible! It never works, when it does it is slow as sin and doesn't represent the school very well. For such a tech savy school that system makes it look as if it is a school that has no technology experience.

Keep the Education department at the Gibbs campus!!!

The basic writing class and extra math class(Elementary Algebra) were not necessary. They simply made me stretch out my time in school and I did fine in both classes. Comp I and Intermediate Algebra would have been a better starting place for me.

**MORE PARKING!!**

Seminole Campus is wonderful. St Pete/Gibbs although under construction need better food facilites and more parking. Vending machines always out of order. More benches and shaded outside areas- or indoor areas such as a main commons. Otherwise, a beautiful, new campus that is comforTable and well maintained.

N/A

More Parking space!!!!!!!!!!!!!!!!!!!!!!

More parking space

everything is ok mybe a little change in the administation office with the service like nicer people.

more and closer parking to buildings

I have a problem with one of my classes because the teacher wants to have a test after 3 chapters. I can not contain 3 chapters of information and expect to get an A for myself. I am already in over a month of school and I don't have any grades for that class. It's kinda discouraging.

I feel that when a new student talks to their counselor fro the first time, the counselor should give them an idea of all the classes needed for their certain major. For example if someone is interested in Nursing, what are the best classes and how many should be taken a semester to be on track. I feel I have to figure it all out myself. I won't go back to the counselor b/c I feel it is too long of a wait and I am busy. Maybe if the counselors set up a way to keep in contact, like schedule appointment dates for each student.

All of the classes that I needed to take were either in the middle of the day or late at night. I would like to see a variety of when you can take classes.

More sports teams (football), dances, activities like a normal college or university.  
More help and choices in math courses depending on your major. (Im at FIM )

*If I'm taking classes ON campus, I don't want to be required to do ONLINE quizzes. Nor do I want the computer to generate 10 questions to me and 10 different questions to another student. It should be fair testing, and I just don't think this is. Besides, I'm paying the teacher to teach me, not the computer.*

*I think that you need to get your parking situation under control. Also I, think you need to lower your books in the book store. Because some students have to pay out of pocket. One more thing is , financial aid needs to send a letter in the mail when people are under verification for 6wks.*

*Have more courses! Also, more people in the Financial Aid Department.*

*I think you need more competent people in the financial aid office. It is very hard to get a correct answer and a lot of employees just gave me the run-around. They experienced the "It's not my fault syndrome". The same happens when you call to talk to someone at SPC. Only an average of about a quarter of the staff was knowledgeable enough to answer the questions I had. I was transfered numerous times on the phone to different departments to answer a single question. Excuse any spelling and grammical errors, I am writing this in a hurry.*

*New lab equipment for the Chemistry Labs, specifically new triple beams and electronic scales, and more of them. The triple beam that my lab partner and I use has rust on the pan, making exact mass impossible to determine.*

*I think that there should be more supportive services for women who are returnig to school. There are no services for women unless you are on welfare. It is very difficult for Black women who are single and work and don't depend on welfare. I think that we need better support in order to help us to help ourselves.*

*The College of Education St.Pete Gibbs Campus is amazing I really enjoy our teachers and the program. The Finanical aid office at the St.Pete Gibbs campus on the other hand I am sorry is horrible, the lack of knowledge and horrible service has honestly made me think twice about continuing my education with this institution. I have never experienced problems of this nature at previous schools I have attended. Frankley if I was this institution I would be embarrassed. I would appreciate hopefully some better service next semester. I never knew how difficult it would be to recieve my federal funds. Lets just say recieving an interest payment for money you have not recieved is a little disturbing. It is now the fifth week of school and I still have not recieved my fiancial aid, so I am just a bit upset.*

*I think you need to have accessability to Laptop computers that could be loaned out for a fee per sermester. The fee would be reasonable in the \$50 - \$100 range. This would not be hard to accomplish. Buy in bulk, make profet to keep software updated, and change out computers every four or five years. Sell the ones that you no longer wish to loan out and still keep cycle alive.*

*I almost threw out a very important mailing from SPC because it looked like an advertisement flyer. Maybe you can "beef it up" a little to look a little more significant/important.*

*More "interactive online" programs, like the Ethics institute helps alot, make one for ever subject.*

*Academic advisors and supports did a very poor job returning call to students. When we leave a message, they don't return call. Maybe, there should be an assigned advisor to answer phone. We can't come to see them every times we need something.*

*overall I think it's a graet campus*

*More classes open to take during weekends would be very convienent!*

*Everything is just perfect.*

*The assistant in the administration office should be nicer.*

*we need more free activities*

*more parking lots*

*I don't have enough experience.*

*The school needs more parking spaces near the school buildings not 2 or 3 streets down. The school needs a cafeteria. The school also needs to be more flexible with the schedule/times of the classes. You guys should offer a lot of night classes, because many of us work in the morning. THANKS!*

*more closer parkings. more lab classes in the morning*

*you can help the students much more if you build a parking lot... bigger than the one that we have now.. ~ ~ ~*

*Afford more budget for general services. For example the budget which is selected for tutors is extremely poor. it needs to be more supported.*

*Provide more parking areas for students.*

*I understand that the Gibbs campus is being renovated, so my parking concern will probably not be an issue in the future. I'm in the education program and I would love to see some Saturday classes and possibly more online classes if this does not hurt the integrity of the course. I've already received 2 degrees from SPC and I am working on my bachelor's. All in all, it's been a great experience. I've been very impressed with the education program staff, particularly the instructors.*

*stop freezing us in the HEC building.*

*An orientation package describing the courses and the schedule that you are going to undertake would be nice.*

*spc can have better preparation for incoming students on getting books and money*

*Don't keep the FIM classrooms so cold! Most students have to bring jackets so they don't freeze, even in the middle of Summer. It also makes sitting in the now cold seats (which aren't especially comfortable to begin with), painful. Thank you for your time and effort in looking into these minor issues.*

*The parking areas need to be increased for students. Some of the instructors for the mathematics dept. need to take a class on teaching techniques, and dealing w/ students with disabilities, and to teach with respect to the student as a PERSON too.*

*For the most part, I have enjoyed my time at SPC. However, there are a few things that should be improved. For instance, I am aware that a new parking lot has been built, however it seems as though finding a parking spot is even harder than it was before. The other problem is that I am extremely close to receiving my AA and it seems as though there are no more classes available that I haven't already taken. I am sure that many people would be glad to see a wider variety of different types of classes and electives.*

*Finish the cafeteria. Have some kind of academic programs for students who want to improve themselves and already have a good gpa. Have a way for students to meet other people who are like them (similar goals...). Open a student lounge where you can be comfortable, eat, and study. Stop canceling classes; people pay for the class, they expect it to fit in so that they can graduate on time.*

*advisors should be categorized by degree subjects and should assist students pertaining to certain degrees in which they are knowledgeable on. This would cut down on a lot of courses being taken that should not have to be taken. If an advisor doesn't know what classes to take for a particular student one should ask another or have a top advisor on hand. For the nursing program more classes should be offered with a smaller ratio so that concentration can be more diversified. Thank-You.*

*A MORE UP to date website that offers more information and with an easier interface. Also more information on The associate degrees offered at SPC. It would definitely alleviate some of the long lines at the advising offices.*

*I think the main area that has room for improvement is the entire registration process. It has been very difficult to select classes due to most of the courses I've wanted to take have been scheduled at the same time. I like to attend one campus because it's convenient; I have had to take classes from several different campuses because of poor scheduling of classes, and on an erratic daily schedule, making it hard for, I imagine, anyone who wanted to hold a job outside of school. On that same note, the guidance office needs a complete overhaul, counselors included. I have had numerous problems with registration due to their inept abilities; scheduling classes for me that I didn't need, scheduling my classes at different campuses with only ten minutes in between. I want to be able to see a counselor concerning questions about registration, and which classes I should take to graduate-that's guidance-not be told that they, "really don't have time for registration." If they don't have time to see students and guide them and send them on the road to graduation, what do they have time for?*

*Get a cafeteria (which we are getting soon), more parking would be nice. Um...Maybe the campus (SP/G) could use a little touch-up as far as appearance goes. But it's pretty nice.*

*Fin Aid need to be complete more faster*

*Employ more teachers for better options in choosing a time to go to class, and institute an intercome system so that important and general information could be distributed. This will let students know when and where events are so those who have planned for them don't waste their valuable time for nothing.*

*Well for one proper parking that is available for both students and student assistants that are working on campus. There is no where for student to eat or enjoy quite times for to spend time during classes or waiting for transportation. I am aware that the school is trying to do this now but by the time it is complete, the students that are about to finish will not benefit from it!!! Another thing that is very unfair is the new system with the financial assistance. I am aware that there are not so nice people that attend the school only for those reasons..but there are also truly sincere students who are very serious about their education and lives and should have the option to pick up their assistance a week before classes like it used to be. If students have been attending SPC non-stop for 1 to 2 years or more should have the luxury of receiving their assistance earlier than new comers or returnees! Other than these complaints, SPC is a very good college that is going in the right direction.*

*parking is a huge issue. I have a class that starts in the middle of the day so I have absolutely nowhere to park when I arrive. when I do arrive I don't bother wasting my precious time looking for parking, I go across 5th ave and park in the neighborhood not only does it take me forever to walk to class but it's very dangerous crossing the road. There is a crosswalk but I'm not going to waste my time walking all the way down the street and back, besides there isn't even a sidewalk I would have to walk in people's yards. you could put a light and a crosswalk across from the SA building at the Gibbs campus, put a raised sidewalk from the neighborhood to the campus, expand parking or even maybe a parking garage. I'm sure if you had a parking garage close by people wouldn't mind paying a dirt cheap price to park, it would pay for itself in the end. thanks for reading this Eric Goebel*

*Offer seminars or have a requirement for teachers to go over different career opportunities pertaining to different fields. For example, have physics teachers go over with their students types of jobs they would go into and what they would do with topics they are studying. The whole point of taking these classes is because we want to use them for the future, but we won't know what to look for and we won't know our options if they are not presented to us. Also knowing what career a specific field would take you into, will help students who have an idea of what they want to do, but aren't sure of how to go about doing it, as far as majors for graduate school, and careers go.*

*The campus parking situation is intolerable. I hate taking classes at the campus just because of that fact. I have also had many problems with not being able to register for the classes that I need to take due to conflicting schedule of course times/dates.*

*I am a student at the health ed. center and I am a bit discouraged by the rapid curriculum. I am a mid A student and I can hardly keep my head above water.*

*Make parking less stressful.*

*For the most part, I love SPC! The only area that needs some changes is the Financial aid office. No matter how early you apply for your financial aid, there is always a problem that no one notifies the student of until the student does not get what shows in webster as anticipated aid. It is the end of September and I have been told again and again that the problem has been fixed and my aid on the way, yet I still do not have my loans, I even got an email stating that it was being mailed a few days ago and it still shows as anticipated on webster. There has to be a way to notify students of problems with their aid before the semester starts, I applied for my aid in Jan.*

*That was 9 months ago!!!*

*Holograms of good looken teachers drifting back and forth across the front of the class room as they leacture (with enthraulingly interesting anecdotes) on the subject matter.*

*Concentrate on being a good college, not trying to offer only the most popular courses to non-college level or non-Americans. That is, offer 2 or 4 year classes in the academic areas. Do not offer classes to foreigners who can not speak/read/write English (ESL) because they should not be here. Your job is to educate Americans, not the rest of the world. Also, forget the collegiate high school agenda since the Pinellas County School Board (one of the biggest in the country) should be big enough to do that job. Also, forget the UC Partnership programs for Bachelor, Master and Ph.D./Professional programs. That is not your job. If people want those degrees, they should go to the respective schools and get the degrees from those institutions qualified to offer them. Sacrificing for education is the key. If you only need to go on-line to get a degree, why does SPC even exist? There is no better learning experience than being in the classroom with an instructor - it worked for years and internet base classes have only bastardized the entire learning process and cheapened its value by catering to those not willing to sacrifice for education. Stick to offering classes IN CLASSROOMS.*

*I THINK THAT THEY CAN GET AWAY WITH THE SPEECH COURSE AND IF NOT, HAVE BETTER, NON-INTIMIDATING INSTRUCTORS. OTHER THAN THAT, OVERALL ITS GREAT!*

*Have classies just for people 21 and up, who don't want to hear the kids right out of high school talk through the whole class, more class so you have a better chance of getting the classies you want at the times you want( i've had to flip flop between st.pete and cleawater to get a class that wasn't full)*

*AT THE ST. PETE-GIBBS CAMPUS: The availability of parking spaces is ridiculous. The signs are not properly placed and readable in regards to the designations of students and teachers parking spaces/lots. The yellow and white signs on the pavement do not mean a thing when it is dark, raining or you are in a hurry to find a space. All instructors should park in ONE big parking lot or area and students elsewhere. It is a bigger problem to find parking when there are music festivals/concerts in the music building for the public. Even the public is disgusted with the parking problem. The security drivers/parking attendants are no help in guiding the students or the public in locating proper parking places. They sit and watch you park illegally and then later they give you a ticket. Quote from one security driver "that's my job". My suggestion, especially at the beginning of the term, is to have the security drivers be more "user friendly" and helpful to everyone. They should not give tickets only warnings in the first week or two. The parking signs and color coded lines needs to be more noticeable and the students should have this information available to them from the admissions dept. or the library. There need to be more awareness of the parking policies for new students and the public. Nighttime security is a problem. The far out parking lots need more bright lighting and the availability of security guards (all carts should have blinking lights). There are a lot of female students leaving classes at 9-10PM. I am very proud of this school and it is my second time at SPC. That's my two-bit. Thank you.*

*cgs 1560 stedham online is overtasked overtasked overtasked Stedham is very qualified and intelligent however needs to be less of a task master  
I think there should be a bigger range of evening times for classes.*

*You have got to be kidding me with the price of books. Competition is key. That cash cow cow of yours, the bookstore, will come back to bite you. You are raping us, and you know it. Your vendors know it too. Why else would you come out with a new edition for every textbook each and every year. To rape the students again and again, that's why. Give us a break. \$612.18 for texts (four classes). Another \$100.00 for a graphing calculator. guess I just won't eat.*

*some classes are very short like listening and speaking for esl student  
i would like to have more tutors for Physics and calculus 3*

*First of all, you've got to get the books for the classes cheaper. They are just too much. Better time for the bookstores would be better. Secondly, your Gibbs campus is rather foul. There is little parking available, the layout of the parking lot is bad (too cramped), and all this excessive construction is uncalled for. I mean you had to build a new building to take an older one down when there were plenty of unused classrooms in the other buildings. Your online chatrooms for classes aren't that great. The message boards are amateurish I think. Please switch over to UbbBoards or Ebulletin boards. It'd be nice if we could see a class description when we are trying to register for it, maybe include some of the things the professor expects, like papers or whatnot.*

*Get more employees in the Financial Aid office. Long lines are really time-consuming and somebody has to do s/t about it.*

*To try and cut down waiting list for the associate degree in nursing.*

*SPC can improve on the above items by making some of them more announced. Sending out news letters to graduating Seniors, in the college area. Letting them know why they should come to SPC and letting them know what u have to offer.*

*i would like to see a world religions 2 class for ms stark to teach because she was the best*

*start a curriculum where the degree can be achieved in two years.*

*Some math teachers teaching skills should strongly be evaluated by the school board (Mr. Quarles). Just because they have been there a long time does not mean they are good!! Pay more attention to the class student surveys they speak the truth.*

*I have not had many issues with St. Petersburg College. I have been upset however about a few things. One, I would LOVE to see some more parking space. If I had a 9 o'clock class I need to be at campus by 8:00 or 8:15, just to know i can have a parking space. Two, I don't feel that the counselors are giving full accurate information and support. I have been to many different counselors and they always seem aggitated by something when talknig to them. Thirdly, and lastly, I feel some of our materials/textbooks are outdated and not able to be used to the proper need of our student body. I took College Algebra this past summer ('04) and was not happy at all with the book. It did not explain information at all. Overall I have been happy with SPC and do wish to continue my education career there and wish to thank you for everything i have recieved while I have been attending school there.*

*More Weekend classes. More flexible tutoring time (ie) Math. Tutor for Financial Accounting / out of class help, would be very helpful.*

*Offer more on-line SCI classes. If a class is on Wed and Sat. It should also be On another day of the week, for religious reasons. Or allow a way to make-up for the Saturday class.*

*I think it would be beneficial for the relationship of the Bookstore and the students for the instructors not to "bash" the Bookstore in the classroom setting. This has happened every semester that I have had here at the college and I am rather tired of it. I think that the Bookstore provides a necessary service for the student body, and it would be best facilitated if the instructors would work with the Bookstore and cooperate in the process of textbook selection. The instructors seem to want to blame the Bookstore for prices and selection of texts, when that is the total responsibility of the instructor for that particular class. I would like to see a more amicable relationship established between the instructors and the Bookstore in the future. Please ask instructors to refrain from speaking negatively about the Bookstore!*

*Need more parking*

*i really do enjoy the fact that spc is putting the campuses everywhere so that it may be easier for some to get to and from school.i prefer the smaller campus i attend,im more focused.to improve i would have to say to make more classes avaliable to the smaller campuses so that students dont have to do alot of transferring they could get all of the classes done at the same site.but i think personally besides that you guys are doing a really great job,the teachers are wonderful and ms.jean corey has been really GREAT.she puts great effort into helping out the students,so st.pete college keep up the good work and i look forward to continuing education with you!!!!!!*

*Priority for Bachelor Degree students in parking, clear bookstore communication between store and professors, and avoid Vtel classes as much as possible (they do not provide an easy learning environment).*

*Parking Garage*

*I love the on-line courses offered through SPC!! Keep that going!! Also, I drive from Tampa sometimes after work to come to campus and the flexibility of the hours of operation make it so much better for me to get my school issues accomplished!*

*Thank you!*

*I also go to the seminole campus and I must say that campus is by far the best campus I have seen in a long time for a college!! I love that they have a computer commons room, I don't know if Gibbs has one, but I love Seminole's. Also I love the buildings at Seminole. The openness and the welcoming feeling I get there is nice. I like the buildings that have the windows from floor to ceiling, the commons areas are so nice. I wish Gibbs campus could get an update and look as wonderful as Seminole does!!*

*just the parkin lot and the book store .. i ask for help but they give me a wrong book all the time n not just me.. but oh well ... and i think parkin lot will improve when all the construction is done.*

*some of the counselors should be more patient when helping the students*

*Keep up the good work on the security in the parking lots, I like to see them out there. However, out of the teachers that I have, half of them seem to enjoy teaching and the other half brag about how long they have been teaching. Perhaps reducing the benefits of long term teaching and hiring newer professors would help solve that problem. The other thing I wanted to mention was the process for paying for tuition. I know that I ran into a great deal of problems when I payed for my tuition online, the payment was not recieved on your end without my notification. Then, I find out that all of my classes had been dropped and I must ask permission from each department before re-enrolling. That seems extremely unnessecary. The rest of my experiences have been on a positive note. Thank you for listening.*

*Teachers should be required to make things interesting. I understand lecture is important, but when you cannot relate it to anything, the teacher tends to lose your attention quicker.*

*i think that the parking lots is very confusing to use. also, i never got to complete a "rate your teacher" for the classes that i got to take over the summer. it was a big dissapointment because the teacher that i had was terrible. other than that i think the organization of spc is great and all of the counselors are wonderful*

*With the on-line displays and menus try to make sure to to include SPC-DT more often, for instance at the beginning of this survey with the question as to which campus the majority of the classes are taken at and I didn't have the option of St. Pete Downtown. While this isn't a critical example, on some the the course search menus and others this does make things a little more difficult.*

*They can help students by listening more to the students needs,because if a student's needs are not met they loose interest in the course they have chosen.*

*I have always taken classes at Gibbs, but now that I've been exposed to the FIM campus, I will try to take all my remaining classes there. I enjoy the relaxed urban atmosphere, and there are more places to eat, get coffee, shop. DOWNSIDE: NO "QUIET" PLACE TO STUDY. They really need to offer that. I find myself having to drive to Mirror Lake Library. The coffee shops (Starbucks and Atlanta Bread Company) play background music, there's lots of talking, and it's hard to concentrate. I would suggest FIM sectioning off just ONE classroom as a designated study area. There is ONE area sectioned off at FIM for studying, but the lighting is poor, and it's right outside of an active classroom, and the instructor keeps the door open during class, so it's not conducive to studying. Re: MATH As an adult student, I am constantly running into students who are struggling with math. I know the college is aware of this, but perhaps instructors,adjuncts and orientation sessions should stress that freshmen taking full class loads need to devote more time to math than to their other classes. Math is the component that is going to hold most students from graduating, and worse, the culprit for those who quit school because they can't get through the math. I don't think Freshmen students "get it" and realize that that can't just show up to math class and attend lectures. They have to do the work. If they pass with a "C" in elementary algebra, they will most likely stuggle up through College Algebra . . . if they make it.*

*The financial aid department needs to hire people that are capable of doing their jobs. The work study program needs to be corrected. There are students who are eligible and there are no jobs for them. so what is the purpose for them having work study. Can we please create more jobs on campus for them.*

*More qualified teachers.*

*Adjuvant instructors need to be more committed to focusing on class and higher level of instruction when in class, not making students feel they are there just to supplement their income.*

*It would be extremely helpful if honors classes were held during the day. It would also be better if there were more assistants in financial aide and if there was more healthy snacks in the vending machines such as nuts, granola bars, just something thats not chips, cookies, and candy.*

*better parking space and better system of registration because everytime new semester start students have to spend at least few hours waiting to register.*

*MORE STUDENT PARKING!!!! Parking is rediculous, I have to come to school 35min. early to get an O.K. parking spot. Also, one of the western humanities teachers needs to be removed from the staff. >= |*

*The evaluation of an instructor should be thoroughly investigated and proper procedures carried out to protect the integrity of the institution and the students. The needs of the students' should always come first and concerns voiced in perhaps some type of open forum; College paper or a meeting hall to voice concerns.*

*I think that counseling is important... especially for students who are making a career shift later in life. Making the decision to return to schopol is a hard decision and staying focused is even harder. I have had a great counselor at SPC Downtown, and one thing I think would be beneficial is if the curriculum at the Downtown Center match closely to the degree transfer programs available at the USF St. Petersburg campus. Other than parking issues, which I assume will improve once construction is complete at Gibbs, everything else has been a pleasant experience.*

*Please get with the city to make parking arrangements on the road. Me and many others have gotten parking (\$30.00) tickets for parking on the road when we are going to be late to class. We have no choice! It's not fair that school is over enrolled and there is no place for us to park!! So in the mean time the city is making money off of poor college students. Also I feel that the faculty in admissions have poor personallities. (Except for the man with the patch.) Besides that you are doing a great job!*

*more evening classes at FIM. counselor were not helpful to me. better parking.*

*The most important area to improve is quality teaching instruction. There are some teachers that seem to lack the ability to communicate information to students.*

### CL-Clearwater Comments

*For web ct courses there is some confusion about assignments and the courses themselves. Perhaps they could be made more "user friendly". Also cyber advisors should respond to students more quickly. If an advisor does not respond the student may feel hopeless and even consider dropping their courses.*

*the system for finanicail aid is horrific ive had more problems with this then any other finiacial situation. it is next to impossible to get anyone to call you back. and the advisors are just as bad you wait forever to get into see them and then they rush you and never give you answers they wont answer questions directly and have made it very difficult to determine wha tclasses i need to transfer to another college they seemed more oncerend with keeping as a student there then concerend with my educational goals. every time i register for class i have to actually go in becasue it says i dont meet prerequistes even though i do and its been a different prerequisite every time. i have been dropped from classes for no reason even before my due date. my teahcers with the exception ofmy ids teacher all seem to be just as frusteated as the students with the things that happen. then there are teachers that are completely inapt to teach.*

*More extended hours for counseling and financial aid assistance. More parking spaces I am very happy with services. The cost of books are very high and re-sale of books is very low. Hard Rock Cafe is good, however, food and drinks are very expensive, especially coffee-the staple of college students. No coffee vending machines? Evening students need coffee and the better the taste, the better the disposition of the student. I like everything else about the college.*

*I believe that some instructors in the visual arts programs choose favorites amongst their students, and that they grade according to their own personal tastes, and not by a true judgment of the student's expression and acedemic skills. I feel that the time has come for new personnel to be in charge of visual arts (fine arts & graphic arts). Personal problems should not transfer over to one's profession, nor should physical attraction to a student (or their nationality) be a factor in their grading policies.*

*If possible, open computer labs on Sundays. Some students are full time students with part time jobs and Sundays would allow them access to the lab.*

*I am extremely unhappy with the SPC financial aid office. I don't believe that anyone in the office has any idea what they are doing, or maybe they just don't care. After I turned in my FAFSA I visited the financial aid office about five times. You would think after about two in a half months and five visits, someone could tell me that no one was working on my FAFSA because I needed a waiver of standards of academic progress form turned in. So I did that, waited longer, asked why is it still not done? Finally someone told me that when they entered my info in the computer they linked it wrong and the people working on it couldn't see it. So for three months no one in the financial aid office had any idea something was wrong? Or like I said, didn't care and just told me what I wanted to hear to get me out. So for all the stress it caused me, im not totally sure I want to go back to this school next fall. This is defiantly something that needs to be taken care of. Im sure im not the only one with this problem, after so many visits to the financial aid office I have seen plenty of people/students leave confused.*

*More variety in the courses on line.*

**IMPROVE YOUR ACADEMIC ADVISING DEPARTMENT. STUDENTS HAVE MANY CHAIOICES OF CLASSES AND PATHWAYS TO ACHIEVE DEGREES OR CERTIFICATES. LET THE STUDENT KNOW THE MOST SIMPLEST AND EFFICIENT WAY TO ACHIEVE THEIR DESIRED DEGREE WITHOUT TAKING UNEEDED COURSES.**

*Financial aid could be a lot more helpful and not take their phone off the hook at the beginning of the semester. I know they do this because I called at all hours different days, even at 3 in the morning and it was still busy. Very inconvenient. Some people can't get in there during business hours so phone contact is the only way. Also, financial aid counselors need to respond to e-mails. I e-mailed a counselor and he never emailed me back. Also, every time I do get answers about something from financial aid, I get different answers each time I ask. I have to ask the same questions to different people different days to make sure I'm getting the correct answer. I'm scared I'm going to be dropped from my classes because of incorrect information coming from them. No one ever knows what they are talking about. My biggest complaint is about the services of financial aid. I have considered leaving the school because of the lack of knowledge and helpfulness from this office. I really like that the school offers a lot of evening classes and online classes. That is very helpful. I don't have any complaints except please make financial aid more helpful and knowledgeable.*

*MORE INTERACTION AND LESS OF A STRAIGHT LECTURE COURSE IS AN ABSOLUTE MUST. ATTENTION IS LOST WHEN A TEACHER STANDS UP IN FRONT OF A CLASS AND JUST TALKS FOR AN HOUR. THERE NEEDS TO BE MORE GROUP ACTIVITIES AND INTERACTION PROJECTS THAT GETS THE STUDENTS TO DISCUSS WHATEVER SUBJECT IS BEING TAUGHT. ESPECIALLY IF IT IS JUST A COURSE THEY MUST TAKE THEY ARE NOT THE LEAST BIT INTERESTED. IF YOU WANT BETTER RESULTS GET RID OF A CURRICULUM OF STRAIGHT LECTURE. KERRY*

*more student activities for all ages*

*Make a broader array of student tutors available for students to use while on campus. It seems that there are only computer and math tutors and they aren't available half the time when they are needed.*

*Required classes ie statistics, could be offered at times convenient for the older student..Also, Some of the adjuncts are verbally demeaning, condescending and frankly abusive*

*need a new crew in financial aid, order more books for bookstore*

*Have more caring instructors*

*The times of class are not always easy to go around. It is a problem when you have to take two different classes and they are only offered at the same time. Or if you have to take a class that is only offered at night is also a pain. The teachers here i like and they do the best they can with what they have. It would also be a great help that if you go to get consulting that you could see someone in a reasonable amount of time.*

*More classes available for advanced Math and Physics for Engineering. Currently there have been one of each class available at each campus and usually during the day which obviously does not work for people like me that take classes at night. Also, learning support centers need to be open on Sundays so people like me can come and study there. Currently the only campus that has its learning support center open is the one in Tarpon but that is a long drive for me. Thanks.*

*does it really matter what I think?*

*HAVE ADVISORS AT ALL CAMPUSES BE KNOWLEDGABLE ABOUT ALL PROGRAMS. I HAD A DIFFICULT TIME FINDING INFORMATION ABOUT THE NURSING PROGRAM FROM ADVISORS AT THE CLEARWATER CAMPUS-INACCURATE INFORMATION WAS GIVEN TO ME. ALSO, THE PARKING IS VERY POOR DURING THE DAY AT MOST CAMPUSES-SPECIFICALLY CLEARWATER.*

*At the SPC Clearwater campus I feel there should be a traffic patrol person directing traffic where the students enter and exit at the south end of the campus on Coachman road. Since this semester has open I have not only watch several close calls where a student almost gets hit by a car, but I personally had a very close call last Thursday night around 6:35 p.m. and the student coming out of the parking lot was trying to cross in front of an oncoming car on Coachman and he didn't even see me I was standing on the side walk waiting for a safe time to cross. This is a very dangerous situation.*

*Services such as academic counseling are in desperate need of revision! There have been a few instances where I have been misinformed by a counselor. I could have graduated last semester however was "advised" not to apply for graduation because that would negatively affect my financial aid status, come to find out once you reach a certain number of credits all financial aid is cut off anyway! Also, I have tried to email my counselor asking her a very generic question that I feel I should not have to physically go to campus only to wait in a line an hour deep, she never responded. SPC would be a wonderful school if the counselors providing students advisement would all get on board!!*

*You do not want to hear what I have to say! It is mostly about online classes and needing more night classes available, and financial aid organization, because everything I say about all of the above is all negative.*

*I have taken every class required to obtain my AA online. Without the technology of today that allowed me to be able to do this I would not have been able to return to school and get this degree. It is wonderful!!!!*

*You absolutely must do something about parking (especially crossroads area) and absolutely must do something about the use of books in class. They are completely unaffordable. Without the help of women on the way purchasing my books, I probably would not be able to attend school because of the price of books. I realize you can't control the cost, but you can adjust the curriculum to not use them. We, the students, need you, the college, to boycott the current book system.*

*Most of my classes had been at the Clearwater Campus. Now I am with the COE at the Gibbs campus and it seems wonderful. The teachers are great and the classes are interesting. I feel that I will be well prepared to teach when I finish. I for one am very happy that I do not have to drive to Tarpon Springs.*

*everything is fine here at spc. i dont have a problem with anything*

*I think the school is pretty efficient & has helpful and pleasant staff. Most of the difficulties have been that I didn't ask the right questions.*

*I feel that the financial aid office is very unorganized. Each semester I have had a problem regardless of paperwork being on time. I filed for fafsa in Jan of 2004 prior to fall semester of 2004. Verification papers were turned in along with necessary paperwork. My verification worksheet was misplaced, they never had me sign my tax transcript which apparently was critical. My financial aid was not applied to my account until I had to call and make sure they did it over the phone with me which was the third day of courses. Otherwise I would have been dropped. Because of the missing verification worksheet, it also disqualified me from further grants granted if deadline was met. I think there needs to be more communication to the students from the faculty. You can never get through to their phone lines, either. Each clerk gives me different instructions and different information. The school itself is great, I am satisfied with my education, but if it weren't for me being so attentive to my tuition and financial aid, I would have lost all of it. Some students aren't as aware of the processes and this could cause turmoil for those who don't.*

*I take only online classes. I would like to understand better how every teacher sets things up. For instance I am unable to submit assignments in one of my classes and the instructions are unclear. The teacher is no help and I am doing the work. This should not be a complicated situation. Online class navigation needs to be easier. They should all be the same so you know what to expect. I am so confused for the first month at least and then I start finding my way around each course a little better. I think SPC is doing a great job. I am very satisfied my education here.*

*The WoW program needs a better director. I really like the program but the director said "I will not have time to be apart" I would of made time for such a nice program. Also, Financial aid staff needs to be more patient dealing with students. It is not our fault that we need aid. I know they are busy but, the attitudes they give us is very negative. They made me feel bad about needed assistant because of my presistance. I really want to attend school, but need the money to do so. Also, all of the four math teachers were bad. They are not patient and they expect for you to know the math before they teach it to you. If 20% of the class know the topic, they do not care about the other 80%.*

*I would like to see the library hours extended, perhaps to midnight? As well as overall extended hours for the fitness center.*

*Offer more on-line courses*

*My only silly idea of suggesting to have every staff on clearwater campus to know ASL sign language and it will share a great experience with Deaf people! Other than that, I envy SPC Clearwater campus because of a deaf program are great for me and I am getting close to finish my A.A. Degree to go to B.A. degree in Deaf Educational. COOL!*

*Offer more Bachelor Programs.*

*we need more parking spaces because it takes me 10-15 min to actually get into one.*

*Offer more Foreign Languages like Japanese. Offer Computer animation or video game design courses.*

*More classes with more varied hours. Instructors are awesome. The Career Development Center is critical and should be mentioned in every step of the a students journey through the administration of their college education.*

*Offer more courses on the weekends to help the full-time worker. Classes at night after a long day at work can be exhausting and stressful. This is why I chose to do classes online and the telecourses. However, there is nothing comparable to being in class with the instructor teaching the material.*

*more times for classes that you have to attend*

*The full syllabus for ea. class should be posted on website (catalog), not just a generic course description. This would eliminate taking a class only to find out it's not what you expected - a frequent occurrence apparently.*

*Make interaction between the online teachers and students become more personal.*

*more parking more lights at night*

*this is a great school the only thing i hate is waiting to see a counselor for one simple question and it takes forever waiting. the teachers are great so far if you try they are there for you- i have only had one poor teacher and was so new that i didnt know til it was over*

*maybe have more parking spots at gibbs campus!!*

*I believe that the student bodies satisfaction can be achieved by lowering the cost of books. The cost of books is just down right ridiculous, you would think the market is monopolized. I personally feel it is ridiculous to spend \$100 or more on a book. The book is sometimes half the cost of the course, to me this is terrible. A working student sometimes can barely afford tuition. If he can barely afford tuition, what makes you think he can afford to spend \$100 or more on 1 book for 1 class. Perfect example, a good friend of mine wanting more than anything to attend SPC this year, however, he could not afford the books for his classes. He could afford the tuition, but could not afford the cost of books, that is just wrong. The price of books should in no way make a student break the bank and prevent him from an education, thank you for this time and for allowing me to voice my opinion, have a good day.*

*REFERENCE THE ONLINE COURSES, SELECT INSTRUCTORS WHO CAN UNDERSTAND THAT DURING A HURRICANE, THIS IS INDEED A CRISIS, BUT A STUDENT HAS TO WORRY ABOUT NO POWER AT HOME AND WHERE HE IS GOING TO SLEEP EACH NIGHT COULD EFFECT HIM/HER GOING ON LINE TO COMPLETE CLASSES. IN FACT, THE INSTRUCTOR SHOULD ENCOURAGE THAT STUDENT TO STRIVE NOT WITHDRAW FROM CLASSES.....*

*Lower prices of textbooks.....*

*Financial Aid needs help this semester. I'm very frustrated and overwhelmed at trying to get answers to questions about disbursement. Everyone is nice but no one is very helpful. I feel as if I'm running in circles.*

*i just want to make comment about the parking space and they need to built 2nd floor garge it will help alot with students. also staffs near the fa building need to reduce the parking for students*

*I am only able to take classes online and maybe one class in class so i would like to see a little more flexibility(ie) one class offered for 4hours on like a thursday.*

*First of all, ALL professors, whether lecture or Ecampus should be required to post a "well developed" paragraph biography AND their course syllabus at least 45 days before commencement of the class. Since we must deal with them on good days and bad days and quite a few of them come equipped with well developed egos, those two submissions would give the class person a sense of what they are going to have to deal with. In other words, we and the taxpayer who are, after all paying the bills should know exactly what kind of car we get to drive, before we pay for it. Professors do bring their shortcomings and professional jealousies to class. There are stories of one HONORS professor holding up a research paper to the class, praising the student's efforts in front of the class stating, "This paper is everything a research paper should be. I don't recall ever having a better paper ever presented to me . . . ." A good five minute glorification followed. The student was stunned to discover they received a 98 instead of a 100 for what was praised as a perfect paper. When questioned the professor stated, "You got the highest grade I give, sorry, I never give 100 on a paper." If a paper deserves 100, who is that professor to deny the student that honor? Academic freedom? Or just academic license? Or professional jealousy?*

*In other words, the class is about the professor, not the student. I grow tired of hearing professors insult the non-degreed working class of people who choose not to go to college or become tradespersons by choice. Each occupation provides a valuable service, and college staff at this point, are not very adept at refraining from insulting the "burger flipper" or "waitress" or "weed whacker", etc. THE PARKING: In my 40 years in the workplace, both in private enterprise and government employment, none of my employers made the paying customer "scrounge" for a place to park, while the employees ALL park at the front door! At St Petersburg College, the paying customer can get ticketed for parking in the "elite" staff parking zones. School staff should have a designated parking zone and/or shuttle from that zone. School staff should NOT have every class side parking place on campus, where a paying student is trying to attend class!!!! And, about HONORS COLLEGE or "extreme education" . . . does that mean that my "A" is worth less than HC "A." Does*

*it also mean that every other degree you have bestowed on a graduate is now devalued, because that graduate received a lesser education than an HC graduate? It would seem rather a poor practice since one cannot find some classes available at all, while HONORS classes of less than 10 occupy one professors time. Oh, what a novel, elitist discriminatory device this could become.*

*Keep Webster updated so you can register online when necessary. Financial assistance can quit dodging phone calls and get on the ball with paperwork. It took a month of calls before I finally got through to speak with Mrs. Perkins, who tried to tell me they had tried for two weeks to tell me I had to fill out more paperwork for my GI bill (big fat lie - they had my phone number in every message I left for a month as well as my e-mail address). I had already spoken with my counsellor and gotten the classes approved and signed, then sent to her office. That's when I started making phone calls. Pretty un-professional if you ask me.*

*It seems like a lot of required courses are offered MWF at 11:10. Maybe some of these could be offered at different times.*

*You can make sure that the award letters for financial aid are going out on time. Also, it would be helpful to have more information on financial aid on the website.*

*I didn't like how we were placed in our classes. I don't like the idea of the placement test, and the subjects covered in it.*

*getting more people to work on loans from private lends in Fiancial Aid, i had to go back 8 times to get the amount of money correct for my loan and then i still had the wrong lender after turning in all my paperwork from my bank lender*

*Honestly the school feels like high school again. I was very excited about attending your college for the smaller class sizes and i was hoping better teaching. The fact that a college takes attendance is the biggest joke ever, and we have to make up hurricane days? I feel that i am paying out the nose for college i will make my own decisions on whether or not i attend. No one was crying about missing a day over a hurricane either. The only other problem i have is with teachers that cant keep controll of their classes. Kids will sit an talk through the lectures and the instructors do nothing about it. The college doesnt feel like a college it feels like high school.*

*The financial aid office has always been a headache. My children have been attending SPC since 1988 until now, and the same issues and problems are still there. The processing office for pell grant is always behind schedule, they lose important papers, verification processing filed in Jan. wasn't completed until late April. They are either understaffed or not prepared for the tasks at hand. Each person has a different response to questions regarding the checks being issued, the verification process, no one seems to be on the same page. There should be a standard verification process if a student is put in verification every semester. The information should be readily available to the processor. It has been a nightmare for years.*

*I am in algebra 0024. I wish there was more instruction and less "learning by yourself". I have a hard time asking for help, and I know that other do too.*

*I've noticed that during the teacher evaluations that most of the students consider it a joke and just mark down the "best" row and don't bother with actually reading or understanding why they are doing this. It's a joke of a system. Secondly, while in counseling offices I have seen many counselors take students out of order and it frustrates the students who have been waiting longer and they get fed up and leave. The consistency between counselors and their advice is sometimes extremely different for the same question and is sometimes confusing.*

*Currently, the eCampus courses are an issue; it seems that professors do not put the same amount of time into planning the curriculum, or the same level of attentiveness to class discussions and student comprehension of material.*

*Transfer of credits takes too long to be evaluated (more than 2 semesters) The staff is uncaring, rude and lazy. Other paper work also takes forever to get processed. Such as my VA classes certification for financial aid, I still have not received any payment from the VA because of the school's staff.*

*SPC needs to offer trigonometry and higher math classes as mediated learning classes. The computer teaches some people, like me, much better than an instructor ever could because I can go at my own pace. An instructor just flies through the material, leaving me behind on stuff I don't understand, and spends too much time on material I already know. ALL MATH CLASSES SHOULD BE AVAILABLE AS MEDIATED LEARNING CLASSES.*

*The Financial Aid office needs to learn how to better manage their workflow. Instead of putting the problems off till later and telling people to keep calling back, they should solve the problem right away or call the person back so the phone line is not steadily busy. There were several occasions where I was frustrated and no one was willing to help me. I was ready to leave the school altogether. If it happens again, I will not return to your school.*

*Offer alternative transportation to students taking evening courses...no bus services run in the evening excluding any student who is conscientious enough not to drive.*

*Shuttle service may give students more access to evening courses, reduce the parking issues, and may even give students access to alternative SPC campuses.*

*create more parking if possible. add as many programs as possible to e-campus. list persons to talk to regarding specific bachelor programs. I love the fact that I no longer have to wait in line for my loan checks-great job!!*

*offer more BA degrees*

*Improve your Internet WebCT offerings and try to not overload those students who use that learning media. I find that in-class work loads to be much less and also easier to comprehend due to the availability of instructors. Simple questions are covered in orientations and also how to prepare and complete your work on time.....*

*Online students as myself have families and jobs that also take a priority and I feel the online classes are very good but do put heavy work loads on those students; which seems to be coming from an instructor's image of people not visible are not working.....*

*St. Petersburg College is great, I love the Clearwater campus which I'm at.*

*International students come from afar, there should be more services to make them feel welcome. The international center definitely along with other college heads should do something to make them feel more welcome. We also do not know of any changes unless we ask, there should be a notice board or a flyer that comes out maybe semi-annually that let us know of these things. The most we are reminded of when we go to the International Center, is what not to do otherwise we may be deported. Why not help us do what we can here. Yes, it's important to let us know, but throw some positive suggestion in there*

*make the SPC web site more user friendly. The new system stunks. DO NOT FORCE students to purchase expensive books only available at SPC. example online-math class book only available at SPC cost 115.00 and we are not allowed to resell. If we buy it we should be able to do what we want with it and I thought it was against the law to monopolize a product or service forcing us to purchase only thru the school.*

*Provide classes that are presently ONLY nite classes also available in day.*

*Have available more four-year bachelor programs and more upper-level courses.*

*There should be a system in place for registration that does not require Pre-paid college students to have to come in to register/pay for classes in person. For example: if a copy of the pre-paid college program card is on file and current, then it should automatically be billed for same and the remaining dues should be able to be paid online. Additionally, I personally do not feel that 5:00 p.m. evening classes are congruent to people with a full-time work schedule. Most people work until 5:00 and therefore, have to take time off work to get to class on time. Lastly, it appears with course selection that only the most common classes for your degree (i.e. AA) are offered at night. For example, I attended this school for four years before I was able to find a nighttime Philosophy class. And even then, I had to take at another campus (not my home campus). It seems that the school encourages certain classes to be taken over others.*

*Make classes available more often for majors that aren't necessarily mainstream, or notify students that the classes are on a rotation period of once every two years, or, at least, put a notice in the degrees listing when a single class must be taken after all others so that scheduling concerns can be met.*

*Make absolutely certain that all academic advisors/counselors tell their returning students about limits regarding financial aid and the requirements thereof. Also, that all advisors/counselors explain to students who have more than 70 credit hours that they may be ineligible for financial aid. And, do not allow students to take courses for which they are truly not prepared. I've seen many computer students that don't know where the various function keys are on a keyboard nor do they know how to type (they've never had a keyboarding class! If I was their potential employer, and they didn't know how to type at a reasonable rate of speed (20-45 wpm), they wouldn't get the job!*

*First of all Financial Aid needs to answer their phones. Either you get voice mail or you can never get anyone to answer. There is nothing so frustrating. Everything else is pretty good!*

*First of All, make more classes available for online usage. Secondly, the "new and improved" way to receive your money is ridiculous. Not only was the "book line of Credit" a joke, they first didn't have my in the system, because an update that was suppose to be made on Friday before classes started was neglected, but then the books were not even available. Since the books had to be purchased before Wednesday after classes begun, there was no time to get the books needed that were not available, not to mention that the bookstore made not one, but two errors in providing my with the wrong books. In fact, there would have been a third error, but my biology teacher told me and the rest of the class that he would omit the "Study Guide" because so many of us were told it was not needed. GET YOU ACT TOGETHER!! How can we succeed as students, if the school is in chaos.*

*If you are going to mail financial aid checks they need to be mailed BEFORE the semester starts because I ran into all kinds of problems with the two week delay.*

*My only real complaint is that this semester the financial aid was disbursed so late that it caused me a lot of problems. I did not find out that financial aid would be disbursed so late until the situation had already adversely affected my budget. Had I at least known earlier that aid would be disbursed almost a month later than ever previously, I could have taken this into better account. It just made the first few weeks of school more stressful than they needed to be. Thankyou for your time and consideration.*

*There needs to be more parking spaces which im sure you guys get that a lot, but it's just that sometimes there're absolutely no parking spots and you'll circle around and around looking for one and someone new drives into campus and takes a spot that you should of got because you waited the longest. It's so bad that students start to park in the staff spaces because if you parked so far away then you would be late for class and a lot of teachers don't take it very well. Maybe you should either put more spaces in or have a staff member stand out there director students on where to go atleast for maybe morning classes on both entrances. Or at the busiest times of the day. And I think that there could be more student activities or other college related games. Students kind of feel or atleast I do, that they want it to be like USF or a University.*

*Make sure that adjuncts are qualified to be good effective teachers. Not just there to fill a spot.*

*Nothing needs to improve, just continue to keep up the good work. I have already graduated from this school and went off to USF, and found that things are very different. And this is why I'm back.*

*Keep things the way they are and that would be great.*

*Student Services (i.e. Computer Labs and Library) could be open later, so that those who work most of the day have an ample amount of time to use these services.*

*Firstly, why not offer ALL students access to LexisNexis. I know it's expensive but most MAJOR universities and colleges offer access to this search engine to their students. I don't know if you've noticed this, but Academic Search Premier is the worst search engine on the face of the planet. Until we have access to LexisNexis I will continue to ask my friends to let me use the access that their REAL school gives them. Secondly, Barton Gilmore should be fired. He berates his students, yells at them in class and then imparts his own ideas onto everyone in his classes. A good art teacher helps their students flourish and does not try to turn them into a little "mini-me". Third, can the computers in the Hard Drive Cafe possibly be a little more reliable? Every time I go in there (3 days a week) at least half of them have their internet broken. Speaking of the Hard Drive Cafe, when will we be able to use credit cards in there? At least put an ATM on campus so that we don't have to leave school and give up our parking space to go the ATM and then come back and drive around for 20 minutes looking for a new parking space.*

*I take many online courses and I am disappointed that web ct is not always set up the same for each course. At times it takes many hours looking for the information because each course sets their class up differently. Help students by finding less costly text books!! Not everyone gets financial aid.*

*Please get and keep some one who can deal well with VA issues at the Clearwater campus. PLease!*

*I think that the Campus(s) really need more hands-on-up-to-date tutors. The person I had helping me with Int. Algebra was no help to me at all because he was a cal teacher and he would flutter off without really answering my question or showing me what he was talking about. Another is having an inbetween class other than Anatomy, the A&P classes are so compressed that it is difficult for an adult to manage classes, work, and children. Not only that but the teachers that I have had act as if you are a bother to question things. To ask for a better way of recalling information, that was all I wanted to know. So, while I look at structures, they are in their office reading the newspaper, instead of being in the lab where the students are. I wanted to pull my hair out when I asked about something and was told that I needed to review. "Hello", I paid for a class to be taught. Not dictated to or for the teacher to show how much they know and watch people flounder. A better support system needs to be in place of difficult classes. Naturally, one might not view a class as difficult as another, but at least help could be had for those paying for a service. Let alone putting tons of hours in on studying to only have to take the class again. The amount of times you would be able to take a class should also be based on how difficult a course is. If it is a problematic course, like Math or A&P (I know a lot of people that failed these classes and only squeaked by on the second attempt) should be able to take them again. I think the teacher should be responsible if the student is really making every attempt to learn the course.*

*better service in the financial aid offices, they all stretch the truth about the process. I filled my application on the 16th of aug. and im still waiting because the verification was done at the campus when they said it was to be returned to the government. they had it here all this time. kmh*

*The only complaint I have is for that some of the adjunct teachers I have had don't seem to have the skills needed to instruct college level students. Just because someone was a principal or a program director does not mean they can meet the needs of college students, especially if their job was with small children. Other than that, I am very impressed with the most of the full time staff at the COE at SPC. Especially, Dr Payant. She's wonderful!!*

*More courses available online. There are many courses that I would like to take but are so rarely offered. It would be nice to see them offered online... more people may sign up because of the flexibility that online classes offer.*

*Food - Hard Rock Cafe - This is hard I understand but a more diverse menu would be nice. Financial Aid/Scholarships - Educate the employees in the Financial Aid Department that without students they would be out in the street. There is a tone of "Why are you bothering me" from all that I have had the pleasure to deal with except Renee. You need to clone her! The "jerk" that handles the NSF Scholarship Joe Skala needs the above training and a whole new set of manners.*

*have an intermural volleyball team, or a guy's volleyball team (beach or indoor)*

*The college needs to update their computer labs to teach programs that are used in the real world. They also need to update the computers speed and technology. In the science labs, the college needs to update their equipment. More than half the microscopes don't work.*

*Get better teachers at the Tarpon Springs campus so I dont have to drive all the way down to Clearwater to get a quality education. The instructors there just have that attitude that they are tired of teaching and dont care.*

*I HAVE HAD ISSUES WITH THE RECORD DEPARTMENT. I AM CONSTANTLY PROVING MY FLORIDA RESIDENCY. A LEAST TWICE A YEAR I HAVE TO GET HIGH SCHOOL TRANSCRIPTS TO SPC. ALSO NOT BEING INFORMED OF WHAT IS GOING ON WITH FINANCIAL AID. WHAT I NEED TO DO AND WHAT IS HOLDING UP MY CHECK. I ALWAYS FIND OUT WEEKS LATER THAT I WAS SUPPOSED TO HAVE DONE THIS OR THAT. AND LASTLY THE ADVISING PROCEEDURE. THE FACT THAT YOU CAN NOT MAKE AN APPOINTMENT AND END UP WAITING SEVERAL HOURS FOR A COUNSELOR WHEN YOU MAY ONLY NEED A FEW MINUTES OF THEIR TIME.*

*When studing computer networks you need computers for hands on classes. Gibbs is a great model for setting up campuses*

*My main pet peeve is that it seems that the two-year programs are being pushed the background to focus the attention on the four-year degrees. I am all for the four-year programs, but SPC needs to remember what students put them on the map and still pay the bills around here. I have also heard many complaints about the outrageous prices charged by the bookstore for textbooks. A good example. I purchased a USED mathbook from the campus bookstore for \$67.00 only to have a fellow student come in with a brand new, still-in-the-cellophane mathbook that he purchased for \$55.00.*

*So I have decided that even if it means going to the first class or two without the required text, I will never purchase my books from the campus bookstore unless it is a publication not sold anywhere else. My second complaint is that there needs to be more core courses taught in the evenings. I am a non-traditional student who has no choice but to work full-time. I cannot take off during the day. However, since some of the courses I need seem to only be taught in the early to late afternoon, it makes it difficult for me to progress in my degree at a reasonable pace. My final complaint: The college need to find more scholarships that are awarded based on GPA. I have a very difficult time getting any scholarships because the powers that be say I do not have a financial need. These people obviously walk around with a few hundred dollars in their pockets every day. I just barely make enough money to supply my necessary expenses. THERE IS NO EXTRA FOR SCHOOL. Therefore I am forced to go into debt via student loans because I don't qualify for anything else. It really burns me that I kick my own butt to keep a 4.0 grade point average while working full-time and making an effort to participate in a couple of the campus clubs. I have spoken to many in situation and we feel slightly cheated because the scales are not balanced equally.*

*The most troublesome areas for me personally were the student advisor area. The student advising, in my opinion, is a waste of time. I don't believe a student needs to sit for an undetermined amount of time and then discuss what courses you wish to take, why and then, "Yes, it's OK for you to take these courses". I think it's non-important and these folks are a waste of time. The counselor I had smelled like alcohol anyway (I had a 1:30pm meeting) and obviously could care less about what he was doing.*

*The e-campus might want to hire professors who know how to use the computer, and you may want to hire professors who do not have a full-time job, own their own business plus teach classes. I am describing Sharon Paone an e-campus instructor. She grades assignments "when she feels like it", last semester I did not even know the grades I received on some of my assignments, quizzes and exams. I was forced to take her class AGAIN this semester because she is the only one who teaches Intermediate Accounting II online. Can't you people find more professors? She still hasn't figured out how to use the examination online part of the course. She emails us the exams and we have to do them in a word processor!! This is preposterous! She knows very little about computers. Why is she an e-campus instructor? Could someone please tell me? I have been using computers for 24 years. It seems she has just learned to use computer.*

*Create more Bachellor Programs, and minors to go along with the current ones.*

*The e-campus might want to hire professors who know how to use the computer, and you may want to hire professors who do not have a full-time job, own their own business plus teach classes. I am describing Sharon Paone an e-campus instructor. She grades assignments "when she feels like it", last semester I did not even know the grades I received on some of my assignments, quizzes and exams. I was forced to take her class AGAIN this semester because she is the only one who teaches Intermediate Accounting II online. Can't you people find more professors? She still hasn't figured out how to use the examination online part of the course. She emails us the exams and we have to do them in a word processor!! This is preposterous! She knows very little about computers. Why is she an e-campus instructor? Could someone please tell me? I have been using computers for 24 years. It seems she has just learned to use computer.*

#### **THE BEST JUNIOR COLLEGE THIS SIDE OF THE ATLANTIC.**

*Add more bachelor degree programs.*

*The things that I would suggest for the campus would be to have more hands on assistance instead of always have to revert to a computer all the time the system is a computer it has its faults and I think we tend to depend on it to much sometimes.*

*The orientation program did not help me at all. I felt I wasted the 10 minutes. It should be optional. If students are enrolling in a e-course there should be more informtion offered on how the structure of the course will be run. For example, the terms should be defined so students know what the "course number" and where they will find it. Also professors need to make sure that their initial information is correct so that students don't have to spend extra money to purchase extra EDUSPACE packets due to misinformation.*

*I live close to the Seminole campus and would like them to offer more courses at that campus.*

*I think one of the major things that I have seen a problem with this semester is financial aid and scheduling. Scheduling was difficult for me this year. Hardly any classes that I wanted to take were offered at times that were convient (During the morning/daytime hours). I also have seen a financial aid nightmare. A lot of my peers have been having difficulty getting into classes because their financial aid didn't kick in and their classes were dropped. I myself am still awaiting financial aid and I've been in classes for a month now. The whole point of financial aid is to aid you financially in things like paying for your classes or getting books. What good is it, if it's not there when you need it.*

*As a student with Disabilities I really think OSSD is sub par. I transfered from HCC and drive from Tampa everyday befcause the instructors and staff have a standard 10 times that of HCC. The exception is OSSD. I can't get any note takers for my math class or a tutor for Spanish.*

*Campus organization is needed. Its hard to find buildings for the first time witht he exception of the SS, and the LA. Classes could go later, to cater to fulltime students with fulltime jobs. A little more life is needed on the campus, such as an outdoor bbq restaurant or a small study park, or even a place where music is played by the students. Finally, I have absolutely no idea what's going on with financial aid, Ive applied online, I received no feedback from the government or SPC, this is not ok. overall, I think SPC is a great starting campus.*

*As a person who has attended several other higher learning schools because of moving and transferring, I would have to say, my experience here at SPC has to be the best. Friendly and helpful staff and an excellent A&P I professor, I could not ask for a better school.*

*more classes*

*Computer system is difficult to work with*

The primary area that needs improvement is (1) Financial Aid - never have I began a school year or semester that I did not have some problem in trying to get my funding for college and when you call or go in for assistance they are often not helpful and more often confusing. I have actually been in the financial aid office and was delayed while the staff was either having personal conversations in from of the awaiting students or even ate their dinner while people were waiting in line and if you think that you finally have everything taken care of then when you go to admissions it seems that they have no idea as to what is taking place in financial aid and end up sending you back to the financial aid office rather than trying to contact someone from that office to get assistance (it really becomes a comedy of errors). Secondly, there has to be a better system in order to offer a better variety of courses at each campus rather than having to go miles away from your home campus in order to take a course. For instance, possibly some of the nursing classes and the paralegal classes could be spread around to different campuses each semester rather than always having to go to HC for everything.

Offer more core classes of an evening. People who have full time jobs, and cannot take time from work to further their education cannot take classes offered only during the day.

Maybe request more computer/Business Technology classes offered during the summer session. And more classes during the summer session. Financial Aid needs to be a little more...personable as well. This semester they 'lost' my paperwork for the 2004-2005 school year, but no one seemed to really care/concerned with helping me. They just gave me a bunch of papers and said NEXT!! I understand that they have millions of students to help, but this government financial aid can be difficult at times.

Since taking online courses, I have noticed that when classes meet in the evening hours, they are bunched together from 6-7pm, 7-8pm, 8-9pm, or 9-10pm. This may seem like enough of a time spread to convenience most students, but when taking multiple classes at once this is quite a challenge to fit into any schedule. My suggestion would be to find a way to offer these time frames on a Monday through Friday week instead of what just seems to be Tuesday and Thursday. The Veterinary Technology Program seems to be on that schedule right now (I can only speak for this program at this time- I do not know of any other programs in the same dilemma).

I feel you need to do enrollment seminars for new students to introduce them face to face and walk them around the campus and not on the computer and it should be done by current students that know what they are talking about and not someone that does not care about the students. A lot of your counselors do not know what they are talking about and give out the wrong information and we always have to see a new person everytime. Why not divide them up between the alphabet, so we can see the same counselor and get to know them. I feel that telling all new students to take all their core classes first is a big mistake and very boring for the new students. We need to take fun classes along with the core classes. I never ask a counselor for advice because I have heard that they give out bad advice. Maybe because I am older and I know what I want to take and what will be fun for me, to mix up the good classes with the bad classes. There needs to be a better system for counselors.

Lab equipment is old and there isn't always enough for all students. Too often students have to share, which makes learning more difficult. If I pay the fees for labs I should have access to proper equipment.

SPC should have a staff or personal of tutors available on and off campus for the student to hire for any course taught at the campus's. The weak area in Clearwater is access to statistic tutors, access to other professors nonexistent. And this is just one course. For those students who want to learn, who are struggling their should be a place to go after business hours for help on the homework. What about gaining access to those clubs that require 3.5 or better grades to get into. Why can't the school require those clubs to help students who need help. That's my two cents

worth.

*Hopefully in the future SPC will acquire the ability to offer more of a variety of bachelor degrees.*

*I have been very satisfied with SPC while I have been taking my general education classes. However, I will be starting at the Caruth Health Center in January for the Veterinary Technology program and I have noticed that unfortunately, the class scheduling is not conducive to someone who works a full time day job like myself. To accomodate this I will be taking online classes for the first time which I am uncomforTable with and I will have to miss work to take the labs on campus. I wish there were more 7 p.m. classes offered for the health programs.*

*Major changes need to take place in the financial assistance office at clearwater campus. It is the worst experience anyone can ever imagine.*

*Financial Office is very slow in responding. I need to go there to find out anything and even then they seem to be confused. The academic advisors make us wait for 2 hours before they see us. Then we get pushed from them to finance office to business office. Is there any kind of communication between them? IF not than there should be. Its very frustrating and the thought of going to any of those offices really put me off. The curriculum is good but more programs should be made available to us. I would rather see myself do my Bachelors program at SPC than having to go out there and find another college/university. I do give credit to the instructors. I have a lot of respect for the way they conduct the classes and the knowledge they have. They inspire me to work harder.*

*leave the antiquated teaching methods behind. We can all read the book, encourage the teachers to try new teaching methods utilizing all the learning styles*

*There should be an ombudsman in place for students. If there is one, or something similar, I have yet to find it. And believe me I have searched!*

*I think they should continue to have more online classes. They are convenient for everyone from people my age who have raised their children to 19 year olds like my son who are just out of high school and working full time. I have taken several online classes and I actually think there is more interaction because people do not meet fact to face and therefore those that normally would be uncomforTable speaking are then not afraid to do so. You have excellent online classes and because of that I am able to go to school when otherwise I would not. Thank you.*

*Make financial aid faster, myself and my family have always had problems receiving our financial aid on time. This semester I have still not received my financial aid I am being told over and over again 2 weeks. I finally got through the other day and financial aid still has not sent my file to fafsa, and if I had not have got through that day they would still be telling me 2 weeks and never would have remembered. All in all, the academics in my opinion are great my teachers are all great, the service is good, and counseling is good. I just wish financial aid was a little quicker and stop telling me 2 weeks.*

*Some of the counselors need to be evaluated every so often, over at the CLW campus.*

*I have had nothing but trouble when it came to trying to see a counselor and just getting the run around. Only one counselor was any help to me, Lolita Brown. She is extremely helpful and never led me in a million different directions. Also, if you could please try to let students make appointments with the counselors, this would help to relieve some of the crowds that sit for hours trying to see someone. Nobody deserves to wait more than an hour just to see a counselor for a five minute question.*

*Professor Merita Cruz needs a new computer. She is an excellent instructor and uses the technology in her classroom to improve the students learning of Spanish. Her students are valued and she wants to use all of the resources she can to better their learning experience. Thank you for your consideration and swift attention to this matter.*

*I would like to see more of your Business Technology classes offered during the day time, and preferably twice a week. Most of the computer classes I've taken have been offered from 7-9PM, once a week, and that was it.*

*Offer more online courses. The courses fill up too quickly. Also offer more money to students for books they sell back by the bookstore. The price we pay for the books and the price the bookstore buys them back for are ridiculous.*

*It would be nice if classroom computers worked. I went through almost an entire semester without a printer in a class that we needed one in. Also, the Webster thing was a little confusing, but I think I have the hang of it now. Otherwise, I have had excellent instructors, and am very happy with the overall experience I have had at SPC.*

*begin to raise the level of course difficulty - I realize most of the students will scream bloody murder. Better supervision of instructors - most are excellent, however the poor instructors are really bad. I personally have been extremely lucky with the instructors I have drawn but some of my friends have drawn instructors who were totally unprepared and worthless as instructors. These people have the power of life and death over a student's career so someone better keep an eye on the store! A personal peeve - the requirement of books for a course which are never used for instruction, and are useless for reference. I realize the publishers must make a profit but the application amounts to fraud! I am an older student and pay for all my requirements out of pocket, so I can evaluate book needs from experience. The attention to detail necessary for responsible and effective operation of a four year institution is still in the development stage I know, so I assume things will be more smoothly run in future. P.S. Would you be so kind as to offer a review class to those in the business office responsible for letters that will be presented to the business world. The last letter I received (on college letterhead) was badly composed, grammatically incorrect and contained incorrect information. I must present this letter to people outside the academic sphere and I am embarrassed to have to apologize for its inadequacies.*

*I think that teachers can have extreme superiority complexes. I am currently taking a class in principles of substance abuse, and the teacher treats us as if we were in a 12 step program and that we need to take full responsibility to the problems. This is a SOCIAL SCIENCES class, and the teacher refuses to hear that this is a socio-cultural problem. It has become very aggravating, and I don't feel like I am getting all that I should out of the class. Other students are facing the same challenges. A college education is to be supportive of thinking for oneself, but you can't do that if you are refused that right to talk and not be ridiculed by the instructor in front of the whole class for having your own personal input.*

*I think it is a good school and so should offer more bachelors programs than the ones offered now.*

*When offering classes, especially art classes, there should be a daytime course AND a evening course offered. What's the use of having a brand new fine art building with empty classrooms?*

*The times offered for classes need to be revisited. I am currently in the Technology Management program, and all of the classes are at onetime (7.00-9.40). Therefore, it does not leave much options. These classes are eight week classes, which should enable me to complete two semesters in one, but because of timing, I am unable. I am an international student, which means that I must have at least 12 credits each semester. This semester, I had to do all sorts of juggling to to get 14 credits. I am still down four credits from the maximum per semester. Another thing, as an international student, it is costly living in America; therefore, I would love to do maximum credits which would enable me to complete the program faster and return home. I don't know if the time schedule for classes was designed this way to receive profits from us students, but \$\$\$\$ is what I don't have. I just want to get my degree, get up and get out.*

*Safer parking lot at CLW and more classes that are in the course book actually in the schedule of classes available.*

*All online classes should have the instructor posted at time of registration and there should be at least 2 choices. I am not satisfied with one of my instructors and will be disappointed if next semester another choice is not available. I prefer to have a book available for my online classes but it should not be mandatory to purchase if course assignments are not coming from the book. Online courses should also be offered on campus. I would have rathered taking my course at campus.*

*parking lot security parking lot traffic safety enforcement*

*Give more of a pathway for certain degrees as far as the best classes to take first for each area of study.*

*Have more recent information from the universities for degree programs.  
have well trained/ informed employees.*

*Support a legislation to decrease the costs of textbooks! These books cost more than college credits. What is the deal?*

*Because it is an area that is personal to me, I would encourage more in depth "teaching" time on mathematical equations to benefit those who struggle with these processes. The professors seem to be focused more on cruising through the curriculum then zero-ing in on getting students to grasp the main concepts.*

*Make library larger and more updated. The librarians are great but there are not enough of them.*

*Having more evening classes would be helpful and a better variety of evening class times. Teachers should demand the respect of their students. This is lacking in the Math classes specifically that I have attended and makes it hard to have an atmosphere for learning with students being disrespectful to teachers and fellow students. There has been no problem with this in the English department thus far. The administrative end is behind by years. I've thought if a business were run in the same manner, they'd be out of business. You all need to keep up with technology specifically. I understand funds are tight but something needs to be done.*

*More classes in the evenings and weekends for students that must work full time during the day. More variety of classes offered, particularly those classes required to fulfill AA and AS requirements.*

First of all it is very difficult to navigate on people's soft and find out availability on classes (ie. sits left on that class). Secondly, I'm a graphic design student and I find myself EVERY SEMESTER unsatisfied with the fact that some of the REQUIRED classes for my degree are not even offered on this or ANY OTHER campus and that if it is offered is at NIGHT TIME ONLY and its usually at the same time and week days that other classes are offered. It is very difficult making the schedule. Third, when a student signs up for classes in advance it is a while before the due date and It can be very easily forgotten like in my case. Classes shouldn't be dropped with out first at least an attempt to contact the student for instance by e-mail. or there should be a grace period before the class is actually dropped. Again it is already hard enough to find a convinient schedule. Thank you

I would like to see SPC offer more classes for the Early Childhood Education Program. This is my second semester to take all of my early childhood classes and there are only one or two classes offered per semester that I need, which is making it very difficult for me to finish my degree program at SPC.

more options for teachers - must have a masters - less of this bahaus design - get an IT dept that know how to use apple - WHERE CAN STUDENS GO TO SIT AND BE SOCIAL THAT ISNT OUTSIDE? WHY IS THERE SOO MUCH STAFF PARKING ON THE NORTHWEST SIDE? why doesnt the cafe accept credit cards? try to give some convinece top the students.. give them a place they want to be.

Tuition for inmternational students is sooooo expensive. Pleas, make it cheaper.

I think that the math instructors need to show the student how a problem is done, rather than just assume that you know how it is done. I have had only one excellent math professor since being enrolled at SPC.

Have more teacher reviews to make sure their better qualified in particulary Mr. Witcherd- Social Science teacher, Clwr campus

Come up with a replacement for the Speech requirement for Internet students. Better library hours, better access to instructors

Should offer more BA degrees and offer them campus-wide.

Offer more courses during the day for those of us that need to be there during the day time.

I was in a specialized field, Respiratory Care Program, and I found that the instructors were not as caring about the individual student and their needs to succeed. The class schedule was so that having a job and going to class conflicted with each other. You either worked or you went to school. You could not do both and try to succeed in that field. I believe that the classes should have been offered in the evening, since the majority of people in that field are adults with families. I am no longer in that program and would not recommend to anyone with a job or family they need to support.

the staff in the registration office should be able to inform students with more effiecient answers if they are prompted with a question about courses and professors who are teaching courses. All in all my experience with the courses and the professors has been wonderful. This was the only school where I could find such a vast amount of Online courses. SPC has really helped me so much this semester.

Need a campus wide wireless LAN

Offering more Bachelor degree programs

Would like more professor interaction in Math instruction - not media - old fashion teacher instruction. Math is hard for some, including me, and I definitely need a teacher and blackboard instruction. Language (Spanish) also need the same and offer more evening hours - I only found one professor for evening classes/.

*Please improve the financial aid disbursement process. Many of us adult students depend on the timely distribution of our student loans and grant money. The process takes too long and there is no telling when we actually get the money. I need that to help support my family.*

*The Cafeteria needs to offer healthier options and vegetarian lunches besides the salads, (which are terrible!!!). Learning center tutors need to be supervised or something because there is this one guy who only helps his friends. There need to be vending machines that offer healthy snacks like juice, trail mix, dried fruit, etc. and a coffee machine would be nice. Brighter lights in the parking lot at night would make me feel safer. Tampon machines in all of the bathrooms please!*

*As a full-time night and weekend student, the problem I continuously find is lack of parking. This problem is more evident at nights, than on the weekend. I especially like the courses I enrolled in, but would strongly advise counselors to recommend returning students to enroll in the college learning skills class during their first semester. I was not advised nor even aware this class was available until a member of Women on the Way mentioned it to me. I am currently a Legal Assisting student and look forward to St. Petersburg College offering it as a four year degree. I really hope that I am still a student when the curriculum passes through all of its hurdles, both from the state education people and the State Bar Association.*

*Keeping the Student Lounge open in the evening would be great!*

*I think that a better variety of extracurricular activities, the opportunity to make appointments with counselors and advisors, which will help in shortening wait time, and charging students a small fee for parking will aid in making SPC a more reputable institution. (The parking fee would aid in revenue if money is an issue in making improvements)*

*SPC can make Spanish I more realistic to learn. Spanish I moves way too fast. It starts incorporating things such as tense, etc. right away. It seems to be known that Spanish at SPC is not easy to learn. I feel this really needs to be addressed.*

*Crossroads building is nice but we NEED more student parking LESS faculty, everyday at anytime I am trying to find a spot there are MANY empty for staff, none for students. Also you took away many of the handicapped spots for campus vehicles. Who is paying the bills here??? Employees or STUDENTS????????? Campus vans sit forever in the same spots not being used, they could park out in the far lot and make room for handicapped. The lawn between Crossroads and Admin. should be opened for parking. You made more class rooms and less parking near class. The copier in room 166 has been broken since the first day this semester!!!!!! And one of the computers has a sign currently out of order since first day. WHY???? And why should we pay for copies when we have already pay a lab fee?? Why did I not get some of my lab fee returned when you cut lab hours by more than 70 hours???? If you should decide to answer any of my question you can contact me at [flasusi@hotmail.com](mailto:flasusi@hotmail.com)*

*1. Keep records on file so you do not have to refill out a form and provide proof of enrollment every time your student ID card expires. 2. Do not limit certain classes to certain semesters. This really limits the amount of classes that can be taken and pushes graduation dates back. For example, you could have two classes left and still not be able to graduate for another year. 3. During peak enrollment days put more people on in the administration office to make the line flow faster and more smoothly.*

*I think the counselor should double-check his work and spend more time with his students and not just brush him off. I think orientation should be more than just a slide show. Students should not be forced to buy their own scan-tron cards for their earth science class. If a student tells his counselor that he does not want classes taught from a computer, then he should be sure that the classes are not computer based when he writes down the numbers and gives it to the student.*

*when a person signs up for 4 lecture classes, make sure that 2 of those don't end up being mediated learning classes, inform students in orientation about the work load that each of the classes that they are choosing may have.*

*Possibly more classes at the Seminole campus. I just moved from the clearwater area to the Seminole area and had to take classes at both campuses based on availability.*

*Most flaws in the system are human based. Certain Tarpon campus councilors were VERY uninformative and rude. Don't hire people who don't care about the job they are doing.*

*book cost, advisement, summer session available times,*

*More flow and speed with the financial aid process. Less generated junk mail that information the college all ready has be documented or filed where counselors can easily refer to it from term to term without having to bring in your blood type every term. Less back order of trextbooks. Compuet lab hours on Sunday and Library is poor with regards to updated sign language material. Difficult to do research in the CW library where the SLIP is housed. Poor class timing for sign language classes. Not all classes available each term making it difficult to complete the core curriculum if one hass their AA general Ed done.*

*Get away from the 'vocational' style of course materials for most of the tech/math classes. Too much reliance on ourselves and very little input from instructors. Specifically, the use of SAM software for MS office courses and the Academic Online software for the mediated math courses. We're told that this testing courseware prepares us for taking pre-application tests when we're applying for a job. I'd hope that with our college education, we won't find ourselves at an employment agency doing redundant tasks.*

*SPC can improve "quality of education" by offering multiple times for a specific class either by having the professor teach the additional class(es) or by hiring more instructors. I live in Palm Harbor and am required to drive to the Gibbs Campus for my Science of Nutrition course since no other campus offers Sci/Nut. I have been delayed in earning my degree due to the limited courses offered, or their offered times; like many of your students I am returning to college to complete my degree after having children. SPC may offer several campus' to enroll in, but once enrolled the student has no choice except to drive all over the county. Young 18-21 year-old students probably don't have the same concern I do, however, Dr. Kutler needs to be aware of this dominant concern for those of us adults who inundate your college year after year. Thank you for allowing the student body to express their ideas to the administration.*

*Offer a Masters program through SPC*

*More activities and organizations for students to take part in!*

*something needs to happen with the communication of the financial aid office. i have had numerous problems with trying to figure out how the system works and no one can seem to give the right instructions. i have ran around many circles and actually almost missed getting my loan money because it sat there for so long. also in concordance with them is the business office because they could have notified me as well. overall i love the school and its really just the the financial aid office that i have a problem with.*

*A few of the instructors should retire. A couple of courses are not offer more then once a day; it needs to be more times a day.*

*Hello, it is very nice that you are requesting the student imput of the school. I would like more clocks. Clocks are very important when you have to be somewhere at a certain time. I am not sure if it is something that is fixable, but Some of the classes seem to only be taught at certain campuses. I am not sure if that is because of the instructors location or equipment purposes. Besides the few things I am mentioned, everything else is great here.*

*Some of the instructors are tyrants, Who treat the students very badly. I know of two especially Dr. Nicotera and a statistics teacher Sean Woodruff. Mr. Woodruff especially, pushes the limits to sexual harrassment.*

*Need a better system for disbursement of financial aid. Needs to be in a more timely manner. It takes over a month after beginning classes to receive student loan checks? No accepTable for most students having to sacrifice in order to expand their education. Please be more prompt.*

*Love SPC!*

*The financial-aid office needs help. They are very difficult to work with. Getting a phone call returned is also an issue, it's not just one office, it is all of them.*

*Have teachers get students more involved. Also it seems like the teachers could care less whether were there, some of them, I think that should be there to help assist in the process of motivating us. I know some believe it is not the teachers responsibility but alot of kids are coming out of high school and still need that guidance. Also we pay the teachers so why do they get all these special parking places expecially at the Tarpon campus.*

*I am always shocked at the price of course textbooks each semester. Especially those with CD's because you cannot purchase them used. I wish Ethics was not a required course. I would rather take philosophy instead. My friend says her teacher Tiki insists that ethics do not have morals nor logic. I am not looking forward to the class and will make sure it is the last class I take to complete my degree in the hopes it will no longer be required. Ethics is not a graduation requirement at most nationwide colleges.*

*Add a dual credit option to your survey for high school students who take your courses!*

*more parking is needed by the cr building.... the extra spots are now staff parking and most of them are empty durning the week durning the day. tampa bay vending is not filling the vending machine all week long in the cr building.*

*The online courses especially ENC1102 need a clear and less complicated format. When sending assignments through the WEBCT it should be a simple attachment instead of pasting the document to the WEBCT email.*

*stop hiring adjunct teachers!! they are unprofessional and every adjunct that ive had has been a difficult learning experiance and i was very disappointed!*

*I have taken some courses over the summer term and my class mates and I felt that we did not receive the level of instruction that we should have. I am specifically talking about my General Chemistry I class. It was not the instructors fault either. It just seemed like everytime we went into our lab portion, there were not enough supplies. We had the understanding that the department was not able to supply the materials because they did not have the money and it was the end of the school year. I understand how budgets work but I feel that we should receive the exact same level of instruction as any other class. One other small thing. I hate to complain. The smoking areas are out of hand. Being a nonsmoker, it is hard to find a place outside to sit with out getting smoke in my face. You can't even walk into the buildings without walking through smoke. I tried to bring this point up before but one of the comments I received from the faculty was "Great, you are trying to make it hard for us (smokers)." I undestand people should be able to smoke, I am not against smokers but I believe non-smokers should be able to enjoy the campus as well. I recommend to who ever is reading this comment, take a walk around the campus and look at this issue objectively. At least you can count the butt-cans.*

*During the fall and spring sessions there should be a larger selection of class times for the courses required for graduation, ie:US History I 9: 10am-10:00am, 2: 10pm-3:00pm, 5: 30pm-6:20pm MWF.*

*I think the counselors at Clearwater campus are not working efficiently. In my opinion, SPC should hire other experienced and enthusiastic advisers and counselors.*

*Something needs to be done about the parking! It's horrible.*

*I have really enjoyed my classes and instructors but have not been impressed with the counseling. I have been told many times that I should see a counselor but everytime I have they have each told me something different and it has been incorrect. Why would I want to do that then if they aren't going to help me but hinder me. I would have taken the incorrect classes. Second I needed assistance writing a resume and several people told me that the campus has a service that could help me. I tried them and I wasn't impressed. They appeared to be very disorganized and each time they called me they were totally unprepared to set the appointment that they called me for and would have to call me back. I never did get in to see them because they never did call me back. These are two very important and helpful services and I found neither of any help, but a frustration.*

*I would prefer that the business technologies classes be available at one of the St. Petersburg locations. I pass 2 of your campuses on my way to the Clearwater campus.*

*add more computers into class rooms and have instructors use them as part of their lesson plans. as the college remodels and builds new class rooms it should consider parking issues and climate control issues inside class rooms; PARKING: consider having new buildings surrounded by parking space not just for students, but also for staff...no one likes to walk across campus or through three different buildings to get to any class. A/C: there is no bigger distraction than sitting in a hot class room or going to the other extreme, sitting in one which is freezing and as a student it is hard to dress properly when you don't know what to expect it can be 90 degrees outside and then walk into a room which is the same or one which is 50 degrees. it hard to learn when you are uncomfortable. other than that, SPC is doing a great job!!!*

*Online components tend to be a bit haphazard. There is such a variety of interfaces that it can get really confusing. More standardized perhaps? I'm taking CGS1100, a campus course, but am surprised by the weighty, additional ONLINE materials in this course. I prefer lectures and in-class testing. I have had some \*excellent\* instructors, and a few who were substandard. I am less impressed with the Counseling Office; soon I will be seeking answers on job marketability and degree transferability.*

*I think there should be some kind of student book exchange! They are very expensive; although, if you so happen to get one used, it makes a purchase a lot easier. Also, I am enrolled in a drawing class and have no clue why we have a \$40.00 lab fee. We had an additional \$100 list of materials that I purchased outside of class, and have not received ANY amount of materials in class. I plan to talk to my professor about this. Other than that, my experience at your school has been wonderful so far!*

*Without the resource of the learning support center at the Clearwater campus (specifically the assistance I received from math tutor Barbara Truet), passing math would have been nearly impossible. Understanding what procedures to use to complete math equations is one thing, understanding the philosophy of why completing the equation matters is a whole new concept unto itself; something I now have a very good grasp of thanks to this college's wonderful support center! Thank you.*

*I'm taking TAX2000 by internet. This instructor is horrible. She is such a lazy. She doesn't check any homework and never return the solution to student. I have send several times to ask to send us the solution for homework and exam but never response to us. I asked my classmate to ask this instructor about solution. My friends also never get response from this instructor. Tell me, we paid lots of money to improve ourselves. How this instructor never response any question from student. I'm very, very disappointed to meet this instructor.*

*Not very friendly to workers for classes, with online classes some of the professors change assignments late and expect students to have deadlines but teacher is late with assignments or results of tests and expect you to fax alot of work when it's online class and the added expense and trying to find a fax machine is a lot to ask*

### **TS-Tarpon Srping Comments**

*Get better math teachers, I know numerous students who have had to retake math simply because of the poor teaching*

*Since you asked, I am going to be very frank and candid. I am in my fifth online course - I am a working mother with a family and an online program is the only thing that works with my working and family schedules. However, I have only experienced (2) instructors who are actually interested in how their students perform and whether or not they learn. Of the other (3) instructors, (2) are full time staff instructors. Both are poor at best. One was more interested in publishing his book than teaching his class and insisted that the mid-term and final be taken on-campus at Gibbs - it took me 1.5 hours to drive to a (1) hour exam and get back in the car to make the drive back. This is an on-line course? He was concerned about cheating - if someone wants to cheat, they will find a way and ultimately they are only cheating themselves. This is the same instructor who was MIA and I had to notify the school looking for him.*

*Again, publishing his book was more important. Another full time instructor was argumentative and hid behind the fact that another instructor set up the class format when answers were challenged. In the beginning she listened and was responsive, however, as the semester progressed, she simply didn't answer at all and said that this was the answer. The medical field is an ever-changing field and, therefore, answers that are 2-3 semesters old are simply not to be taken as gospel. The third horror story was an adjunct instructor who was more concerned with running her consulting company and was out of town and not available most of the time. A 24-hour turnaround for emails took 4-5 days on average. Again, where is the education and instruction that I am paying for? I am blessed to have a very involved and caring instructor this semester. It's too bad that you can't clone Martin Smith for all your online classes. When I notified Angela Picard of my concerns regarding the other (3) instructors, she replied with "I don't micro manage". The simple fact is that Angela Picard DOES NOT MANAGE - period! She is a sorry state of representation! I would not have this woman on my payroll one more day. I was actually told that Shirley Collar could not respond to my emails that particular semester because she had 5-6 classes. Well, Ms. Collar, is the money that important that your students suffer from learning? And, what a comeback from one of your personnel, St. Pete College. I am at the brink of switching to another college/university if this online course curriculum does not get cleaned up - starting with Angela Picard and her "instructors". Many of my fellow students feel the same - either you self teach or you don't learn. I am very disciplined, however, if I am receiving very little instruction, then the online courses should be discounted for the lack of instruction. I know that I am not alone, however, I don't know how many of my fellow students will take the time to be as frank and honest as I.*

*Treat the students and the way things are run at SPC like more of a College than a High School. Sometimes the teachers treat students as if they are in High School again. It'd be nice to feel like we have passed that stage in our lives, and that we feel more like we are college students.*

*Financial aid should pay for classes promptly and send checks to students promptly so they can purchase their books promptly. So that the students learning is not delayed.*

*Financial aid should be more willing to help! This semester, financial aid has been a JOKE! I went from lots of money to no money to a little bit of money! The idea of waiting until after the semester begins to get our money was not a good one! We need that money to begin the semester, not to continue the semester. I had to miss classes at the beginning due to the fact that I did not have any money for gas, as I travel from north Hernando county to the campus. I am not happy at all with the new financial aid system they put into place this semester! I was also dropped from my class due to what I was told was a "glitch in the system" and to top it off, I was not notified and was not going to be notified, guess it was a good thing I checked it out, or I would have wasted my time the entire semester. As a senior in my final internship for the college of education, that would have been a disaster! I was told by someone in the financial aid office of another campus that I could have possibly completed my internship, but not received credit due to this lovely glitch! This also effected my financial aid...I got dropped! Didn't receive a dime. Lovely new system, guys!*

*For those of us with tight schedules, 15MINUTES between classes would be nice. The reason? There is no eating or drinking in classrooms, and ten minutes is not enough time to have a drink and/or a snack between classes. Additionally, ten minutes is not enough time for a student that may have a question after class to ask that question and still make it to the next class on time. Tardiness is disrespectful, and not all of us live close to the campus to just run over at a more convenient time to have a discussion with the teacher. I for one live in Hudson and must drive almost an hour to and from class, and since I must be at home to for my young son after school, I do not have time for meetings with instructors, nor can I come out on a different day. Again I say, 15 minutes between classes would make an incredible difference. (By the way, I am NOT a smoker.)*

*I must admit, SPC Tarpon Spring needs to come up with some way to provide a way for students to get a quick and healthy meal. I am on the campus some days for 6 hours and have no time to run off of campus for a bite to eat. So, I'm stuck there with nowhere to get anything to eat, that is worth a darn. There are times, weeks on end, the vending machines do not have anything in them. If you ask me, the best thing the college could do is get a different vendor, and or build a small canteen, that would provide descent quick meals for the students. The Tarpon Springs Campus has enough student to constitute such an action. I know it cost money to do such things, but in my case, if the college does not improve its services, I will be likely to enroll in another college which provides such amenities. The prices that are ask in the vending machines are also outrageously high. You must remember these are college students how are not making alot of money. When you have to pay \$1.20-\$1.30 for 20oz. bottle of sode, in comparison to getting a 64oz. for the same price in aq grocery store, then you are allowing your vendor to gouge the students and faculty. Shame, shame, I hope someone reads this and acts upon it.*

*It would be helpful to have food services on campus (besides junk food vending machines), and a better connection and communication between the COE and the rest of the Tarpon Springs campus (for example, events going on "up the hill" should be posted down at the annex as well as on the COE Newsletter)*

*Offering more course online. Already an excellent selection, but more needed. Ability to complete education 4-year program in more than daytime hours. Most higher level courses only offered in day and no reciprocal credit offered for those already in classroom teaching situations without previous degree. Practicums and Internship (student teaching) should be allowed in conjunction with a current long term sub or permanent teaching position instead of forcing the student to quit a paying job.*

*To my knowledge there is not any career counseling assistance, (none I have received, direct requests ignored). Assistance for returning students seems to rate very low with the majority of counselors. Where to turn for resources, advice, or direction assistance not evident, leaving myself plodding unsurely ahead in the hope I'll figure it out in time. Obviously I feel this needs more effort directed to remedy. Returning students need assistance that addresses real world situations and attempts to include individuals that are needing solid support advice/counseling. Efforts could/should be made very easily that would ease the situations of the se students, of which I am only one of a noTable percentage.*

*From some of the instructors bios, it appears that they are somewhat pre-occupied with degree advancement, especially those that teach online. I think that instructors should try to be readily available even more so for online courses. I suspect that a few instructors may view online courses as a easy way to teach, while pursuing their own interests.*

*The College of Education is getting better all the time. I started in Spring 2003--part-time--keep up the good work!*

*Have more classes on weekends.*

*COE students feel "left out" re: other activities on campus - perhaps signs in our buildings (both, please). Professors and advisors are very available to students - excellent!!!! Kristen Zimmerman is instrumental to so many students for their class schedules and information about testing, etc. Outstanding support from Kristen.*

*Thank you! Outside doors (Annex) are not always unlocked 15 minutes before classes. Recommend a "pep" talk at the beginning of each class to help younger students understand that there are many projects and responsibilities to fulfill. Books must be purchased. Papers must be printed. Many students grumble about the processes and product. Teach more tolerance, and teach students to see the "bigger picture." Librarians are wonderfully supportive -- couldn't have gone through these four years and survived without their wonderfully patient and tolerant help. Nancy and Melinda(sp?) are always friendly, always helpful. Tutoring center staff are very helpful, but tutoring is very limited in areas of College Algebra and Statistics. If a student is new to the process, they may stand around and wait for a length of time before staff see that they might be in need of help. Have the steps for tutoring help posted in a prominent place in the tutoring area. Sometimes I have waited for an hour for help that wasn't available anyway. Frustrating. Expand videos and dvd's. We want more science and math references. Perhaps Discovery dvd's, too? Expand Elementary and ESE education books and materials in library. More Randy Sprick manuals, more manuals with forms to be duplicated and used in practicums. Alfie Kohn books would be a bonus. Have a big Christmas tree on campus with an official lighting ceremony for all students. (Too culturally-specific?) I love you, SPC. My experience as an older student has been wonderful. So many incredible professors -- Mark Lulek, Martha Campbell, Dr. Liebert, Joe Leopold, Prof. Manias, Prof. Plunkett, Dr. Sankner, all COE professors... When I am a teacher, I will send many students toward SPC. They will find their dream at SPC, just as I have. Thank you.*

*In the area of mathematics, especially in the pre requisite courses; please allow the instructor to teach with the pace of the book. In these classes the professor has very little time to teach the different ways and shortcuts. In reading and writing I think SPC has some of the best instructors, especially at the tarpon springs campus (Mr. Johnson, Mrs. Smith, George Mitses) Keep up the good work. In the social science area please add more courses. Thank You*

*It seems that as the COE grows, we have not had more advisors added in the program. This might be helpful for us as students to have more access to the student services on the campus. The online advising Student Commons has been a wonderful tool for us.*

*I think the Financial aid office at the Tarpon Springs Campus should either answer their phones, or return messages because neither is done often. To a student who has not had experience with financial aid, getting questions answered is a crucial step in the application and payment process.*

*Students should be given permission to use the lap top computers more freely. They are so hard to get permission for use. This would be very helpful for students to have access to them please.*

*have the course schedule for fall and spring come out at the same time like phcc does so that you CAN PLAN AHEAD AND SEE if the second part of a course will be offered or not.*

*Mini computer centers-IE: COE, Annex--sometimes it is not convenient to go to the Learning support center/Library.*

*Hire more staff for the College of Education, even if they are adjunct, to teach content-area classes. Stop rearranging the sequence of classes for programs that will cause delays in graduation. Offer the same courses every semester so that you can truly support the rolling-enrollment concept. If not, then only accept students in the fall. I understand that numbers are important and you have to have bodies in classrooms, but you need to be able to support those bodies equally.*

*My biggest thing with this college is asking questions. If I ask 5 people something, I don't want 5 different answers or a run around. I do feel I get that every semester, every time I go in to the college. I wish employees were better trained to give accurate answers the first time and not send students on a wild goose chase. I work 60+ hours a week and I don't have time to run around trying to find the answer to a yes/no question.*

*I am a single parent and have been trying to attend school full-time. It would be nice to have a daycare center on campus to help with the stress.*

*When the catalog comes out in the spring, please don't have TBA beside the courses. If you have to, wait until you have all the teachers tell you what they are teaching. Most of all, everybody I have talked to says, "WE NEED A CAFE ON THE CAMPUS!!" Everybody is tired of the same food that is in the vending machines. Thanks.*

*more counseling*

*I wished there was more information about the college - COE program is a block program mon wed or tue thurs. Until you get to orientation it is not spelled out anywhere. Also to have access to the formal schedule of that block (which class to take the 1st semester then the 2nd semester etc.) At least a student could read up on the course description.*

*Counselors and support staff should be available for Longer hours on Friday. Students should be able to access their required books for classes via on line through the book store web site. Make the ISBN numbers available. Allow 2 weeks to decide to drop a class with a 25% penalty. Some classes only meet 1x (great deal of the class is spent covering the syllabus and rules)before the drop deadline to receive full reimbursement.*

*Next time be sure you ask before you put anything on or into any of my classes...*

*Have more classes available. Since there some schedules might be scattered throughout the day have more vending machines that have "food" instead of just chips. People dont have time to leave campus and be back within 10 minutes of time. There are not many available parkings. Some people have to lug around 6 books at once because they have to park so far away - BUT there itsn't much that could be done about close parking so that's understandable. Overall the school is run well.*

*Personally, I am in the college of education and I think that if financial aid was more reliable and consistant, school placements were in on time, we had a copy machine in the annex building, and a cafe the school would be perfect. The proffesors in the COE are great.*

*You should help people by putting them up with a older person to help make sure that people are doing okay with there studies.*

*SPC is a great school and I would not change anything. But the construction on Klosterman Road is a bit past-due and causes major problems getting in and out of school. Its probably not SPC's fault that the construction is not finished.*

*more food*

*Everything is fine!*

*The counseling department needs serious help with experienced student advisors. One good advisor for a campus that large is disheartening.*

*I HAVE BEEN VERY PLEASED WITH THE EDUCATION I HAVE BEEN RECEIVING OVER THE PAST 3 YEARS. THERE ARE PROBABLY AREAS THAT CAN GROW AS IN ANY SITUTION BUT I AM VERY HAPPY WITH ST. PETERSBURG COLLEGE AND THE EDUCATION I RECEIVE AND SEVICES I USE AND RECEIVE.*

*improve the financial aid dept*

*We need a real cafeteria. Student services needs to update their website, their calendar of events is from a few years ago. The bookstore needs to run a little smoother, the lines are too long and it is always a frusterating experience.*

*The vital courses that I have taken are very distracting to learning. The courses seem to be unorganized and the techs and teachers seem to have difficulty using the equipment.*

*Increase the amount of 4-year degrees by adding BAs in bio, chem, and other sciences.*

*The way the financial aid has changed is not very realistic. Some people depend on that money, and we were waiting 2-3 weeks longer. There needs to be better parking opportunities, especially during the day as the campus continues to grow.*

*some teachers teach too fast, i think they need to slow down for the students who arent as fast at learning. I know i struggle a lot in my classes, because i am a slow learner, and I know how frustrating it can be.*

*The staff should be more available to students. Over the past four semesters I have continuously found the financial aid office to be rude. They do not return phone calls, emails, and when they actually tell you they will call you back (in person) they do not. I have not been happy with the services I have received from them, however I have no choice but to continue to use the office because I get a pell grant and the bright futures scholarship. This semester, the school actually lost my verification paper work for my pell grant, therefore I am still waiting to receive aid, and since I do not work because I am a full time student I live off my husbands income only. I have not yet been able to buy books for all of my classes yet.*

*I was allowed to skip the prerequisite for College Algebra (I have an AS and I passed the CLAST) I was not made aware by the counselor that College Algebra was not an introductory course. I failed the course and had to retake it. If I had been made aware of the difficulty of the course, I would have taken Pre-Algebra. Do to the NO Child Left Behind Act, Special Ed teachers must be certified in an academic area. It would be helpful if SPC offered a Language Arts or Reading endorsement for those in the Exceptional Student Education program. When you offer summer courses it would be helpful if you followed Pinellas Co Schools calendar. I signed up for a summer class but had to miss the first two sessions as I was still working. Thanks.*

*Although I am mostly satisfied with my experience, I'd like to know who is going to teach the class before I enroll. It would be even better if we have a choice who to choose from, since each instructor have unique teaching style. Info on the test before enrollment needs to be improved.*

*More choices for class times.*

*change the number of days that can be missed because, bad things happen; at work, at home.*

### *Teaching Italian as a foreign language!*

*For the College of Education program, I do not know one student enrolled in this program who has any clue what is going on - especially when it comes to their school placements. When I went to the orientation, it sounded as though they had everything together and figured out. This all changed the first day of class. Everyone has question marks in their eyes and we have not received very much support or help from anyone. This is very upsetting to me because I was looking forward to a great start to a great first semester in College of Education. I am very upset and thinking about transferring next semester.*

*Overall, I think the program is great! But, there is a need for better orientations, especially for the college of education. It seems like I am learning what is needed through fellow students in bits and pieces, instead of getting the facts all at once from an accurate source. IE - I still have never had anyone explain what I need to do for my ESOL binder or FEAPS folder - and I have been in the college for a couple semesters (parttime).*

*I understand that scheduling classes can be quite a difficult task for the college but I do not feel that the college should be able to cancel classes that have been placed in the student course catalog. I have personally experienced the misfortune of a summer class being canceled the Friday before classes were scheduled to begin. As a result of this action I was forced to drive from my home in Belleair to the Tarpon, Clearwater, and Gibbs campuses this past summer session. The three classes I had to complete could not be put off for another semester because I started the College of ED this term and my application was pending the completion of those last credits.*

*I have fully enjoyed my experiences at SPC so far. I did have some trouble with the bookstore not having the books that I needed. There have been sometimes when the professors and the syllabuss do not agree. This can be confusing at times. Everything else is great.*

*Kristen Zimmerman has been very helpful with counseling!! The full-time staff in the college of education truly cares for the students and their academic and career future. The book store has been frustrating each of the four years I have been at the Tarpon campus. Additional space, items, and staff would solve many problems. I love the ability to complete the entire AA degree on line.*

*SPC should offer a wider variety of elective classes to fulfill elective credits. Some students would like to take golf, or bowling instead of another humanities or literature class as an elective. It gives students a break and allows them to look forward to something. I feel SPC is an extension of high school. Attendance is taken, you have to take the same type of English, Science and Math classes you had in High School.*

*It's boring, redundant and it doesn't get you excited about school at all. I was so astonished by the time I got to U.S.F. and got in my major classes I couldn't believe school was actually fun and interesting. Perhaps a wider selection of electives would help this issue. I also disagree with placing students in basic classes that do not count as credit hours. Students should be made aware that they do not have to waste their money on these classes. SPC makes it sound like there isn't an option. The bookstore is a joke. This semester they forced me to buy two books with the solutions manuals for 40.00 more than the used book and they LIED to me and said it was a new book this semester and that's why I had to buy it that way. I was in there the next week and saw a bunch of used books without the solutions manual. That place is a rip off.*

*I'm buying my books on Amazon from now on. I really like the Science and Math Department instructors at Tarpon Springs campus. I have learned a great deal from them in the past and have now returned to take pre-requisites from them in order to pursue a Doctorate degree in Pharmacy.*

*1) There should be more TV courses offered. 2) There should be more security guards in the parking located at the Coachman Rd (across the street) during evening hours- Clearwater Campus 3) More lights on Clearwater Campus during evening classes.*

*Have an internet cafe, like Clearwater campus.*

*SPC i think should give more of a variety of classes for students. They should have more elective classes.*

*a cafeteria with subway, taco bell, coffee place (starbucks), kfc, etc. more clubs , gym to work out in , dorms, event where you can meet others(music,games)*

*Less books, some books we had to buy we dont even use.*

*more campus activities, and maybe a place to eat on campus. so there would be no need to leave campus to eat something.*

*I feel since the college is promoting the Nursing program via television commercials, internet, etc. that the waiting list should be shorter. I am currently taking classes that apply to the Hillsborough Community College nursing program in addition to the classes for S.P.C. I need to reach my goal in a reasonable time. I am a married, full-time student that isn't working. H.C.C. doesn't have a waiting list. I would like to recieve my A.S. at S.P.C. instead of H.C.C. At S.P.C. I feel I am recieving a quality degree and hope that I am not kept waiting much longer to be accepted into the nursing program at S.P.C.*

*Cost of books is extremely high in comparison to University of Toronto, where I attended previously. Also, the 'book store credit' program is only offered during the first week of classes, ridiculous. Finally, though Tarpon is a small campus more variety of classes would be appreciated.*

*I feel that the COE at SPC is a great program. I am excited about getting my bachelors degree and wouldn't change anything.*

*There needs to be a cafe at the Tarpon Springs Campus, just like the one at Clearwater campus.*

*a little more help getting started with the online courses would be good.*

*I would suggest options for food...such as a cafeteria or fast food. I prefer to pick out my own books at the bookstore and i know that most people do...i dont know if thats possible though. i also think teachers should make an attempt to make the material somewhat interesting and the class enjoyable. i have an ethics teacher that makes the class so dreadful to come to. He wont allow open comments and debates and spends most of the class reading out of a textbook. I have heard of other ethics classes that are interesting and fun and they get into lively conversations about the topics. I dont know if anything can be done about this but it is something that i find could be done to improve learning and make people want to take the class and want to learn.*

*No more adjuncts in the college of education. I have been misinformed and have not learned many important things due to the fact that they don't even bother to look at the syllabus for the classes they are teaching! The full time professors for the college of education are wonderful though and are happy to fill in the gaps where the adjuncts missed!!! If I could have them for every class everything would be great...*

*On Tarpon campus, food services of some sort would be great. Also, an open computer lab in the Annex would be beneficial.*

*The catalogs need to be easier to follow and the registration process on line more clear as well. I think it has been made far more complicated than it needs to be. The testing center at Tarpon is next to impossible to deal with. They prevent you from starting a test after 4:30 even though they are to be open until 7pm. I also found Mirva to be very unprofessional. She always promised to return calls and never did and then when I proceeded to make contact with someone else to resolve my problem, she called me at home and told me she did not think it was necessary for me to have done that. Totally uncalled for I think, and not the way I would want my college testing program represented.*

*SPC needs a food court that is outdoors and real vendors... not mechenes... It is important because a student may need to get a meal here. I, myself am here between 11-7. I would like to be able to get a FRESH hot meal. It's important!!! need to have better information for students with financial aid problems.*

*Tarpon campus needs a cafe of some sort. Tarpon book store offers marginal service, does not have the correct books, sells us the wrong books, does not allow browsing or choosing own books, long lines, full-time employees are consistently rude. (I prefer Clearwater campus book store but can not buy materials for the College of Education there).*

*Make the classes more available at more times.*

*Get more lab equipment, especially for microbiology and chemistry (e.g. enough agar to do more spread plates, more microbes to keep up with the text, and a bit more chemicals to work with in both types of labs). And cadaver workshops could help out the sciences (more than just one a year)*

*Improve Veterans support. My VA payments were late last semester and again this semester.*

*Tarpon Campus needs food service and better, cheaper vending choices.*

*The library is too strict. When there is no one around and it is not full of student, students are not able to play games to cool down from a test or check e-mail. :( The parking is limited..... The financial aid office is too slow and do not post enough to reach the student of aid..... The tutors are awesome. Bottom line... GREAT.*

*The school needs to stop making so many changes with the signing up for classes (i.e. people soft) and the financial aid system. Especially the financial aid because the money that we get in our financial aid it is because we need it to live and get through our program the best way possible. If the financial aid department should have some kind of alternative to help out for the supplies that we are not able to get at the school bookstore like food for us and our families, and normal living expenses. A simple \$100 gift card for Wal-mart or Target.*

*The financial aid procedures are terrible. It really causes stress for students used to receiving their funding a week before classes and not receiving them now till two-three weeks after classes start. It causes people to have to buy at the campus bookstore, when other places may be cheaper, or a total lack of preparation for supplies needed that the bookstore may not have. Before this change I was completely satisfied with SPC.*

*Design or engineering classes*

*Curriculum should be a little more diverse, there should be more classes offered here. Rather than having to drive all over the county to complete a degree keep it local. I also think there could be a more relaxing environment besides the few shade trees we have. make it more pleasant. Like Clearwater Campus. As for the bookstore, friendly people, who aren't always complaining, who don't have an attitude about their jobs. A person's attitude is a direct reflection of how they feel about a certain situation, and is also able to be spotted a mile away.*

*more vending machines*

*Overall I feel that SPC has great academic programs, services and curriculum.*

*tell them that college is absolutely nothing like high school*

*Please stop hiring these math instructors who mandate necessary work to be done, but do not have the patience to teach the material. Students pay to be taught not to have work assigned to them that they are ignorant about. other than that expand to carry other degrees. But. . I love the campus, Doc. Campbell is the bomb, and many of the instructors have gone out of their way to be helpful!!*

*have a cafe built in here. also have another club (chorus) For the people going into Education, like myself, the college should have a class(es) on how to handle parents of children that are on drugs, drink alcohol, or that are abusive toward their children*

*As far as the Nursing Program you offer and my experience retrieving information on how and what needs to be done has been a journey. I actually had to call the Caruth Health Center to find out what the process of it is...it seems many academic advisors have no idea or answers as to how the requirements are set up for this particular program..I know there are many future nursing students attending the campus and they also have been getting the "runaround" as far as trying to retrieve information on when the "letter of intent" needs to be placed and what classes need to be accomplished first for admission and the process of the program in itself...My suggestion is to find a way to clearly explain and know the processes required to be able to get into the Nursing Program. Thank you.*

*more foreign languages, better times-a lot of amh classes are only one day a week classes. other than that spc is wonderful. teacher's are great, campus is beautiful, it's easy to get help. i love being able to access spc at home online. you guys are doing an awesome job!!*

*There should be more classes offered at SPC (Tarpon Springs campus) not only in Clearwater. Thanks*

*i am in cgs 1000 on line the instructor is in chicago and working on her phd pragent teaching i have six assignments submitted but not graded and her lesson plan is confusing first we had to do crossword puzzles now it is multiple choice questions but hasn't said are we do both or what and she is not answering us..and we all are getting frustrated..i plan to talk to jill brown about this tomorrow in tarpon..this isn't a good reference for spc*

*Better access for students enrolled in medical programs, that do not live near the Health campus in St. Pete. It needs to be easier to get medical books from the Health center, when ordered through the Tarpon campus and have had to have them shipped, the entire order has always been wrong EVERY time!! All medical programs should be offered on line for those who work. Less Math criteria for the AS degree.*

*More languages offered! Not only Spanish but also French and Italian and with capabilities to take clep for 2nd languages on the campus. More classes with technology in Tarpon campus. (most need to go to Seminole or Clearwater campus for this). Honor classes also for Spanish conversational and English classes after English II to be in daytime not at night! Also two people at I have signed up twice to 4 different clubs. We are never called or no emails. When we signed up they told us they would reach us, we are still waiting. We would like to participate, that is why we signed. Can someone check the list of names for languages and International club and also the photo club for us? Thank you!*

*Revisit prerequisite's for courses, i.e. must have basic math skills to enroll in anatomy, but do not have to pass reading to enroll in humanities? Install at least a small snack bar. Have some form of exercise available to students.*

*In the COE, it seems very unorganized. I realize this is a new program, but it is very frustrating to the newbies. I have thought about dropping all of my classes more than once because it seems like too much information, and that the classes don't coincide very well. The whole program needs to re-evaluate the curriculum. I cannot remember anything that went on in classes today when i am there for 5 classes with hardly a break in between. It's a lot.*

*Please offer French at the Tarpon campus and add vending machines or a small coffee/snack shop.*

*hi*

*Everytime I need my financial aid done each semester something gets messed up. I dont know if you need more people that know what they are doing, or more training on the staff that you have.*

*There is a need for more career counseling. I think that students should be aware of the degree of severity, the course of study they are pursuing may be. I also think that realistic goals should be suggested to the students, and how long a course of study should take. There is very little help counseling students to what they can realistically accomplish.*

*do something about the serious line at the book store (im' clostraphobic and I will flip like a light switch), get vending machines with gourmet sandwiches, obtain more botany programs.*

*Tarpon Campus needs more parking and a cafe/cafeteria or some other type of fast food.*

*All of the campuses should have a coffee cafe or a cafeteria because sometimes there is not enough time in the morning or between classes to bring or get food.*

*Major improvement needed in Financial Aid dept. as well as the business office. These two departments should be more synchronized and the staff could also improve their level of professionalism. The Mathematics department is harbouring some rotten apples- and I don't mean the students.*

*I would like to access to the printer without cost. When I was in FSU, there was no cost of printing. Library hours needs to be extended. Most of the Universities and Eckerd College is open until 12:00am.*

*Improve parking and financial aid.*

*SPC has put together a wonderful staff that seems genuinely interested in the success of it's students. With the growth pattern of the college since the 1980's, it seems to me that the only thing that would improve this college is time. As a student I can only say KEEP UP THE GOOD WORK and THANK YOU!*

*a few classes i need WebCT for, the teachers keep saying they will set it up but they haven't.*

*Classes should be set up differently, Students who come out of HS remember the Algebra, Chemistry and other courses more easily. Then those who have graduated from HS many years ago, and are returning to school.*

*Add on to the Campuses and also keep the parking the way it is without parking passes. Make classes easier to get into when someone has to get in.*

*More knowledgeable staff in the financial aide office. I know more than they do as a telephone sales representative working for a student loan consolidation company.*

*I often notice how much the Tarpon Campus has expanded from a "come to class" campus to a "stay for class" campus. Students are spending more time on campus than they ever have before, largely due to the new Library and Museum. I think the TSC must offer some type of food service for us hungry students spending all day on campus. Tarpon is also becoming more of a community. I suggest that a few bulletin boards be placed around campus so that us students can know what is going on around town. Also, the student clubs should be more visible. I have been at SPC for quite some time and I have yet to see any posters for any club meetings. But the one thing I would suggest as my number 1 concern is the lack of a recycling program. This is the 21st century and SPC has become a respectTable institution. I think it is high time SPC gets with the program and begins to implement a recycling program. I look forward to watching the campus grow. I hope these ideas help!*

*I think the financial aid office needs more knowledgable staff members. I have gotten incorrect information more than one time and this caused me to not receive financial aid and I was not albe to attend classes.*

*It would be nice to have hands on with real Teacher's Editions of textbooks. This could aid in planning lessons and assessments. There should be a better coordination of the required textbooks for courses, Many times these texts have had little to no value and were discarded by profs shortly after classes begun, only to require us to purchase others.*

*I think that most teachers should not pile on the work the first week of classes. It overwells the students, and makes it most stressful for the students also. I think the teachers need to be a little more considerate with the work load. most students don't just take one class a semester.*

*SPC could improve it's services by making sure that the teachers know that NOT EVERYONE HAS ACCESS TO THE INTERNET AT HOME. They just expect that you already have it. I have to spend money I don't have to get the internet for just one class because the teacher is always using Web-CT. Maybe the teachers need to ease off it a little bit.*

*there could be a school restrant on campus. could get better books.*

*I am a full time student at USF and had to transfer all of my transcripts to SPC so that I can attend the Police Academy and receive college credit. Since I am taking classes online and I have done the same at USF I find there is a need for work at your own pace. I am a fast reader and I have completed all of my text. But Now I am finding myself needing to re read and re read because the test are not always available. What I am suggesting for online classes is for the instructor to allow anytime access and have a date set for when it must be completed. I would also like to see the college send information about events going on in a news letter or via email maybe have it on the web site because I am unaware of certain things I have read in this survey. All of my answers with N/A is because I didn't even know we had them. My overall experience has been a good one and I think you are working hard at making this a good 4 year school but I also think that registration for here is a pain. Not being able to pick up classes after the first day has become a problem for me. I took an online math course but I really needed an instructor and since the first day was over that was impossible for me to get done. Maybe allow a week, or possibly the same course can be picked up but no others just a little change in no adding classes. Hope I made sense and helped with your survey!*

*I am currently taking my first college class this semester through dual enrollment. It is an online class, and I am very pleased with it. I know that I registered late in the process, but I was a bit disappointed that I had to "settle" for this class, because all of my other classes were full. Looking back, I'm glad that it worked out this way, because now I am only taking one class, which is allowing me to transition into college work. So, more online courses would be great, but I certainly understand that there are limitations. I am pleased that SPC offers the many online courses that you do, and I am excited about the great reputation SPC has for online courses. I've recommended them to others. Keep up the good work. I'm looking forward to many more classes, mostly online, throughout my high school years.*

*You need to add a cafeteria. That's important. and add more classes and times course books should be proof read better*

*Evening classes are not offered enough in various campuses. I used to be able to take all of my classes in Clearwater, now I have to go to Tarpon because not enough classes are offered at night. Also more 5:30pm classes should be available. The options for night classes seem to have declined in the last few years. There are not enough days during the week when a student can get to the counselor's office at night.*

*Teachers need more training using classroom technology.*

*Offer training for personnel working in the financial aid office. Ensure that people working in financial aid offer only answers or advice they know to be fact. Frequently answers or responses given by the people in this department are incorrect. There have been many mistakes/problems at the Tarpon campus that has delayed financial aid for months!*

*More classes offered at night. I have to take trig and pre-calc and there is only one class offered at night at Tarpon Springs.*

*I think that they should add more classes at different times that way every one can get the class they want without any problems*

*By the time my appointment time becomes available to register online, all the classes that I want are taken, this is really begining to annoy me. Some of the instructors are not very good with older students returning after a while. Need more evening classes available in every subject not all of us have the luxury of being able not to work and go to school or taking time off from work or flexible schedules. It's hard when you only offer 1 math class I need at 5:30 when I get off at 5pm. and I can't continue until the follwing semester when I have forgotten a lot of it. The online classes go very quickly and have a hard time getting to register for those as well. IMPROVE YOUR FINANCIAL AID OFFICE STAFF, YOU ASK A QUESTION AND EACH PERSON GIVES A DIFFERENT ANSWER OR NOBODY KNOWS THE ANSWER TO YOUR QUESTION AND IT GETS VERY FRUSTRATING!!!! I HATE HAVING TO TALK TO THEM, THEY LOSE APPLICATIONS, (TWICE THEY HAVE LOST MINE, 1 PAPER AND 1 IN THE COMPUTER!!) THEY ARE INCOMPETENT!!THIS IS THE TARPON OFC. I HEAR THE SAME THING FROM EVERYONE I SPEAK WITH ABOUT THEM.*

*one of my only problems is the vending machines. It seems like they are always empty. Maybe you should consider adding more and restocking more often.*

*Start a book rental program to reduce costs of books. I find the cost for one semester of books to be extreme!*

*The counseling department is terrible. I've finally learned to keep rotating counselors so you can try to pick out what is right and what is wrong. I've been directed into wrong classes several times, and then would be told by another counselor, "yeah, we hear that a lot". When I talk to other students, very often I hear that they go to other campuses to try to get clearer information. I was told I had to take a language, then partway through was told I didn't need to take one because I had taken two years in high school (both by the same counselor). I was told I only needed one more class, but not to worry because I had all my electives, then I could graduate. After I took the math class, I was told, that actually, I was short on electives, but I had taken extra math so that could be used. So I took an elective and was once again told I had extra electives. If the sole purpose of counseling is to get students so confused they don't know what they need to take, and end up spending extra money on unnecessary classes, then they are successful. If their purpose is to help students know what they need to take and what path they should follow, they are failing miserably. If their goal is to make a positive impression about the college with each student, then you should understand they are merely an embarrassment.*

*Lower book prices. Allow more classes for general AA degree. Such as Earth science was sold out very fast. Every semester take a poll to see what students are taking most and make a few more classes available.*

*I am pretty much happy with everything, I really can't think of anything I would change. Actually the parking is a big problem. I have to park far away from my classes.*

*I Have over 45 credit hours toward my AA degree from SPC, and i just found out at the beginning of last semester the extent of prerequisites required for my degree. I was told in my first visit to the guidance office only one of the prerequisites needed for my degree and that the rest of my credit hours (being elective classes) can be taken in whatever field i find interesting. Every semester up till the beggining of this last semester i was not informed of the rest of the classes that i NEED. I was planning to gradutate soon, but now i am expecting to spend about a year catching up... when i finally graduate with a little over 70 credit hours.*

*I truly think you need to implement an entirely new system for your financial aid. I have been a student in Orlando at Valencia Community College for the past 3 years and I am truly dissappointed with the services you have available. There should be an individual account that has no limitations to school oriented products, such as books and supplies. A 500.00 credit didn't even cover two thirds of my bookstore costs. As a student in dire need of financial assistance having to come out of pocket over 250 dollars is not an option in my situation. Furthermore I have heard the same complaints from other SPC students on their financial aid troubles. I hope these comments are helpful and truly hope that a new system will be implemented in the NEAR future.*

*I love SPC. Coming from a larger University it is a nice campus and overall I am pretty satisfied. I do think there needs to be more selection and choices for food. Maybe additional vending machines or a cafe on campus. I hear Clearwater campus has a nice cafe with computer access. It's just nice if you have a big gap in classes and don't want to leave campus due to parking etc. it may also help students want to take courses on the same day.*

*For the COE, the teachers could get together and get their ideas organized. The students are all very frustrated due to lack of knowledge if what is going on, and from being told something was going to happen when in fact it does not. The teachers should get their stuf together and tell all the students what is going on, and stick to the plans they tell the students.*

*Financial aid needs to develop a MUCH more efficient financial aid system. My checks for financial aid are alway weeks late and I have yet to even receive money this semester!!! Your "saving grace" is Keith Hall. He has been a great help!!*

*The Education/Teaching Program at the Tarpon Campus seems likes it needs a little more work. Teachers are not very informative on certain issues regarding the Education program. Instruction is not very clear and many students are complaining about how unorganized certain classes seem. My first two years at SPC were terrific. Instruction was great and I had no complaints. This semester in the BA program has not started off on a great note.*

*My Math insturctor is excellent Mr. G is a very skilled teacher, on the other hand my reading teacher should have had more training before being put in the classroom, I feel like I am paying a lot of money and getting little/no insturction from her, she is often confused and does not know the assignments at hand herself therfore wasting my time and not preparing me or our class for the final exam or even the tests that are to come.*

*being new i'm not sure yet.*

*i think the way financial aid is givin out, i.e. mailing the checks after the classes have started, forcing us to but books at the campus rather than places like halfprice.com was rediculous and just a money making program. other than that i think educationally the school is a great college and i am proud to be a part of it.*

More weekend and evening courses that are geared for the full time working adult. Possibly accelerated courses. Better food options for students who are at the school ALL day taking classes. Cheaper books. For the single working parent that has No family and who can't afford day care and can't find one open till 10 pm a day care facility so evening classes are doable. More teachers like Mark Lulek.

To have the support team all on the same page, giving out the same and the correct information for career choices.

Need to make your internet website much more updated, accurate information posted as well as to revamp the book store's site for purchasing books. Had a big problem for a first time student in being misled that the book I was purchasing was stated as having the option of new or used when it only came as a new book, then it takes your credit card number, you receive a confirmation email making you believe you have paid for your book when really you don't pay for it until picking it up at book store. It needs to be stated to students purchasing books online on the site that you are only holding a book not actually purchasing it as of that moment. Thanks!

I am in the COE, so I don't really know that much about what is going on around campus, and I know that those getting their AA or AS have no idea about what we do down in the COE. I have no answer for how this can be changed, though.

Wireless internet access needs to be established and maintained on all campuses. Tarpon Springs financial aid department needs to be closely monitored. Please stop making us buy "required" books when the instructor doesn't even use them. Other than that, I am VERY satisfied with SPC.

Communicate more with the students(Financial Aid), they have a lack of communication.

Overall I feel there is not enough assistance to those who need help with their classes. The tutors are not readily available during tutoring hours and the professors are not able to give the amount of time needed for those that need and ask for the help. The online classes are too large and often times the professor does not respond to emails. The number of students who are returning to school after many years is growing and that should be taken into consideration when the teachers are teaching. I have found many teachers who teach the class as if it's a review from what they learned in high school.

Have a shuttle or large golf cart to help disabled student to and from the parking lot up to either classes or the buildings they need to go to most of the time, some people that have problems walking, can't make it to the book store real quick to grab a scanner etc or make it up the hill on tarpon campus to the office easily. Have faculty meetings of counselors during the most populated class times or have in service days like public schools do so students can access them easier everytime i go to see some one they are in a meeting same with other people. Also offer more internet classes that have to do with social work. I love the staff at tarpon, but internet classes work best for me and i am accustomed to them, now i will have to change to lecture toward my bachelors degree since spc doesn't offer them online. MAKE SURE BOOK STORE HAS REQUIRED MATERIALS IN STOCK

Let the teachers know that, some students can't learn at the same rate, and certain circumstances, they can't finish all the work that is assigned in class. Have the teachers slow down a little with the lectures, assigned hw.

Invest in new laboratory equipment, specifically physics and chemistry labs.

Advisors should know more than the students they are trying to advise on specific programs requirements and pre-req classes. Keep the vending machines supplied. Water is a very popular drink and there is rarely a machine with any left in it.

Get new student advisors. I love Melissa but that other lady who was hired is EXTREMELY RUDE!!!! FIRE HER!!!!

not challenging enough

*In class I have found that the teachers so far haven't really discussed homework assignments thoroughly enough in class before we are sent home to complete them. I would like to see them go over our assignments before we leave possibly take ten minutes out of class time to answer any questions we might have. That would help me a great deal in my writing class.*

*Offer class times at 5pm and 6pm. Work on replacing the learning pods with buildings, this may already be in process but, as you know the pods are so unattractive. Cafeteria's (not sure were it is at in tarpon) need to be open for the night classes preferably until 9:00pm, snack machines are terrible.*

*Needs to be more Health Information classes offered during the day. There are quite a few of us available during the day to take classes and none are offered. Late night driving is not an option for me.*

*I am getting an alternative certification for teaching. I am older than most students and have to work during the day. My main concern is will the crucial classes be available to me at night or on week ends. There are many pluses to your college. I looked into USF first and kept looking. The parking issue at USF was a huge concern for me I do not feel the need to fight for a place to put my car. I like that when I called SPC, and asked a person for help this summer, I did not have to wait for a call back. A woman answered the phone answered my questions and offered me advice. She was kind enough to give me her number so if I had any issues getting my classes she could handle the registration people. (and she did). I am much too old to get lost in the crowd in a larger school. I want to come to school and learn how to do my job better.*

*I have enjoyed SPC since August of 2000. The instructors, services, curriculum, other programs, etc. have met my needs as a student; this is the reason I chose to stay and complete my bachelor's at SPC. I only feel that the parking situation needs to be addressed. SPC is expanding, therefore, their parking needs to somehow be the same.*

*I believe that SPC is doing a great job. I'm glad that I was presented with an alternate school other than USF. I guess the only other suggestion would be that SPC needs to get a Physical Education program started. We have some teachers there who are already teaching Health and Recreation, so why can't we get a department started to teach those that want to graduate as PE teachers? I had originally wanted my degree in Physical Education, and I was going to go to USF to take it, but the times didn't work into my daily schedule. SPC doesn't offer it at all, so I had to take Elementary Education in order to get started. I'm glad that I've taken the classes that I have taken, but I would have preferred to have gotten my PE degree. Hopefully, SPC can get a Physical Education department started up.*

*I have no negative comments about this campus. You do a wonderful job overall maintaining it and with the staff. Have a great day and keep it up.*

*More variety in food vending machines or some type of food services and more locations to access them. Everyone that doesn't bring their lunch, usually goes off campus for lunch. It would be more convenient to have those facilities on campus.*

*Thank You*

*The parking situation at the Clearwater and Tarpon Campuses is terrible! I think there should be more student parking areas; perhaps a parking garage. I also think the academic advising department could use work. I have gone to the dept on numerous occasions, and have received less information than when I originally went. One counselor told me I needed a class that I did not even need for my degree! Another counselor told me I needed to take a few classes I had already taken and passes with A's and B's! I left more confused than when I walked in.*

*As a part-time, evening student, I often feel that I am "out of the loop". Things like portfolios, organizations, announcements, etc. are often learned about through the grapevine, instead of by the college. Most of my classes are taken in the new building at the Tarpon campus also, so this problem is compounded by not seeing the postings in the CE building (perhaps they could be duplicated in the other building?). While I am pleased overall with SPC and the COE, I do find it frustrating that at times I feel unsupported by the college. Thanks for asking.*

*I think SPC is the best college in all the world. The teachers are superb.*

*largers parking lot, teachers with more academic background, healthier food is snack machines*

*I have had a lot of problems with class scheduling and finding open classes. Also, registration would be made much easier for students if they were able to see a counselor with out such outrageous waiting time. For registration this semester, for example, I waited over 2 hours to have my counselor simply sign off on a prereq.*

*The bookstore and parking for students at this campus has become less and less student-friendly over the course of my studies here. Waiting in intolerably long lines for a bookstore employee to get to you just to find out the books you need aren't available yet is ridiculous to say the least. When I first started pursuing my education here, students were allowed to walk back, find their own books, and pay for them. Now, however, we are restricted a small portion of the front of the store. At times, it can take more than an hour to find out the bookstore doesn't have what one needs.*

*With regard to the parking situation, available student spaces near the actual buildings in which we attend classes keep being downsized to make things easier on faculty and visitors, but faculty and visitors have no qualm taking student parking spots near the buildings when available. Since students are a primary source of funds needed for faculty paychecks and campus upkeep (not to mention the fact that the more students are on campus, the more likely the school is to receive additional government funding), it would seem appropriate that students would have priority over faculty, when it comes to parking (just a thought).*

*Get a new bookstore company(anyone other than Efollette), and more help in the financial aid office.*

*I take most of my classes online. There are a few great teachers that are really organized and structured. But I have seen some teachers that have no clue how to run an online class. There needs to be more structure for the online classes - they all should be running the same way.*

*Tarpon is not a campus that has easy accessiblity to the disabled. Trying to get to places such as the library, bookstore, and administration is often very difficult. It is necessary to be able to get to these places in order to be successful in class. There needs to be a way for the disabled to get to these facilities in an easier manner. While the hills at Tarpon are beautiful, they are not practical.*

*more variety of courses*

*When a student goes to the Guidance Department, it would help if they coueslors were familiar with the programs that are offered and the computer system used to enroll students in the programs.*

*You have many assests in your school such as Sheila Forgione who helped me emensly get to where I am. She is kind, efficient, and responds quickly to questions that might arise. Thanks.*

*more schedulal offer like math you can offer it in many times during the day or science or compostion*

*It would be really nice to have a place to eat on campus. More than vending machines.*

*Perhaps offering a few more night courses would be helpful.*

*More writting programs.*

MAC0024 with Roberto Fernandez extremely poor. He has difficulty explaining math problems and makes up mathematical rules that are false, yet claims they are true. The class is moving very slow because of his poor teaching skills and poor grasp of English. Also the Applied Ethics text book published on behalf of the school is very narrow in the field of ethics and misses out some very important ethical premises, instead focusing on a spiritual approach to ethics. Futhermore, why does an Ethics text book contain artwork in the centre pages, not only is the work poor quality, but it has no bearing on ethics. Other than this I am very impressed with the English, Psychology and Speech Comm Departments.

I have two major complaints. One is about the bookstore, and the other is about the attendance policy. The bookstore needs improvement as far as its employees. I and others have found them to be very rude, and not trained well in retrieving the right books that you need. I refuse to step foot in the bookstore unless I absolutey have to; I try to order all my books online. Also, the attendance policy needs to lighten up.

It is ridiculous that college students who are paying for their education are only allowed to miss up to three hours or they will be dropped from class! College students should be responsible enough to realize if they need to attend class or not on their own. Many teachers don't follow this policy at all, or are so strick about it that if you get sick, have an accident, or a family crisis "that's too bad for you, you're dropped".

Hold more events to get more people to come to the school.

Tell teachers to stop being so into how they want things done. Not everybody is good by that way of doing things.

Get tutors that know what they are talking about. I spent 3 hours with a tutor, that had no idea what she was talking about and confused me and herself in the process.

Only assign people to tutors that know what they are talking about.

Spc should definatly have a cafeteria. sometimes your stuck in class for long hours and vending machines are not cutting it.!!!

Make the textbooks cheeper, and teach microsoft progams better

The only concern that I have at this time is that some of the handicap restroom doors that are on automatic openers, do not always function.

have better food and more varity of drinks, have books available on time

However more B.A. degrees in Social Sciences, for example psychology and socialogy. Other then that keep up the good work

Develop a more cohesive degree plan. Offer more guidance counseling to students. The course offerings the school has had over the past decade have changed too rapidly and too often. There has been very little consistency in the educational direction offered to your students. Now there is far too strong an emphasis on catering to the local business community in the curriculum being offered.

accept Visa in the business office.

Enrichment students should get mailings from the college about registration along with other students.

*Food services and vending machines selections leave me wanting! The COE Annex's food area (former cafeteria) has awful acoustics and, despite its size, is unacceptable for meetings or small get-togethers due to its echo chamber effect. Please fix this by lowering the ceiling with tiles, adding wall padding, furniture, etc. While TS campus is spending much money on the new Science building, the COE has a "moratorium" on simple things like much needed Bulletin Boards for our classrooms and hallways in the Annex/Olympia. This building is so un-pleasing aesthetically; can we have some decorations or plants along with the BB's? We also need picnic Tables at the MAIN Olympia entrance (on US19 lot facing Klosterman). The TS campus is better than Clwtr. and Gibbs, in my eyes. SPC could save lots of money during the summertime by setting the air conditioning a degree or two higher in the COE buildings and library. For the past 3 years, most classes (except the mobile pods) are freezing!!!! Our COE professors are great - as are most of the AA/AS teachers whom I have had. I am proud to be graduating as an Elem. teacher from here!*

*IT IS VERY ESSENTIAL FOR THE TARPON SPRINGS CAMPUS TO HAVE AT LEAST FULL VENDING MACHINES SINCE THERE IS NO CAFETERIA--MOST OF THE TIMES THE MACHINES ARE EMPTY AND THEY ALSO "EAT" OUR MONEY. HAVING NO CAFETERIA MAKES THE CAMPUS LOOK CHEAP. WE SPENT SO MANY HOURS THERE EVERY DAY AND SOME OF US PAY OUT OF STATE TUITION. IT IS COMPLETELY REDICULOUS THE FACT THAT THERE IS NOT A PLACE AVAILABLE TO GO SEAT, EAT SOMETHING AND TAKE A BREAK BETWEEN CLASSES. WHERE EXACTLY DOES OUR MONEY GO?*

*make finalical aid an easy process... more parking.... cheaper books and classes  
make more different times to take a course*

*i don t know*

*COE secondary math classes offered at night as well as daytime*

*i think that you all +should prepare course schedules with classes and all in a career folder for different degree ( example nurseor teacher)*

*There are far too many faculty parking spaces. There are often over half of them empty, so it would be nice to see some changed to general parking.*

*Enhance your Bachelors Degree Programs by offering other specialization.*

*Get rid of the crabby lady that works in the bookstore. Make it easier for single fathers to get financial assistance. BUILD A CAFE ON CAMPUS*

*I think it could be helpful if someone is in a certain degree if things change i.e. criteria for admission, you should let teh student know as soon as possible. I have had several advisors tell me different things in regards to the nursing program as to what I need in order to enroll. I have been taking a few classes at a time so I have been in this degree for a while. I have never gotten any updates as far as any chnages to needs in order to apply. Now I being told I should have applied a long time ago! That just make a student angry. I work full time and am trying my best to get a better job, had I known I could have applied earlier I would have.*

*Choose a different software for online registration. The program has too many bugs!  
Offer Organic Chem in the spring ; ).*

*the aid office takes forever to do anything. try to speed it up a little that way students can get their F.A. before classes start.*

*I wish there was a wider variety of classes evenings and weekends. Instead of classes TR or MWF for an hour each, it would be nice to have classes just one night a week all week days, not just Thursday. Also, the counseling and financial aid departments are awful. A bunch of other students keep telling me to go to the Clearwater campus for these services, but it's not at all convenient for me. Financial aid people are just so rude and short with people and the counseling department very nicely gives you wrong information constantly. I don't know which is worse.*

*Definently need a bit more parking closer to the buildings!*

*Increase quantity and quality of lab equipment. Provide a study areas/room within each campus building. Or increased number of outside sheltered study/lunch areas near each building. Sometimes the times are too short between two classes to walk across campus to study for 30 - 40 min etc. Example is on the TSP campus Lyceum building is across campus from Library or student services area. Outside benches are great areas but aren't weather proof.*

*Need lighted walkway between Annex and regular campus!*

*The service I received at the Tarpon Springs Bookstore wasn't very good. The woman was very grouchy and not very pleasant at all. My computer classes are not very hands on at all. I was hoping the college would provide the instructor with enough materials for everyone in the class.*

*Offer more times for classes in the classroom. I have to take all online courses because of the lack of scheduling offered.*

*I basically take internet courses and would like to see greater availability of class space in the classes offered, I know it seems to frustrate a lot of people when they need a class and can't get in even in early enrollment! Thanks*

*Teach the financial aid staff to call and also write letters, if there are any concerns that we should know about. If the FA dept. needs more info to process paper work, they need to call or e-mail or mail us, letting us know that. Also the overall kindness of the entire FA dept. is not present here at the Tarpon campus. I put attendance verification requests in for insurance purposes every semester at the tarpon campus, and I have only received it this last semester, after I complained to Provost, that my health insurance drops my coverage every semester because the school takes too long or NEVER sends out my status proof. There are many, many problems with the Tarpon campus dealing with lost paper work, taking too long to process paper work and notifying the students that there is a problem with completing it. If we turned in what FA asked us to, and then leave for it to be processed. How are we to know that it is not going to be done due to the need of more information. THEY NEED TO KEEP IN CONTACT! Student phone numbers are available in so many different ways, I know that mine is , and yet was and still is never used for communicating with me about my education and financial status. I find this campus to be a Horrifying experience that just continues to never end, semester after semester.*

*have a cafe at school so we do not have to go somewhere*

*Half of the teachers I've had were horrible, and barely knew how to teach the topic, therefore, the class lagged along not gaining very much knowledge.*

*Dont know*

*SPC definitely needs more student activities.*

*I think that you need more help in the guidance office. It seems like each counselor you go to tells you something different.*

*In all honesty there is very little to improve. I am very happy with my overall experience at our college.*

*By adding a cafe so students can get real food without the inconvenience of driving off campus and having to resort to junk food for food. And also by having a certain area for people to smoke at, so they aren't smoking right by the doors of classrooms and in inclosed areas. It is wrong for people to do that because people like me can't stand to be around cigarette smoke.*

*more language choices, better coffee on campus, and food*

*We need a cafe!!! At least a lounge that isnt complete with only vending machines. It can get costly and its not healthy at all. Students such as myself spend a good percentage of their day at school. Like from morning to late afternoon and driving off campus to get food doesnt allow much time and its an inconvenience. Another thing is the comfort. Computer chairs make learning more comforTable and your not moving around so much just to get comforTable. The hard metal chairs hurt to sit in for long periods of time and sometimes are too cold. Another thing is the cigarette smoking in front of class rooms is way out of control. I personally get very sick around cigarette smoke and I dont feel I should have to move from sitting in front of my class room to breath in clean air. There needs to be spots assigned for those who smoke and it needs to be enforced. Besides that everthing on campus is great. My biggest disapointment will be no cafe until this situation is fixed. It should be the top priority seeing how we have to eat!*

*In Bsc 1010, there needs to be more emphasis on learning the material rather than over testing everyone!!!@!*

*rethink the registration process!!!!*

*I don't have any at this time.*

*There needs to be an area for students to get a quality drink/snack/lunch. Students taking classes after work especially have no where to get real food on TS campus. Also The bookstore is a mess. Whoever is in charge of organization there needs to be replaced. The organization there is very poorly planned for the traffic during the first 2 weeks. They rarely have everything you need to be prepared for your classes. They should have more than enough materials and books for the students that have enrolled to anticipate the high volume of business they experience. They know it is coming every semester. Fix it!*

*The financial aid office is ridiculous. They should be helpful, they should return phone calls, have time to speak to you in person, or return emails BUT THEY DO NOT. Over the last three weeks I have been calling dtopping my and emailing because I still have not received my pell grant or my bright futures and no one has been able to tell me what is going on. I think that office is a joke and needs to be completely restaffed. The only person who has been helpful is Keith. And Pat is one of the rudest people I have ever met.*

*guidance counselors need to actually pay attention to the students when they come in for advice. Many times I have had a counselor just tell me what I should do rather than get my opinion and work with me on what would work best for me as an individual.*

*emails or flyer notices of services offered. I am not aware of many of the services or what they can help me with. Something like..having trouble deciding where to go with your future, see so and so at such and such office. Financial aid is a disaster. All I hear from them is how much work they have to do and I'm forever being passed back and forth from them to registration/pay your bill folks next door. I dread the start of every term because nothing will be on time. emails could be sent as reminders of important events, such as filing deadlines,campus activities, we have the greatest professors but no student involvement, no family or community type spirit. We need to raise awareness of what's available at our school!*

*i feel my educational experience has been and continues to be good. especially the quality of professors. the only improvement could be more variety of courses, religion, language, philosophy. just a couple of my thoughts*

*Tarpon campus needs a cafe or better food in the vending machines. There is nothing on campus to eat except junk food.*

*Better student areas, like a cafe. Tarpon Springs campus does not have one and really does need one. Everyone on campus would use it, all we have are vending machines that are half the time either not full or take you money.*

*The Financial Aid office needs to admit when they do not know something instead of just telling a student what they want to hear. I have been told, on two different occasions, that I would not have to do anything to keep receiving my GI Bill benefits and that was not true. After my fifth time of coming in the VA Rep finally gave me a phone number to a person at the St. Pete/Gibbs campus who knows what she is talking about. Also on a different occasion I was told, each time is a different person, that I would get the Book Line of Credit. I was told that three different times; then when it finally came time to use the Book Line of Credit the financial aid office told me that I couldn't use my grants for the BLC. I had to scrounge up \$600 in two days, which is no easy feat since I only make \$5.25 an hour. If it wasn't for my Mom helping me out I wouldn't have been able to buy books. Because of the Financial Aid office not telling me right off I would have to fill out more paperwork for my GI Bill benefits and I could not use the grants I got on the BLC I almost had to drop all my classes. Something should be done about this; some people are not as lucky as me to have a parent to help them out.*

*The area I have had the most difficulty with is academic counseling. I know that the counselors are all very busy, but 90% of the time I was made to feel as if I were an aggravation to them. They made me feel like they were just rushing to get me out of their office. I received incomplete information in a couple of situations that prolonged my eventually successful attempt to earn my AA degree. Yes, the information I needed was probably written down somewhere in a handbook, but I went to the counselors for help muddling through it, and I don't feel that I received the help that I needed. This, however, has been the only service I have used at the College that I am not satisfied with.*

*Additional courses at Tarpon, I'm not looking forward to going to a different campus for five classes they don't have.*

*Better communication with other schools during telecast classes.*

*The chemistry lab at the Tarpon campus is poorly equipped and maintained. Of four weeks of Organic Lab, our class has only been able to perform about half of the assigned exercises due to broken equipment. Regular maintenance and repair of this equipment would greatly improve my learning experience. Also, this semester, Organic Chemistry One lecture is only given at one time: 10:10 am to 11:00 am, MWF. This time frame does not appear to give the professor enough time to cover required material, as we are about three chapters behind the syllabus. So there must either be more time allotted for this class, or the curriculum should be adjusted. In addition, Calculus with Analytic Geometry One is also only offered at one time: 7:00-9:20 pm. This means that in order to take both classes in one semester, I must be on campus from ten in the morning until nine thirty at night, or drive forty extra miles per day, because I live in Pasco County. I would recommend offering higher math and science classes at more convenient times so they can be taken as morning (day) OR night classes, but not both! The library is an excellent resource for students, and I appreciate the small study rooms with "whiteboards" especially. Also, the VHS tapes that go along with classes like Calculus, and the media room in which to view them, are a great help when instruction is lacking.*

*Keep up with the latest technology, even if it's video programs. For example, In both my physics and biology classes at the Tarpon Springs campus, the equipment was so outdated that our experiments meant nothing. In addition, it would be great if the instructors performed some of the science experiments, as the humanities instructors provided us with art, period literature and films.*

*I am new to COE, and I am about 50% satisfied with my classes and instructors at this time. I say this only because out of 4 courses, I have one instructor that simply should not be teaching TEACHERS. I'm disappointed in this class and have already made my comments known to the COE, but nothing has changed. I would like to say that I am extremely impressed with several instructors and their use of creativity and programming. Your ESOL area needs totally revamped.*

*The majority of the staff, that I have dealt with, have been very friendly and accommodating. The students in the information commons, however, is another story. I have been in there several times for different reasons and each time the sign in procedure has been different. I have always felt rushed and a sense of impatience. I realize this is a free service and I think it is wonderful, but unfortunately I don't feel as if I am walking out with a better understanding of what I went in there for.*

*The financial aid needs to have a well running system.*

*I believe the counselors, could be better equipped with their answer perhaps a little more guidance and communication with new students.*

*More course choices.*

*SPC could be more involved in activities.*

*Healthy foods in the vending machines and have the faculty chose more cost effective textbooks... they were twice what I payed at FSU!*

*College of Education- More support with requirements (FEAPs, and all files).*

*The basic algebra course has too much material to be taught in the time given. The course instructor is clearly under pressure to teach a vast amount of material and this reflects in the quality of teaching. Perhaps more than two classes per week are needed to complete the curriculum adequately.*

*I think the level of enrollment shows the quality of the college as a whole. You should not have done away with the individual teacher surveys. Your instructors are 95% of the college experience and if your students are not happy with a particular instructor, you need to know why and follow through with the information.*

*Improve AV capabilities. Have better information about nursing program and coordination with area hospitals.*

*more vending machines, its florida get some more drinks.*

*Have temporary handicapped parking for students who have had surgeries or ect. Also get that bookstore on track took 3 weeks after the class started to get our books (the whole class).*

*I think that the teachers should inform the students of what they expected to know instead of assuming that we know the material and then throw a quiz at us. Many of your students are attending college years after getting out of high school. I also feel that students shouldn't be allowed help on quizzes just because they stayed after class trying to figure out the material and everyone else either gave up or gave it their all. I also would like to see a vending machine with water in it down at the Annex building. Students coming from the COE building forget to get their water before they leave the building. Other than all of this, I think that the program is going pretty well.*

*More of a personal, caring, into a depth counseling services for students unsure about their study program or a future job.*

*When students come to counseling center, ask them what degree type they are going for and have a counselor or counselors available for that specific area of study. For example, if a student is studying computer science or nursing, there should be counselors who know everything about the curriculum requirements for that specific degree. Also, if a student starts his college education in 2003 and has the student college catalog for that particular year with the classes that are required for a certain program, then he should not have to take additional courses that are added as pre requirements the following year because he may be on a waiting list. He may have all of the pre requirements fulfilled that were required when he started the program, therefore he should be grandfathered in and not have to take additional courses for students who have started at a later date.*

*i would like to see more of the bachelors programs offered at night and weekends for the Education program.*

*Course availability may be limited, but I feel that SPC Tarpon Springs could definitely use a sprinkling of more varied class types. More involvement with the arts, and in the future, possibly more bachelariate degrees. I have gone here for three years and always enjoyed it. I would like to continue my education as long as possible here, but needs are going to take me elsewhere because of limited offerings. having a cafeteria and more places for students to relax besides the library and the small break rooms. Some teachers need to realize that this is college and yes we need to mature but making us feel stupid about it doesn't help.*

*REL 2300 Instructor refuses to clean up his site. Very confusing, outdated schedules (from year 2001)*

*Have more variety of online classes in all fields.*

*Parking is terrible, there aren't many bathrooms on the TS Campus and the financial aid area needs some work. But, the college is very clean and has friendly staff. Information commons is great.*

*A bigger variety of classes offered less time a day more days a week. (Ex. more shorter classes with more days a week offered.) I have 1 class that's 1.15hrs a day 2 days a week and 2 2.40hrs 1 day a week classes. It's easier for me to sit in my 1hr 15 min a day 2 days a week class than my other ones. That's my only negative thing. Other than that I love the campus, my teachers are friendly and very helpful when needed I give SPC-Tarpon Springs campus an overall rating of a 6.*

*i think that tarpon springs campus needs a wider variety of classes*

*Don't rely on every student being able to get to a computer. There should be back up supplements in the case that some students can not take the time out of their day to travel to the college and use the library computers.*

*Don't make a course based solely on the ability to get to a computer. What if a student doesn't have time to get to the college library every time they need a computer? They should have some kind of back up and the student should not be penalized.*

*I am receiving an excellent/quality education at SPC. However, there are some areas where the college can improve. The student commons on the webct are confusing with too many links. It is becoming an ineffective way to get out important information. Access to computers are a problem. There are classrooms full of technology (computers) and the classrooms are locked. Students should have full access. The laptop computers are hardly ever used and will soon be outdated. Let the students use them! Let the students check them out! There are times of the year when getting access to Ms. Bowman or Ms. Zimmerman is almost impossible. During peak times they should have help. Some students have the same professor for several classes in one day. This is a problem....after 3 or 4 hours students are tuning out. Also, sometimes learning/teaching styles don't match and that is a recipe for disaster when you have the same professor all day. The financial aid changes were difficult because students were not sure when checks would be arriving. Many students live on financial aid and waiting by the mail box day after day is just horrible. Why not have a pick up system in place like in previous semesters. It may have been labor intensive but students were more content and less stressed the first few weeks of school.*

*Offer something other than the vending machines. The coffee is horrible. It would be better to have a small deli. I usually have to leave campus for meals. If a student needs a special program on the computers in the commons, it shouldn't take over a month. The student should be able to get the programs requested in the commons area, ex., library. There should be change machines on campus or an ATM.*

*I feel the teaching of a class while the instructor has to teach other classes "via satellite" is an unjust to all students. Time is not devoted to the needs of everyone and lack of ability for others to receive syllabuses and information is not always sufficient.*

*First, I think the SPC experience has been great for my and really meets my needs as a student. I checked N/A for use of computers, because I have a laptop and you guys have only taught me programming, and of that you have excelled. This school is, in my opinion, the best in tampa bay. The new honors college is terrific, and is going to be a great asset to the college. I would like to see better vending machines on campus, and see them stocked with more frequency. I would also like to see a cafe, ala the Hard Drive Cafe at the Clearwater campus at the tarpon campus. In the long term, I would like to see more bachelor's programs offered, and the College to reach full university status, with research. I think this College has the potential to be the best in the state of Florida.*

*Better screening of instructors. There are incompetent, new instructors currently on campus.*

### SE-Seminole Comments

*looks great!*

*william test*

*The only "complaint" that i have is this: I am going for my AS degree in Architecture and the classes for that are only offered at the Clearwater Campus. It would be easier for me (living in St Pete) if it was offered at your other campuses.*

*It sounds boring, but I can't complain. I am very pleased overall with the facilities. The only thing I can say is the cafe in the Seminole Campus has stale food 90% of the time and the food is way overpriced. If I'm starving, it's kind of inconvenient to have to pay \$3.00 for a tiny, old cinnamon roll.*

*I have had tremendous difficulty receiving help at seminole campus for student financial aid. I never experienced this at clw campus. I am very impressed with the teachers at seminole. thank you teachers. I do strongly believe that a basic computer class should be a pre-requisit such as basic math and reading skills are.*

*I one thing I wish SPC would offer is a field study of meteorology so that I would not have to transfer out to others schools to receive this training eventhough I understand they provide some of the best training and teaching for this field . Like I said I just wish they would give more then an a minor course on this field. Lets up it up and get it through it would be a great help to so many in the area that want to stay close to home and want to study in this field.*

*Allow water in classrooms; have more lecture classes available.*

*All classes should be required to have a corresponding website. There should be more activities for new SPC students to better know the campus and the students.*

*I thinks its about as good as it gets!*

*Schedule courses within one major closer together. I had one semester when I was taking three classes (Graphic Design) on Tuesdays and Thursdays, and there was a two TWO HOUR break between each class. Ridiculous! I'm an honor student (3.86 GPA). I've had instructors who were awesome and others who should seek a different career. There should be a way for students who have issues with certain courses or instructors to vent their grievances and actually get a response. I have wasted my time and money because of a few of your instructors! Please bear in mind that I believe the vast majority of your instructors are fully capable of teaching and some are great. All classes should be taught at college level. Those students who can't keep up with the work should not be passing these classes. I have seen this happen over and over again. I've had classes that were taught at an 8th grade level. This is probably my biggest complaint. It's no wonder these people can't get and hold a decent job when they graduate. The standards of education in Florida are too low to compete in a global world.*

*I think You should have more teachers teach the math classes.*

*Have more classes at the Seminole campus*

*although the seminole campus is growing, the bookstore usually does not have required textbooks and the campus doesn't offer much variety in classes available.*

*The financial aid department really needs to get with the program and be more organized. I turned in all of my required paperwork and still had to pay for my classes out of pocket because they "lost" all of it. Also I think a small parking garage near the student services building would add some more space without expanding the parking lot any further.*

*I would like to see more art-driven classes offered, such as interior, fashion, and textile design. Most of these classes are only offered at specialized institutions, and I believe that a class offered at SPC would open more opportunity for curiosity in these areas.*

*The only class have have been in on campus was the intro to web design on 9/11/04. I really liked the class, but the PC's setup were awful. The way the computers were under glass and you had to kill your back to see the monitor was just dumb. Have the Counselors give you the correct information so you're NOT taking classes you don't need. :)*

*I only take online courses. I think to better improve the online students learning capabilities, instructors should have better organized courses, with correct links, and information. It seems like it takes days for "some" instructors to reply to us, and when we work on a weekly timeline, its vital that we have prompt answers, within a decent 24 hours. Duplicate courses should be personalized by the instructor, and have more interactivity to keep students involved, and attracted to learning. It's hard to keep focused on plain written text. Instructors should also consider the backgrounds, text, and button colors used. Bright colored powerpoints and written text that we have to look at for hours can be hard to concentrate on after a while. By taking the time to make your courses better, whether as an institute, or as an instructor, you only give us students the opportunity to utilize knowledge, and use it to our advantage in the future. Thank you!*

*You have done a very outstanding job. Don't change anything if possible. offer more classes at seminole, a wider variety. Also i would like to see more degrees available from spc.*

*An improved system is needed for the financial aid department. Not only is the staff sometimes very hostile, not the counselors only financial aid department, there is a need for the accuracy and efficiency to improve. Two times I have submitted my verification paperwork and both times it was never input into the system, it was only filed. This not only caused financial difficulties, but also caused nothing but hassle by the aid department.*

*counselors should be more aware of students needs. They should be more caring and helpful.*

*I would like to see a more variety in class times. I do not care for evening classes and was forced to take Spanish II in the evening because that was the only time offered at Seminole. The 2 classes I've taken online have been great. The instructor have it set up just like a class room. I look forward to taking more online classes.*

*The counseling services were terrible. I have attended 5 colleges, and SPC has the worst counseling. First of all you have to wait in the lobby forever. Secondly, the counselors seemed incompetent. I have had several different counselors, and none of them would I ask for again. I keep hoping I will get someone new that knows what he/she is doing.*

*need more sports, ya this is not a really serious college, and we probably wont get scollar ships to it ect. but it would be alot of fun if yall formed a soccer team and such. or just some place the college students can go to do sports activites. :)*

*More school functions and things to get students involved with each other. The only way to do that is to have SERIOUS events that would be enjoyable to take time out of a busy schedule for. Also big name speakers would be nice.*

*Be more Flexible for those that need in class tutalage and not on the internet (meaning times of classes offered). Also, I am avoiding my Speech class due to me becoming physically ill everytime I try to speak to a group larger than 2. I don't know how I will get my degree if I don't take speech, but I just can't.*

*Stop misleading student about the new computer system...I can' access my e-course ..as compare to last year it was excellent...the road runner service which you promote to students...\$10.00 off ..is not compatible with this semesters...class and i know it's not just my computer...You guys also mess up everyones financial aide...with the new computer system....ect ect...In light of the storm...roack*

*More night classes; especially honors classes. I qualify for the honors program, but never see any honors classes offered at night and that is the only time I can attend school. Better food service at the Clearwater Campus; set up a credit/debit card system at the Hard Drive Cafe. The Cherubs Cafe at the Seminole Campus accepts cards and it is so much easier for those who don't always carry cash with them, like me! Make the counselors more accessible. I work full time and I am unable to just wait around for one of them to see me. I've waited up to two hours before for a 10-minute meeting. Vending machines should not be as expensive as they are! The new verification code for Academic Systems is horrible. Someone should really give them some heat for doing this. Part of the college culture involves trying to be thrifty and find used or borrowed books. AS has completely squashed this for one of the most popular programs, and one of the most expensive. I think this action on their part is just disgraceful. Now I am stuck with four Algebra books and disks that I will never have use for again; I cannot pass them on to friends in hopes of helping them save a little money or sell back to the bookstore to get a little of my money back. Maybe if they receive enough complaints from various institutions, they will reconsider or maybe set up some sort of re-set key so that the books and disks can be put to use a second time.*

*SPC has an excellent program but the most important improvement I see as an SPC Seminole campus student is the need for more campus wide student support or student activities and a more informed financial services department.*

*Your doing a great job.*

*If the information commons was open for more hours, even on Sunday, that would help a lot. The computers are vital and access to them should be amped up a little bit. Especially on Fridays, it closes too early. And Dr. Shultz should have a part two to his Florida biology course. It is the best class I have ever taken in my life. I learned the most in his class.*

*Better organization and introduction to the wealth of information you have made available on website etc. Information is there, but often hard to find, and often college staff not familiar with site(s) themselves. I wrote a paper on this topic for one of my classes with specific examples for improvement, I'll try to remember to email to appropriate staff.*

*I don't really have any complaints, so I don't have any ideas of things to change, except that it is really cold in my lab class.*

*The advising and counseling department at the Seminole campus is offering substandard services and the staff is uncaring and lazy throughout the campus. Transfer of credits take forever to be evaluated (over 3 months in my case) and give the students added stress when they pick their classes. Few of my friends have taken classes at SPC that could have been transferred instead but only if their eval was done in time.*

*Offer a broader variety of courses to choose from: more foreign language, more arts classes, perhaps even more foreign language majors. Also, provide categories on surveys like this for Dual-Enrolled students like myself.*

*I like that I can achieve my bachelor's degree and never have to leave the area for the stress of a major college, but that I have the opportunity to if I would like. Thank you very much.*

*Need a drama program*

*I wanted to pursue a career in interior design, but there are no classes offered. I wanted to go here for four years, but now I have to transfer to another university to take that class. Also, the parking is not very good. When I come for my morning classes I have no problem parking, but my afternoon class is another story. ALL THE SPOTS ARE FILLED AND I HAVE TO PARK OVER AT THE REC CENTER. ITS NOT VERY CONVENIENT!*

*The counseling and advisement areas need some work. Each student should have an adviser to help them with their classes. The lines are too long in counseling just to go ask whether you should take a certain class or not. Then the counselors are not that friendly and not much help. And I would like to speak to the same person each time, that knows me and my school plan. But that seems to be impossible. Also the handbook is a little confusing. Why have all these sample degrees? Just tell us what classes we need and what to choose from. I've been to two other colleges before this one, and their handbooks were point blank and said exactly what I need.*

*Seminole is a perfect college, but you need to offer more course selections, as it is very limited. Clearwater does have great curriculum offerings but the campus classrooms are horrible. Please spend some money and get rid of those all-in-one chair Table-top contraptions and get Tables and chairs. They are hard for older adults to get in and out of, plus for the often larger older adult, they do not offer enough room, and the rows are too tightly placed. It is simply too embarrassing to admit you can't fit in those high school chairs and so I just quit. You have to understand that most of your students probably are/will be older adults and you need to provide a professional environment. Clearwater campus looks like a throwback to the 70's and does not inspire scholastic confidence.*

*The OSSD Counselors need to give more help to the students on what classes to take.*

*I think that you gise are doing an awesome thing here at SPC.IT's great for the people who want to transfer credits over to a four year university!*

*This is my first year and I find it to be very professional.*

*+ Bookstore Hours, + courses at se campus. SPC Rulz!!!*

*please, please, please have some theatre classes...you have it in your course booklet, but when i called the man that runs the department, he said that it had been suspended....pretty please bring it back!*

*I feel that the Seminole Campus Financial Aid office needs some help. They have given me the run around to many times, and I am never told or given the proper information from them. This session was the worst I have ever experinced with them. I was told that they had everything from me and yet I still do not have my aid and they could not tell me why. It was not until I went to the Gibbs campus that I find out that I need to appeal. With something so simple the Seminole campus failed to inform me of, and now I have to suffer but not having my books. I feel out of all the campuses the Seminole campus is the worst, and I will never go there again for any services.*

*In the financial aid office, they should always make sure the right forms and paperwork are sent to the right people at the appropriate time. Those who work to help the students should be more aware of the students needs and get a really good understanding of their wants before saying something out of line.*

*I would like to see more foreign language classes offered at SPC.*

*As an adult and returning student I felt very lost. Your counseling staff didn't do a very good job in welcoming me, making me feel comforTable or informing me about what was necessary in making the transition back to student life. I think that the orientation video allows for administration to relax their responsibility of guidance. It really took me three semesters before all of my loose ends were tied up, simply because I wasn't aware of the loose ends until each semester when I went to register for classes only to be met with another hurdle. I finally found a counselor (and I'm sorry I can't remember her name now) who really sat down and TOOK TIME to explain where I was academically and what I needed to accomplish. I still don't have strong academic or career goals, but at least my short term goal (getting my AA) is being worked towards.*

*It would be easier to work around more times for classes. The Seminole campus should have more to offer also. I like extra curricular activities and would like to know more about them and be able to hear about what there is offered somehow like postings, flyers, emails. The classes are very cold too! Other than a few things I like this college and campus!*

*the school should have more of a variety of times for some classes. for example ,american literature there is only one class a week on monday at 1:00 pm. some people have to work during that time so they are unable to take the courses that may be needed towards their degree.*

*You guys have really done a good job as far as the overall learning process. Keep up the good work =).*

*The counselors at the clearwater campus need to be more respectfull to the student. It is understood that they have a stressfull job but i spoke to 3 different counselors when trying to register for me courses and they were all rude and not helpfull at all..actually their secretary was much more helpfull than they were.*

*I would recommend that the counsoulers do a better job of helping create a students first schedule. My counsouler loaded me with three Gordon rule classes. I changed it over the internet. This was luck and help from my family. Thats my only big complaint.*

*Well, I'm not entirely ready to comment on this, but from what I've experienced so far has been superb. Keep up the good work.*

*For my algebra class, I HATE the way it's set up. The mediated class, which u have to go to the class, yet if u have a question, it always seems like the professor is w/the same person the whole time. We pretty much pay for the teacher to stand there and watch us learn. I feel that they need to add some actual lecture classes where the teacher has to put more effort into teaching us so that we FULLY understand it, because I feel that if we're paying what we pay for the class, then we should be able to keep up with the instructor. Not everyone learns thru the options you offer for certain classes.*

*Better food, more economical for students, more quiet areas for study.*

*The Seminole campus is excellent! The buildings are beautiful, always clean, and equiped to supply students with fantastic educational oppurtunties. The professors are very helpful and effective. The library is also wonderful. My one complaint would be with all the little children and young teens that are disruptive in the library and take up all the computers (especially when I need to do my school work!).*

*No comments at this time.*

*PeopleSoft is very slow and bulky and needs an upgrage. Also the process for grants and loans need to be sped up a little.*

*Counselors at Seminole campus do not seem to care about students and their career guidance. Also, need to be more informed of Bright Future's Information. I still have not received my aid and everything is correct on my application and I'm in the system, but no money. Also more information on extracurricular activities is needed.*

*You could have a few doubles of some of the videos, when you come to the library to view your requirements, you do not want to hear that they are in the nursing instructional area and the library is not sure when they will be back.*

*My main and really only problem with SPC is the guidance and help that I need to make it through school. I need more help on career counseling and which path I need to take and when to do things to attain my goal. Then being the age that I am ALOT more help in getting money to go to school instead of being left alone to my computer for hours and not knowing what I am doing. The very first comment that was made to me by a financial aid counselor at the Gibbs campus, the very first day and very first time I had ever been on a college campus was, "You need to fill out the FAFSA forms on the wall and we do not have the staff to take you by the hand and walk you through it use those computers." She then pointed to the computers on the other side of the room. I have received no help from anyone since then regarding my financial aid. Thank You, Doralin D Niven*

- 1) There should be better communication between instructors and the bookstore.
- 2) Don't allow instructors to use books that are no longer published, software that is difficult to get to work or change their minds about what materials are needed while the semester is already a few weeks old.
- 3) Update the students' profiles online so that they accurately reflect the students' majors.
- 4) Get financial aid information or questions to the students in a timely fashion.

*I feel that SPC need to dedicate more than 16 hours for CTS. Computers are a big part of the learning process and unfortunately some students aren't computer savvy.*

*Getting information about anything has been very difficult. The way the online classes are being done is excellent, but I would suggest that a better support system be setup. Being a working adult makes it difficult to finish school, so if there is an easier way to communicate and receive help the students would be happier.*

*Need more 5:30-6:00pm class starts. 7pm is generally very late to start a class because by 9:30-10pm most students have already worked an 8 hour day and are not as sharp as they would be for an earlier class start. Also, need more in-class teachers. I do not feel as if I am being taught by a teacher this semester, but, feel like my education depends almost entirely on my ability to get onto the Internet. I have 3 classes and at least 80% of my schooling is online. I would prefer to have a teacher that can explain things to me. I feel like there is too much independent study.*

*I would like to see more night courses offered, or a wider selection of courses offered at night.*

*I would like to see more evening classes offered. Also, with such a high demand for nurses, the nursing program expanded.*

*The quizzes and websites that are offered for some online classes are old and they cannot be accessed. Which can make it difficult for students to finish a quiz or lab work that is offered for them.*

*One of my frustrations is when I come to register for my next class. I usually will try to see a counselor first to make sure the class is going to count toward my degree especially since I am about to finish the AA degree. The process to see a counselor is very frustrating with an extremely long wait. One practice that seems to impede my process to see a counselor more quickly is that students who have not done all their testing/forms are allowed to "rejoin" those waiting once they have finished their tests etc. They are put to the first of the line waiting when done. Since they are also first time students, they take a lot more time with the counselors than those of us just looking at our next class or classes to take. A suggestion is that those who have not done their tests are not allowed to enter their card to the wait pile till they have done their tests, then they are entered on the wait list behind all of us who have been waiting. I waited 3 and a half hours this semester to get an ok on 2 classes!!!!*

*One improvement could be to offer more day classes for Math and American Lit  
By getting more professors with MAJOR university experience instead of Ex-Lawyers who THINK they know what they are doing.*

*more helpful in the guidance offices and less lines and better layed out plan for getting your degree.*

*get better personnel in the support services  
Please use more streamlined interactive software.*

*This year's choice of dispersing the financial aid and stafford loans was a nightmare. I had to ask my father to 'loan' me my tuition and book money. If he wouldn't have complied (and it hasn't been pleasant anyway), I wouldn't have been able to go this semester. As it is, today is September 21st and I STILL haven't received my money. Everytime I ask for assistance at the Seminole campus financial aid department, they haven't been very efficient. I will try to 'save' some of this session's dispersement and not go through this again next session.*

*Everything is up to my personal standards!*

*I believe most of the technology classes are based at Clearwater campus and online. Not sure why. Being that I want to pursue a degree in technology, I am interested in classes offered in Seminole or St. Petersburg at night or weekends. I see a lot of empty classrooms with computers in the evening and Saturdays at the Seminole campus. Maybe location can change in the future.*

*Each class which is required by a program should be offered every semester.  
lower the prices at the cafe and increase parking!*

*I feel that there needs to be more information give about financial aid and how you go about appling for it.*

*With the exception of one awful teacher, my SPC experience has been very good. Although, it would be nice to have "open classes" be open more than 2 evenings a week or on weekends. For some of us, it is impossible to go during week days.*

*I think everything is pretty much great!*

*The only thing I have a problem is SPC's lack of parkiing space. The school has so many students and so little parking.*

*The Elementary Algebra class I'm taking seems to ignore the fact that I graduated from High School, and had my last Algebra class in 1970. They need to spend at least some amount of time on the basics so you can understand what comes after. I've been struggling, and recently discovered that the first two chapters in the book have the information I'm lacking. We skipped over those first 2 chapters. FYI: my class is held in the TL center. Thank you.*

*I think the acadimic systems stinks. Also when I registered for my math and english it never said anything about it being taught by a computer. They both said they were lecture classes. I find this unfair. Some people don't learn well with a computer trying to teach the subject at hand. Everyone learns differently. I think if some don't do well with these classes the school should refund them their money. I find it a cheap way of getting our education and acadimic systems gets most of the money.*

*Notify the students with financial aid about the process and deadlines for receiving books more clearly. i.e.- Inform them that they have to purchase their books before the financial aid deadline and that they wouldn't be able to use the book line credit after that date. In regards to the bookstore, notify the student if they do not carry a specific book needed for online courses and where to go to obtain them.*

*Have several more Lecture Classes available for the Seminole Campus Math classes so we don't have to constently rely on tutors or be forced to take a computer class!!!*

*When taking an online course, the program needs to be simplified. It needs to be more specific. The online course orientation was very poor. Noone showed us how to get into the programs per say or explain the menu. Such as we can not get into the assignment dropbox. I waste more time trying to put assignments in the computer than it takes to do the assignment. I waste three or four hours just trying to get into each program to submit an assignment. At orientation I think you should be shown what everything for instance everything on the homepage, and learn how to navigate the whole program in order to be able to do the projects properly. All I learned when I went to orientation in the computer room was how to log in.*

*Provide more support for students taking online and television classes! People need more help with resetting and creating passwords.*

*The only problem I have is that I work all day. Some of the courses that I want to take are offered at 5 or 530pm. This makes it impossible for me to take them as I am unable to get off work. Other than that I have been very happy.*

### **AC-Allstate Center Comments**

*Please improve the parking situation it is a hassle that no student should have to encounter given the amount of tuition we spend each semester!*

*They can improve by letting students have a equal chance of getting in classes before they are booked. :)*

*There should be more advisement in career fields/counseling. More direction on how to excel in your major along with internship information for distance learners. The registration process has improved but it could be made more user friendly. It also would be more beneficial for distant learners to have more than one day to register. I transferred from FMU - and the ENTIRE system is sooooo much better here than at that other school. I really like the idea that I can see where my money is going/coming from and how much I'm being loaned instead of waiting until I receive the bill in the mail. I do have one problem, which occurred last evening. A student brought her young child (age 4 or 5) to our crime scene class. Had this been an English class it wouldn't have been so bad, but crime scene can be very graphic and there are things a young child shouldn't see. That was a distraction because the mother was trying to shield the child's eyes and the child was getting restless, etc. If she didn't have a sitter, she should have stayed at home. Another problem, same class, is the use of cell phones DURING class. There were several students that were receiving phone calls (whether indicated by a low toned ring or a vibration on the Table) and they would do whatever to silence the phone. Others were text messaging. I am paying for this education and while I realize most of the students are just out of high school and that may have been okay for them to have their phones in class - they're in college and there's a difference. Crime scene is hard enough to grasp on to without the other distractions. There were students talking while we were having the Powerpoint presentations and while we were getting our lecture, very distracting. I'm not sure if the instructor heard all these things going on but they affected a number of other students, as I found out while we were leaving for the night. Hopefully she'll address this issue at our next class meeting.*

*Because I have to take the bus from Seminole to the Allstate Center for most of my classes, and most of them are at night, I find this an inconvenience. For 2 semesters, I have tried to get a course that is critical for my certification and have been unable to, also I have had to resort to taking a course online because of the time it was offered at the campus-the busses don't run that late. I think more classes should be offered in the daytime hours at the Allstate Center.*

*The student parking at the St Pete Gibbs campus is inadequate for the numbers of students. The campus seriously needs to consider building a parking garage or some other means of offering more student parking.*

*need better parking at Gibbs campus for students there to see advisors or fin. aid office. could use some type of book store at each campus for their supplies.*

*More Saturday class for those that must work.*

*Get rid of PeopleSoft and go back to the old system, it worked!*

*This is my first semester at SPC so I do not have any suggestions at this time. The only thing I had initial trouble with was trying to register for popular classes such as Crime Scene because it is such a popular course of interest. My first two classes were overriding for me and the other two I registered online the second day of class because people dropped, so I got lucky there. Thank You Maleah Massaanelli*

*For the Crime Scene Tech program, or any other specialized programs at the All State Campus, there needs to be more options for class schedule. Students are forced to take extra semesters to finish ONE class and that one class is keeping them from their degree.*

*Students who have already received a Bachelors Degree in Criminology should be able to include some of the instruction received at the University level toward the Law Enforcement Certificate. The legal classes seem to be a repeat of what was taught at the University in Criminology. High Liability classes, regarding nighttime classes, should be held two hours at night, three or four days a week instead of four or five hours one night a week. It would give the student a better chance to acquire the necessary skills needed for law enforcement careers. It is a proven fact that the attention span of a student begins to deteriorate as the student remains in class.*

*Move the police academy a little farther north in the county.*

*Carol Sciannemeo (online instructor from Allstate Center) is very disorganized and does not communicate well. She's teaching ONLINE COURSES. If she makes a change to the syllabus, she should UPDATE THE SYLLABUS AND SEND AN EMAIL to students indicating such. Her habit of making changes to the syllabus and posting it in a discussion area is not only unprofessional, it's quite disconcerting. You have to read 1000 discussion posts and then accidentally fall upon one that is a change to syllabus and could have serious impact to student and student's time. Also, it is rude and inconsiderate.*

*As far as campus classes some of the teachers are excellent online and make you feel a part of the class. Others don't appear to do anything and/or are jerks online and shouldn't be allowed to teach. They expect deadlines, but do not keep right on the grading process to know your progress. You try to ask a question and instead get told to call help desk instead of checking on their end. Other instructors are EXCELLENT-Joe Vines and Keith Goree. But this is my experience. I have talked with other students and they have said that they agree that certain teachers are not friendly. (computer classes)*

*More equipment is needed for the Crime Scene Technology classes it would be nice to have cameras to take home to practice what we are taught in class. Overall the program is excellent and the instructors are the best.*

*It would be nice to have more classes offered at the "peak" times. Also, I am a healthy eater so it would be nice to have some healthy food choices in the vending machines. I have been going to SPC to get my AA which I achieved and now I am at the Allstate center working on my Law Enforcement Certificate. I have enjoyed it the entire time and when I have kids I will make sure that they go to SPC and not waste their first 2 years at a "major University" WHO knows, maybe by then you will have a lot of bachelor programs and they can get all of their schooling at SPC*

*make the webster program available to be used 24 hours instead of only till 11*

*I would like more assistance in future job placement opportunities. It seems frightening that forensic science has so few openings, and so many of us whom are now or will be seeking employment. What other opportunities are out there? What about the private sector?*

*I don't think that we should be made to have to take reading and writing class but once not twice.*

*TO START THE FINANCIAL AID SOONER THEN (WHAT SEEMS LIKE 1 WEEK BEFORE SCHOOL STARTS) AND TO GET MORE HELP, AND TO HAVE THE PEOPLE WHO ARE HELPING TO BE MORE POLITE, BECAUSE HAD THE TIME I DON'T EVEN WANT TO CALL BECAUSE THEY RUDE AND THEN TELL ME WRONG INFORMATION AND I JUST GET THE RUN AROUND. THEY NEED TO REALIZE THAT THEY ARE INTERFERING WITH OUR FUTURE AND WE CAN'T WAIT FOR THEM TO FIX THEIR MISTAKES. THERE IS NO REASON WHY WE SHOULD HAVE TO SUFFER BECAUSE THEY DON'T TAKE THINGS SERIOUSLY.*

*PLEASE, add the Crime Scene Program at the Tarpon Springs Campus. I live in New Port Richey, and I drive 75 miles round trip to and from school. That is one of the reasons I did not take summer classes. It was too much driving for two classes, I would have been there four nights. I can't keep driving that much. It is now hindering me from getting a job. School is the most important thing to me right now, but so is being able to live. I have no source of income and it is taking a lot of my gas to drive there. Employment opportunities are slim because I have to leave at a certain time to be able to drive in traffic all the way to school. I am not trying to complain, but I am letting you know that if the opportunity arises, I would love to take these classes at a campus closer to me. Thanks for listening. Have a great day.*

*Answer the phones more quickly, lower the cost of books, take a survey of what classes students need.*

*I actually love SPC! I would continue my BS/BA at the college if it was offered. I have recommended this college to many friends and family. The availability of evening classes has greatly assisting in helping me finish my degree. This is the first school in which I have not had any problems with earning credits or financial aid.*

*eCampus courses need to be so much more clear in their content and expectations. I find the online courses very difficult not because of the course content but because the instructions on assignments are very vague and unclear.*

*I have been taking classes in Crime Scene Technology and would enjoy it more if there were more hands on activities and field trips.*

### **eCampus Comments**

*I am an online student and am somewhat pleased with the experience. The main concerns I have are the lack of consistency between classes, instructors, and the way the class is presented. For instance, some instructors use the "module" method, which is great. It allows an online student to work at their own pace, with deadlines, which is why most people choose e-campus. Allowing a student to work ahead is beneficial to both parties. Another issue is the use of the same material semester after semester. It gets confusing because specific dates are not included or are referred to as a different semester or even confused between multiple classes (online and in class). Most of my complaints are instructor related. Improvements to the system are, I am sure, in the process of being updated or even converted. It is the seriousness of the lack of control over the curriculum and how it is presented that should be addressed.*

*I am taking all online classes via eCampus. I am aware it is still somewhat new. There are little things wrong like the calendars not working, mail services not working sometimes, or the teachers not knowing what they are doing. I suppose after more time goes by things will naturally improve. I love the online classes, they are a great tool, they amaze me everyday by giving me so much free time but still letting me learn everything I normally would. If anything invest more into the online classes, they are the future.*

*I would like to register only one time for classes instead of three times.*

*I know it is a big school and everything but the one thing that irritates me is every time I go to meet with a counselor, I hear something different and even if I go to the same counselor they don't remember meeting me or telling me certain things. So I feel I have to everything over and over again.*

*It might be of use if you had someone that was easier to contact just for online students, or even someone assigned to call and make sure online students aren't lost and or keeping up.*

*There needs to be more support for distance learners. Getting information over the phone is very difficult and numerous long distance phone calls gets expensive.*

*Counseling for diastance learners is very limited and it is hard to reach someone. Financial Aid does not ever answer the phone and rarely calls back when you leave a voicemail. Many people that are distance learners work and need to be able to speak with someone on the rare times that they are not at work.*

*Make Biology 1 and 2, Chemistry 1 and 2, Physics 1 and 2, Organic Chemistry 1 and 2, and all other sciences available on e-campus.*

*Continue with online courses and make more available for all studies.*

*There needs to be a demographic study of students and courses. For example, if most of the students that are enrolled in the Microsoft Application Solution and Data Base Design Course for .NET Architecture live near the Seminole Campus, then the course should be taught at the Seminole Campus, not the Clearwater campus.*

*More parking*

*Set a standard format for each class to follow as far as class site navigation , where to find things.. Every class is different and some are better than others. Some of us ( like me ) are new to all this..When I first started I spent most of my time trying to figure out where to go -to find what I was supposed to do.I am sure it gets easier after the 3rd week but perhaps a brief explanation of the difference between a Module, assignment , Lesson. Some instructors would like postings in certain weeks in certain areas. That should be said up front and , perhaps they should be labeled as such ie.. Posting area, week one.*

*Financial aid has been a nightmare!!!! I had applied for financial aid and thought I had squared away the paperwork in the spring. But I am 4 weeks into school and have yet to receive my financial aid. Somewhere the ball got dropped!!!!!!*

*To have a bigger variety of courses available online.*

*I have had a challenging road to a better education, but as we know the stronger the breeze the stronger the trees, so to speak. I am going for a PHD in science. I will not quit until I arrive, and one day I will write my story and tell it to many interested people. This college will be part of the realization of my life goals. On behalf of my entire family we thank you. Student*

*I understand that SPC has just recently started to offer Bachelor degrees; however, I would love to see some more variety in this area. Thank you.*

*Being a new student on e-campus, the only thing I have found difficult is what I need for pre-requiste classes for my major. I have e-mailed the academic advisor twice.*

*Thank you.*

*I would like to see a more variety of express courses.*

*I am very disappointed that my disability and felonies prevent employment at the college in any capacity or even as a volunteer. The college has been a major rehabilitative mechanism for me and is part of the Pinellas County Ex Offenders Re Entry Coalition. I have also conferred with Lana Parker on the Clearwater Campus Internships, and Marilyn Leenhouts Gibbs Career Development, and will consult with Mrs Bliss at HEC AGAIN. All of these professionals have assisted me in Career Development yet I cannot be employed at the College. I will be going before the Florida Board of Pharmacy in mid 2005 and be re licensed as a Registered Pharmacist via Agency for Health Care Administration AFCA) yet the college refuses to provide me with a career after I have proven diligence in my personal and academic life directly within college programs. Student 485283 Jewelle Bull-Chambliss*

*Make sure that if e-campus classes are not using course packets (primarily the vet tech program) then tell the bookstore not to sell them. I have spent more money in packets that I have never used because the bookstore said they were required for my classes then the instructor said they weren't using them.*

*Read the surveys, listen to students who are complaining about teachers that are missing in action and those who are oblivious to their duties as a teacher.*

*Improvement should begin with a reminder to all faculty and staff that students are the reason SPC exists. Before coming to this school, I was forced to wait an entire semester only because none of the advisors had time for me; I took off work a total of 5 days attempting to meet with an advisor but was sent away each and every time. I have had several instructors through the e-campus who do not communicate with the students. I can remember only a few times when I was treated in a friendly and welcoming manner by faculty on campus. I feel the new procedures for financial aid forces students to purchase books at the campus bookstore resulting in elevated revenue for the store and elevated expenses for students; it is unethical. Overall, I am extremely dissatisfied with my experience at SPC and look forward to transferring at the end of this semester.*

*Need to improve handicapped parking. Need more online courses. When you say online, it should all be online, not have to go to a campus to take any exams.*

*I am not a native American, but I have been in the country for eight years, I have been enrolled in SPC since then. I saw how improved the college got, especially the new graduate programs like the Pharmacy and the PA program at the University of Partnership, also the use of the computers and advanced technology is great. I would love to see St. Petersburg College become a University and offer more bachelor degrees. I guess the college is getting there soon. Thanks for the wonderful job.*

*Have councilors who care about helping the students make the right class choices toward a degree*

*Why do we distance students have so little contact with the advisors?? At the cost of tuition we should minimally have contact 1 time per semester even if it is only an email from someone asking if we have any questions or concerns. I emailed an advisor 4 times and when he finally called he was wonderful. I need questions answered just like on campus students. Why don't distance students have an advisor for each program?? I have two jobs and I am attending school. I surely don't want to get to the end thinking that I am going to graduate and find out that I misunderstood something. Dr. Fritz and Dr. Krall were and are extremely important to achieving our goals and I really appreciate the time they have both spent helping me overcome what I felt were real roadblocks. I wish that Dr. Hancock would respond as swiftly. I realize that he is a busy person and has more responsibilities than I will ever know but why do we have to wait so long for answers?? If he is so busy delegate someone else to help with student problems. I have been told three times that he is the only one that can decide a particular question. Come on help us out here. Facilitate don't complicate. I love the teachers I have had so far and the education is first rate. I am learning more than I ever imagined...but the administration leaves a lot to be desired.*

### More online classes

*I am a paramedic that went through the college's EMT and Paramedic programs, and I am now trying to get my AS in EMS. I am very dissapointed in the knowlegde of the counselors at the Clearwater Campus, they had me taking the wrong classes.*

*The only problems I have had in the past are registering for classes online. It only dealt with online fire science classes. I always ended up calling to register by phone.*

*Need to add a BS in Crime Scene Technology, I had to "take a step back" to quote my advisor to get a degree in what I wanted. I already have an AA degree, but the Crime Scene Program offered is only an AS.*

*Make more parking spaces! More classes sometimes I can't take the class I need because everyone has already scheduled it to theirs and there are no more classes available.*

*You should offer labs for the on line technical classes in the computer related crime investigation certification classes. Or at least an on site exercise for some of the classes.*

*Continue to increase e-campus for those of us that are older and have full time jobs. In my case I am currently out of the country and am able to continue my education. All of the instructors in my e-campus have been well above average except for one, he was just sliding. To date all instructors have always provided information that was requested. All but one have gone beyond the call of duty to work with issues that happen when you are using a computer and the internet.*

*more availability in specialized programs. for example, the RN program has a couple of years waiting list. absolutely crazy!!*

*offer more classes online. Like sign language, speech classes*

*i think my biggest issue is with the textbooks. either the books change every semester (mwaning we can't get used ones) or they're not available at bookstore. the ecampus is wonderful and the many teachers i have had for ecampus courses teach online just as if i was sitting right there, these folks are make themselves very available even though the online classes are open 24/7 and i feel that i haven't missed anything by not being in a regular classroom. i like that the fees are still low at the college and that full accredited degrees can be achieved via the internet*

*I feel that when a person who has to take an online course, it is required to show them a little more about the program, not just show them how to log in.*

*Online registration is very complicated, as is the entire Webster system. Once you sign in, it still takes four or five clicks to see any information. Enrollment should be easier than entering a specific class number to choose a class. There should be pages of online courses available for selection during enrollment. If there is any way to make this simpler, it would be great.*

*Train those involved with registration. When I have trouble which is every semester I go for help and 80% don't know what to or how to fix the problem. I have attended 7 colleges or universities. This by far is the most disorganized registration process with the least reliable information I have experienced.*

*The vast majority of instructors/professors have been fabulous. Listen to them. James Royal is the most outstanding professor of every institution that I've attended. I'm one of the 'mature' folks. Shirley Collar and Martin Smith via e-class are just as outstanding and one day I'll come in to meet them. Mrs. Collar & Mr. Smith in all classes (yes, more than 1 each) have been accomodating, supportive, encouraging and fluent in their fields. My suggestions as how to improve would be to contact these 3 folks - they are the experts.*

*It needs to be easier to get ahold of a real person on the phone. I do distance learning because I work during the day and nobody answers the phone in the evening. The bookstore, Follett's online, shouldn't be the only place we can buy our books. They don't give you much of a description, even an inaccurate title so that you are forced to buy elsewhere. I am a working mother with kids and money's tight. Also I wasn't able to use my financial aid to purchase books online which doesn't seem fair.*

*Problem to access Academic Online- Needs improvement*

*It would be nice for the College of Education to be available at the Clearwater Campus, which is my home campus, rather than having to go to the Tarpon Springs Campus. I am very pleased with the quality education I am receiving at SPC, and am grateful for the opportunity to take online classes as they suit my lifestyle.*

*The only area that I can comment on is the ECampus catalog. It doesn't always have the courses offered. I have had to call the College the last 3 semesters to get ALL of the ECampus classes. I also only get an updated mailing of the classes offered occasionally. It would be nice to have all of the classes listed and mailed to my house so that I can register without calling and being put on eternal hold. Thank you*

*Have a supervisor for the registration people at the Clearwater campus so when you wait in a line to be seen, they don't just stand around and talk about nothing instead of helping you. Have the bookstore more aware of what book you need for online classes so you don't go home with the wrong book twice and have to return it. (This happened at the Clearwater and Gibbs campus'. More counselors so you don't have to wait 2 hours which is ridiculous. (Clearwater campus)*

*I am overall very happy with the school, although parking is an issue I really don't have any others.*

*If we had some place to eat like a little cafe or cafeteria, we stay on campus for extra curricular things like the library would be longer and I would come more often. The vending machines have got to go they are nasty and they are not healthy.*

*A larger variety of classes offered online and at all the campuses would greatly improve learning. Also more challenging classes would be nice.*

*Work on the viruses on the computers. Although this year has not been bad. Last year I had a lot of problems.*

*Add more classes to the online program.*

*I love that I can take many classes online. One reason is because the parking situation @ SPC Clearwater is terrible, but the primary reason is the convenience of online learning. The book store in Clearwater is nice, but I wish professors would choose their textbooks sooner. I like to be prepared for class a week or so in advance. Most of my instructors (online) have been very good. Computer support has not been very helpful the few times I've needed them.*

*I am a new e-campus student and it was difficult to register, it was confusing. I ordered the wrong book for one of my classes because the internet had last semester's courses there. Other than that I am very pleased. Wonderful classes with wonderful instructors!*

*they can inform you about things a little better!*

*Reduce the cost of books. It is a crime that you have to pay so much for a book you are going to use for four months.*

*Making sure some teachers are not biased against their students. I had a teacher named Mrs. Haber and she was so rude. I didn't appreciate her attitude and I did nothing to receive such treatment. She really turned me off to my love of writing. She treated the class like little children. She is not a good teacher and has an awful attitude. People like that should not be teachers. I am a good student and I did not deserve the way she treated me.*

*The one problem I had this year was with my student loan. The financial aid office give you all kinds of papers, to make sure you do certain things. The one thing that is very important, they dont have a handout for. The promisory letter, I think students should be informed of this. I was not and as I was told 500 students were dropped from their classes becasue they knew nothing about this process.*

*Could add more choices of classes. Over all very good.*

*SPC can improve by linking together their financial aid programs with tuition due dates. SPC needs the ability to communicate internal with all aspects of enrollment (admissions, counseling, financial aid, etc.). The internal functions of SPC need to communicate with each other, instead of having the student run all over Campus trying to resolve their oversights. I have been very unsatisfied with the level of assistance that I have been receiving from the financial aid office at the Clearwater Campus. I was dropped from my Fall classes, because my tuition was not deducted from my financial aid loan check. First, I called the Clearwater Financial Aid office and they informed me that I would have to come in to sign a re-enrollment form. So I go to sign the form and then they tell me that I cannot sign the form until I get authorization from my instructors stating that I'm attending class and they will accept my re-enrollment. Everytime I go to that Campus I get a different story about what I'm suppose to do. It is very frusturating and time consuming.*

*Take into consideration that a vast majority of those enrolled through and utilizing "e campus" are doing so in an effort to achieve a degree or training while working during the day. When attempting to register there were a few classes that were not available until late in the evening (11:00 p.m.). Solutions to most any problem are rarely simple to fix. Perhaps allowing a larger class size or offering additional blocks of required courses could help some avoid painfully late nights. Aside from that I think the "e campus" program is wonderful, this is my first experience with online school.*

*Thank you*

*Continue to work the universities to expand the bachelor's programs offered.*

*I have really enjoyed SPC and I particularly appreciate the helpful staff. I feel SPC is a huge step above HCC.*

*no ideas*

*I think having an academic counselor available during business hours on-line. Questions can be asked and answered within the hour or have the computer system give an estimated time when answer will be given due to high volume. The system can be set up where the student fills out name and student number and type of question and then fill in a text box of detailed question.*

*Ongoing support and training for instructors who teach on-line classes, to help them with the technology, in addition to making sure they know that they're making a commitment to their on-line students as much as their face-to-face students.*

*make registration on the internet easier*

*Start a competitive Golf Program! You're located in Florida, you can't lose! Allow books to be purchased online for online students, that is if you don't already do that.*

*E-campus has been great. Offer classes fore the bachelor's in fire science.*

*thank you for e-campus*

*thank you for E-campus*

*thank you for E-campus*

*Thank you for E-campus*

*I think that the e-campus is wonderful. It offers so many classes that normally would not be offered online because of the labs, ie Anatomy and Physiology. I am thrilled and do no see anything that I feel needs improvment.*

*Greater availability of information on a course's workload and instructor ratings/reviews.*

*the online course need less links to find course info. (ie, syllabus, course content, etc.)*

*SPC has offered a very detrimental part of my education : online classes. However, I was somewhat disappointed by telecourses. Not only are these courses difficult to stay ahead of, but also tiring when you have to take classes at a given campus.*

*Online classes are, by far, one of the best aspects of this school.*

*WOW only helps those who do not work in the daytime. Not helpful who work in the day and must go to school in the evenings and weekends or who take internet classes (which I would think would be more convenient for those with small children). Every time I go to the bookstore, I have to make 3 trips because I have been sold the wrong book (misabeled, on wrong shelf, out of stock, or old text/software at big \$\$), even after I ask for them to check it with my schedule in the computer. Counselors follow what their info sheets go by and are not prepared to answer questions independently. Not enough Bachelor degrees available Yet. I tried to attend last semester but was unable to due to missing the scholarship deadline (new procedure this year)since I was not aware that I had to get into their web section to find the due date. It should be in the academic calendar and when time is coming up, on the main webpage and in webct(under important announcements). Online instructors not consistent in instruction. Borrowing streamline video from other professors that announce different assignment details, deadlines, etc. All instructions for the e-course should be in the course page not have to go to 8 different instructor email and discussion locations to find the answer. There is potential but these are little things that new people go through and get frustrated with. Staff is nice but not always helpful. Perhaps due to ratio of students to staff to help.*

*There could be explicit instructions about how to register for first-time students, including the small fact that there are deadlines for paying for courses based on when you register; and the online Webster system has to have the bugs fixed.*

*My suggestion would be to get more Financial Aid counselors on the SPC Clearwater Campus (I don't know how it is on other campus's). This year was a major fiasco from start to present (and I'm STILL not finished!). I was given misinformation and sometimes NO information regarding issues that involved my financial aid, was NOT notified when I needed to appeal my Pell Grant, and my financial aid counselor did not return my phone calls because it appeared that nothing had been done yet with my FAFSA. I finally had to get mad on his answering machine in order for him to return my calls. (that's when he discovered I needed to appeal and I hadn't been notified). I am STILL in forbearance with my Stafford Loan lender and I was advised by my financial aid counselor NOT to talk to the lender directly, yet nothing was done assist me in advising my lender of my current enrollment at SPC in order to get my previous Stafford Loans out of forbearance. My financial aid counselor's only advice was "you've done all you can. all you can do is wait." YET, my lender has already sent me my payment booklet, extended my forbearance because of SPC's delays, and then sent me another payment booklet. I am VERY dissatisfied with the Financial Aid process this semester. I would have rather stood in line for 2 hours waiting for my check than to go through THIS. My financial aid counselor has also said bad things about my lender (he said they lied to students about releasing money to SPC for their loans and that my lender farmed out their customer service to India, so I wouldn't get any satisfaction from them). Other than this semester's financial aid fiasco, I have been very pleased with my SPC experience, both on and off campus. My teachers have been very understanding and accomodating for me, especially this semester when my mom passed away the first week of classes.*

*WebCT needs updating....you should be able to spell check your discussions & emails before posting them. You should be able to switch between email/discussion without losing your active work if you switch to the syllabus or module info.*

*One thing comes to mind. If you could make the Vet Tech course available on campuses. This way students who are taking this course could have hands on training in the different aspects of proper handling, restraining and presentation of animals to the Vet. I have been in the animal medical field for quite some time now and I still can't believe how some "vet techs" don't know how to properly restrain an animal.*

*I would love it if counselors/academic advisors assisted students more in their area of interest. I think it would be a good idea for a service to be provided that could assist a student, one on one, in a personalized program toward graduation and was then, followed up by the academic advisor to ensure it was achieved by the student.*

*I think you should have more openings available for online courses. I tried to get into one and none of the classes were available including express. Online is the only way I and a lot of people can attend school right now so the options should be better.*

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*This year the financial dep. has changed the way that loan checks and grants have been given out. I think things were much better when you could pick up the checks at the school or receive the checks the first week of school. It makes it much harder on the student to get books and supplies. It was a lot better the old way and should go back to how this was handled before.*

*The e-reserve was a successful tool in terms of getting needed notes, power points etc. at home using my own resources (printer, paper) Now in 2004, the college has ONE copy of these notes that must be copied at \$.10 per page. Seems we're going backward instead of forward.*

*I attended a workshop at the WOW center last spring that dealt with MATH PHOBIA. It truly helped me! My math grades are higher than they ever were in my life. I would LOVE to see a course offered at SPC for Math Phobia. Even as a 1 credit all day workshop or a 2 credit elective (like College success skills) This would be ideal for many students.*

*More classes at night.*

*Provide more help for the e-campus student. I've had a hard time getting the e-campus person on the phone and the two times I did, she sound like she was in a bad mood.*

*I was transferred a lot, most of the staff did not seem to know what was going on. I all most gave up and started to try another college.*

*I think you need to look at the E-campus. It is wonderful, but people that did live close by have a hard time get books and the shipping prices are not good. I'm taking a class without a book because shipping it was more then the book. With e-campus I don't get many of the services offered, but I could and should. People don't reply to emails.*

*The new procedure for financial aid distribution is not economical for students. Myself and many students dont like the new way student loans are distributed. It really makes no sense. The old way was better. Student loans should go out the week before classes start, so we can get prepared for the start of the school year. We need supplies and books. I understand the book store credit was in effect but only for 3 days. the book store didnt have several books available and when they were available there was no more credit, so we are forced to wait until the 3rd week of classes to purchase books which puts us waaaay behind. Student loans have to be paid back in full with interest, what is the big deal of giving us the loans before classes start. So what if a student with draws form classes after the checks are out, they are still required to pay back the loan.*

*I am enrolled at the e-campus taking courses. Every semester it seems like some of the links to certain sites do not work that our teachers require us to view. The teacher knows this and then apologizes to the class. If they do not work, they should be eliminated from the site to begin with. Each semester the site/lessons should be updated. There should be nothing from the semester before to confuse the current students. Information on the site should be consistent. In one place on the pages students shouldn't find that they are required to post one response to the discussion board and in another place they are required to place 2 or 3 responses. I think that the teachers in the e-campus do not give the students enough feed back through the course. If one does not have a question for the teacher then one does not hear from the teacher for weeks at a time even if you turned in your assignments. I think the teachers should have to be in contact with the student more often. As students we are required to post and respond to work. I think teachers should be required to post something each week to let us know they are still there. It could be about the module we are studying about or anything else to let us know they are there and caring. I actually wonder if the teacher reads all of the posts we put up since the computer tracks how many times we post, login, and so on. Do they actually read everything? Or just go off of the numbers at the end of the class. It would be interesting if the teacher had to comment on each and every post that we put up. I know it's a lot more work, but with some of the teachers that I had in the past they taught an e-mail class because it was easier then a traditional class. They didn't put the effort into the e-mail class like they would a traditional classroom. One of my former e-campus teachers went on vacation for two weeks, so our homework wasn't graded. We had a big test coming up and you would think he would want our homework back so we could see our grad and though patterns before the test. He didn't care. So if you were totally wrong on the homework and went into the test that way so be it. You had no feedback at all from the teacher. He also was sick a lot during the course and didn't grade our work. I bet he went to his classes that he physically had to teach. I just do not think the teachers themselves take the e-campus classes as seriously as they should. This same teacher was using version 9 of the science text book and version 9 exams. We were required to buy version 10 book but we got version 9 exams. All exams were open book, he wanted us to turn to different pages and look at things in our book for the exam, we did but our version did not match with his version. Everything was off in the class. I complained and wanted credit for things that didn't match up on the exams. He did not give us credit. He said it wouldn't matter in the long run of things. He should have been prepared for the class and he wasn't. I suffered through that class even though I received an A in the end. I worked so hard in that class and came away with the feeling that I would never sign up for e-campus class again. It shouldn't be that way. I hope someone does actually read these surveys and does something about it.*

*What I think would be great for the students at the college would be if the counselors could look up what the students are taking and what degree they plan to get, and then send out information that would be applicable to them. Such as, classes they may not know about, or different career opportunities in the chosen field, or similiar curriculums that the student may be interested in.*

*The main criticism I have is the new schedule of mailing the aid checks within the second week of class. I had enormous difficulty getting childcare and everything I needed together because I had to pay out of my own pocket and borrow to accomplish these tasks. I rely soley on the school money to live and get situated for the semester and this "more efficient" way of getting the money was a nightmare. I really think it should be about the student and not administration. The checks were in 2 weeks before we recieved them. I am not pleased with that.*

*Try to have classes avalibale during the day and evening for ever course of study, even Crime Scene Technology*

1. e-campus needs to be more "idiot proof" when it comes to courses. 2. the bookstore needs to rush orders if they're going to charge for the service. 3. The admissions office should try not to lose your application. 4. You should be contacted after your application has been recv'd. so you know that it has been.

A lot is taken for granted on the student's preparedness for taking online classes. There is a lot of inconsistent information found throughout the e-Campus and WebCT portions of the college website. If I hadn't just waited until class started, I would have had many books I didn't need, and would have thought that my computer was incompatible with the program. Luckily, I knew better than to just get my information from one place. But all students may not be that way.

Need more upper level education classes for Education Majors on e-campus. If there is a program for working, single parents, make it known. I could sure use it!!!!!!!

For eCampus courses, the administration should implement a set of guidelines to be followed by instructors in regards to what they can require from students. There are some instructors who have extremely "unreasonable requirements" "inflexible rules" for a format (eCampus) that is supposed to be more flexible than a traditional classroom instruction. In addition, the administration needs to remind these instructors that they are teaching at an undergraduate level and not instructing Master's or Doctoral degree candidates. I agree that it is important to ensure the quality of education; another is to abuse the educational and intellectual level of those students seeking knowledge in an introductory class. Fortunately, academically speaking I am at the post-graduate level and the courses I take here in SPC are for reinforcement or to gain knowledge in academic areas I have no former instruction.

I am enrolled in in 4 online courses at SPC. I think there should be more tutorial items for students in online courses as I am still trying to find my way around the sites.

I have been underimpressed with the quality of the books used by some of the instructors, however, I am not sure if the text are their choices or a departmental decision.

I have been underimpressed with the quality of the books used by some of the instructors, however, I am not sure if the text are their choices or a departmental decision.

Please open more foriegn language classes such as Hebrew, Arabic, Greek, or at least Latin. We students NEED to learn more about the worlds languages and less about our own. We need to do this if we are ever to come together as a peaceful race of human biengs.

Overall I think SPC offers great programs and curriculum. I have had no difficulty with any aspect of my career here at SPC. I think all the staff and services are truly excellent.

Add as many e-campus programs as you can!! Alot of people enjoy them, because they seem to fit into our crazy lifestyles. Gail Birch

When you offer certificate class such as Computer Related Crime Investigation Offer all the courses for a 23 credit hour certificate I am on my second year and 2 courses short I was told several times that they would be offered where are they???????

Have more F/A personel during the weeks that registration are really busy!!!! I had to stand in line over 2hrs 2 different times I even contacted FASFA myself to make sure everything was in order and I still had problems!!

Everything is great.

SPC could really improve its finicial aid services.

More lights on the clearwater campus.

make the on-line sign up for classes easier to sign up for. They are very hard to understand and to get the correct number for the class

*Make it more user freindly. We pay alot for online give us our own advisors and make sure that we are not having problems.*

*online enrollment and class registration can be very confusing.*

*Bookstore experience: (1) was not organized as well could be (2) two course books were not in stock by first day of class (3) prices worst than Russia (4) jail commissary would charge less (5) textbook publishers are in control completely\*\*\* they have you any-way-they-want\*\*\*should be regulated for price gouging\*\*\* (6) inflation controls non-existent*

*the book store is a mess and I hate the fact that they no longer want to do the supplements it makes it very hard for distance students to get all the material....*

*Offer more Bachelor of Arts Degrees online*

*More Online Courses and bachelor programs. I would like to see a four year digital media production program.*

*SPC could make it easier for students who have to pay for everything on their own by making more scholarships and even some scholarships that would cover purchasing books. Books are the hardest thing for me, personally, to pay for. This semester I had to wait about 3 weeks between by books so that I could afford it.*

*Technology required for the ONLY Speech course online is too high. It could be an obstacle for foreign students or for students who could not obtain such high demand.*

*It seemed like the general admissions and registration didn't seem to talk to the special program admissions and registration. I received a letter from general admissions asking why I hadn't registered, when I didn't even know I had reached to point where I could. I turns out that I wasn't at the point where I could register. Then I had too many problems getting registered. The computer would not let me register for first semester classes because it said I hadn't registered for first semester comp, and all my gen ed requirements were transferred in. So I had to have someone hand enter me into my courses the Friday before classes started, which meant I couldn't pay when I registered, because I did not register myself. So then the computer bumped me out of classes for lack of payment the first week of classed. On the first night of classes, I could not access my first class because it was not even on my web CT page. With the bookstore, I couldn't even find my texts using the class search because I couldn't find the abbreviations for my classes on the e campus selection, then when I finally figured out how to find my texts, none were available. So I ordered everything from Barnes and Nobles, and saved myself over \$20. I do think Dr Goswami is an excellent Anatomy instructor.*

*For two semesters it has been IMPOSSIBLE to register online because I cannot get into Webster. It has taken me hours each time to try to get a human on the phone to help me get registered (via phone), and then to pay via phone. If it weren't for the absolute convenience of taking online classes that St. Pete has to offer, I would not have persisted in trying to attend there. Linda Warmer in the e-campus office has been an absolute lifesaver in assisting me in registering each time! I have taken online courses available at other Florida colleges (i.e. SFCC), and I never had so much trouble registering and paying online.*

*To early to tell, however the e-Campus has been great thus far. The Web-ct tool is very comprehensive, and course instructors have been just great.*

*I want to see a four year degree program for Digital media/film production.*

*Have more lecture classes available in north county on Saturday*

*Tarpon Campus needs to offer more mid afternoon classes..*

*More online courses - greater variety.*

*There are certain programs that are available for students to get a certificate in or an AA or AS degree in. I have had the fatality of not being able to move forward with my program due to a gap in the classes offered. What a big disappointment. I wanted to graduate on time but was held back a semester due to this gap in scheduling the specific classes that I needed. "Computer Crime Investigations" Was able to take up until Fall Semester where no more coarse were offered that I need to still take. Try and find these gaps and correct them so that students can graduate as planned.*

*Thanks*

*I've been away from school a long time; however, in my first term here, I am very satisfied. I am an e-campus student and that experience has been fine I hope that I can continue on toward getting my A.A.*

*Admission to the nursing programs is ridiculously difficult, not because of the competitive nature of the programs, but because of the self-important office staff. I am almost finished with my program, but I am still awaiting a letter that says I got in. The person in charge was so encouraging when i applied, that she told me to forget it. I- and only I- made that happen with much determination and willingness to do her work for her. However, I am elated at the quality of instruction, and have only had the best professors! Speaking of course ONLY about the BSN instructors. They are organized, know their own material, and have nothing to prove with exercising control. I wish the other departments were the same. And the SSFA offices-all of them that I have dealt with- leave so much to be desired I can't begin to list in the space provided. It might help if they EVER answered the phone or returned calls to those who leave messages. Distance learning is only possible if you don't have to keep taking vacation days to show up at the nearest campus to straighten something out or remind someone that you are why they are there. More positive stuff... The dean is extremely sympathetic and helpful. I never imagined such an open door when needed as Dr Wortock. I am impressed that my instructors for gen ed classes have participated in the authorship of the texts, and that the PRESIDENT OF THE FNA personally instructed me! Your instructor quality is unmatched and I feel privileged. COHORTS are a great idea, and we appreciate it so much, I feel guilty complaining about ANYTHING. By the way, can we burn the bookstore? Thanks for asking for my comments.*

*BETTER COFFEE VENDING MACHINE, COFFEE TASTE BAD OR YOU GET WATER NO COFFEE.*

*My only suggestion is for the distance learners and online students some of the requirements for classes are very demanding, not everyone can access these items, and the instructors are not very tolerant if you cannot access these. I think there is not a very good understanding from instructors for those distance learning.*

*Your eCampus/e-course program is solid. I'm a transient student who needed prerequisites for a switch of majors, and you have met my needs - and I didn't even have to leave home! Thanks!*

*Extend hours of access to Labs.*

*Finding my class number etc. for the online course of computer crime was not easy on the add a class for enrollment on the webster site. I had to call to find it out, there isnt enough info on that course, other than that everything has been fairly easy.*

*Please try to offer more of the core classes on-line. I went on and tried to register for classes only 4 days into open enrollment and most were full!*

*I have been waiting for 3 semesters for 3 classes to finish my degree and they have yet to be added--they are in the catalog but the program director has yet to open them--many students are waiting for these classes to graduate. The are computer investigation classes. Please have them added next semester!*

*during payment for classes online you need to have an itemized receipt so that people can claim education expenses at work. instructors who have "inherited" the class-- (his words not mine) should be informed of class content and test content. also should be very astute at returning students emails.*

*i would like to see a japanese course. i can't find any at all in this area. i'm sure it would attract a lot of students*

*Better advertisement of less common courses not available at other public institutions. An example would be the Emergency Management and Administration Program, the ONLY program of it's kind offered in the state of Florida. The website, eam.spjc.edu, hasn't even been updated in over 2 years, and that is the website listed on FEMA's Higher Education College Programs list.*

*Keep up the good work.*

*A reminder that textbooks are necessary even for online courses might be helpful especially to students who, like myself, have been away from the college experience for a very long time. Although it may be been a lapse on my part, since classes could not be accessed until 9AM on 8/23 I was remiss in not already having purchased my textbooks. So, by the evening of the first day of class when I found that there were already assignments and a quiz on the horizon and I was without textbooks I was almost completely overwhelmed! Even being somewhat computer literate, it was a challenge to learn "how to go to class" while beginning to learn course material as well. All of this was further complicated by extenuating circumstances (hurricanes).*

*But, overall, having courses available online are what makes it possible for me to even attempt resuming my education and at this time I have no further suggestions.*

*Thank you for the opportunity.*

*Better ways to notify students regarding financial aid, and business decisions. Notifying only by email is not sufficient due to the fact that emails from the college have not been able to be opened as they are noted unsafe. This has been a huge obstacle for me and being a distance learner, I have no way of knowing what is going on. And calling is absolutely ineffective, when calling long distance and being on hold indefinitely!*

*PeopleSPft is not intuitive and is difficult to navigate. Needs better "Help" information. Overall SPC Web site needs to be updated. Many links are outdated and confusing.*

*Online classes are great!*

*In taking online classes, the student is responsible for much of getting their own paperwork and such off to where it's supposed to go. An itemized list needs to be made for each student and each student should be informed that they will receive (via email and snailmail) this list and the paperwork to follow in the mail soon. My registration was a bit of a mess because paperwork never got to me. I was not aware of what paperwork I was supposed to get so I had a hard time letting people know what I did NOT have. Other than that, it's been GREAT!*

*Your Financial aid office SUCKS! The workers are incompetant and you need to have workers who actually care about the students, not ones who have attitudes and dont give a shit. I have had nothing but problems with this school and would not recommend it to anyone. I have also considered going to the ST Pete Times and talking to them about the absolutely horrible staff they have in Financial Aid.*

*I think SPC would benefit from having a club or organization that not only worked to help the students who work and have families like WOW, but also worked with the instructors when family life gets in the way. For example, I am on a performance dependant financial aid progroam so if I drop or don't score well in a class, there goes all my aid next time. I also have a serious disease, two children and a full time job. In addition, my home hasd been without power for up to a week at a time with all the storms. most of my instructors will not work with me on extensions. if there was a service that would officially request help then it may be easier to help me work towards my degree.*

*It is just a lot of work or some esp an RN to BSN who works full time and has a family trying to go back to school.*

*watch out on the workload, teachers need to remember that their class isnt the only one the student is taking*

*On-line classes need to increase the detail for explanation of Instructor's expectations. In addition, I would greatly suggest the proof reading of the class content. I found it very disappointing and unprofessional for numerous typos, duplication of data, and omission of data in the College class content. I find this especially alarming when the subject is 'Quality Assurance'. Including having the word 'defect' mis-spelled. One last suggestion, if an instructor will not be accessible, post this information to all students in the class. More than a week went past while waiting for responses from our instructor. Only to find out that he was out of town.*

*I still find the online registration for courses confusing (PeopleSoft); especially when we have more than one class in a semester (each about 6 weeks, and one follows the other)and one is the prerequisite for the other. We are having to call someone at the college to get us into the courses (RN to BSN courses). I am very happy with all of my courses. The bookstore at HEC leaves much to be desired. They make it very difficult for students with vouchers to get their books in a timely manner. Every semester, I have issues with them (and I'm not the only person with this complaint).*

*Offer classes one day a week, at all times, others should be more spread out. My biggest complaint is knowing where to find particular services I need and the times and days of classes.*

*eCampus classes should be more structured regarding schedules.*

### **HEC-Health Education Center Comments**

*Offer more HIM classes on campus and not so much online.*

*Vet Tech Dept. needs newer lab equiptment in the lab areas. More advertizement to try to find homes for the unwanted dogs and cats in the Vet Tech Dept. New water machines would be nice, too. The teachers at SPC are awesome... keep up the great work.*

*newer equiptment in the vet Tech Dept. Lab equiptment is OLD.*

*Please offer more B.A. programs at SPC\GIBBS campus. Forexample, Human Services.*

*IF THERE WERE MORE CLASSES SCHEDULED IN THE MORNING AND EARLY DAY HOURS IT WOULD HELP WHILE I AM WORKING AROUND AROUND AFTERCARE HOURS FOR MY CHILDREN.*

*Vet Tech Dept. needs new lab equiptment.*

*Provide all courses availble thru the fall and winter semesters thru the summer semester as well. Enlarge your HEC library and most importantly REINSTALLED hours for the library back on Sundays !!!!*

*Make more classes in the daytime, especially for the medical field.*

*The Financial Aid system seems to have many problems that usually end up being fixed after much time and running around. It would be nice to be able to handle my financial aid issues at the Health Education Campus since that is where I spend the majority of my time.*

*The health education center needs appropriate lunching facilities. 2 microwaves and 2 poorly stocked vending machines is not enough for students wanting to improve the health of Pinellas County residents. The facility is great, but it needs coffee and food.*

*Overall, I have liked SPC. I enjoy online classes, and I appreciate the small class sizes. Keep up the good work! Thank you whoever is reading this!*

*Please let the women in the business office at HEC that they come are not very approachable and sometimes come across as not wanting to waste their time helping students register for class and answering questions.*

*Get rid of summer nursing program or streamline it to fit into the accelerated schedule. In my experience, it was not presented well. Think about possibly bringing back part time nursing program for those of us who have to work while going to school. You definitely need some equipment to work with. Many of the skills we had to demonstrate was done by pretending we had the actual equipment. Get some new, up to date videos if you are not going to give live instructor demonstrations for skills. Voucher program could stand some improvement. Trying to get books this semester was like pulling teeth! HEC needs to have their own financial aid department that is sensitive to the needs of health care students.*

*We definately need more parking spaces!!!! Many days I have to walk a great distance to get to the Health Education Center from where I had to park.*

*I would like to see that when you register for classes (especially the respiratory classes) that the time that it says is exactly when you will start. People have to arrange for care of children and you go by the time that the class states when registering.*

*It should not be assumed that all students are good at computer skills. Maybe the computer training should be more intense. (learn different programs, how to make charts, graphs, download, save material and post on commons....)*

*The services I have recieved thus far in my education process has been overall excellent. I plan on attending more classes to come, then I may have some ideas. At this time I'm pleased.*

*Cafeteria with some people to serve students food and beverage. There is a huge need for this service.*

*Would like to see the BSN program offered in class rather than on line on a more consistent basis.*

*As a nursing student, I have struggled semester after semester with HNCP, Well Elder Projects, IPAs. When you add in the study time, clinical preparation time and minimal personal life which includes some mandatory work, it is a bit much. Now in our fourth semester we have an added roles class; it only takes away study time from Theory tests. I am not alone in feeling that by this time we have been well versed in HNCP, etc. How about letting us spend that time shadowing a nurse in Clinical settings instead of burdening us with extra paperwork. I know how to write and follow directions by now. I need help budgeting my time as a nurse in the clinical setting. That takes hands on practice and more practice. I feel like I shortchange my patients because I to do so much paperwork during clinicals.*

*if you are taking a class on campus i do not think that you should be required to use the internet as much.*

*Televise online courses in Pasco county as well. And make video tapes available at all campuses.*

*HEC Campus should have a financial aid center. Many students enrolled in allied Health programs also work. It is extremely difficult to make time to go to another*

campus.

*More online tech classes need to be offered on more days and times. More evening hours for online classes instead of daytime hrs.*

*Books for courses not available in the bookstore. ID badges still to date not available at HEC. The Library uses the student ID for materials checked out or loaned. I still do not have a Student ID badge, Security said it would be 2 more weeks. I was told to go to another campus for a badge, but I attend HEC one day a week for the BSN. So far I have been able to get my information for all the papers due by internet, but I do shy from the library because of the ID badge issue.*

*Counselors could offer more help to the young adult about classes and not put them in classes they do not need. Need Health Education Center at Drew, Tarpon campuses. The 66th & Park is to far to drive if you live in North County Pinellas. This is an area that should be looked into because if it were available at other campuses then more people would probably enter these programs. I spend more time driving back & forth on the road because it is to far to drive. I would like to drive a shorter distance and have more time to study and be successful.*

*There needs to be more classes available during the day at the Caruth (Health center). There are quite a few students driving a long way to school and to have to drive from St. Pete late at night is not always a good idea.*

*I REALLY DO NOT FEEL AS IF THERE ARE A PLENTITUDE OF AVAILABLE SERVICES FOR STUDENTS. I HAVE FOUND THAT THE NURSING PROGRAM IS POORLY FACILITATED AND INSTRUCTED. IF THERE HAD BEEN A CLOSER ALTERNATIVE, THAT WAS ALSO COST-EFFICIENT (NOT SAYING SPC IS COST SAAVY), I WOULD HAVE GONE TO A DIFFERENT SCHOOL.*

*I am a distance student so it is hard for me to really contribute but I think the distance program is great!*

*get people who know what they are doing in the finacial aid office and who don't spend 45 min on one student or have ONE counselor helping one student at a time. Don't use all the conselors for one financial problem!!!*

*The Health Education Campus needs updating. The roof leaks when I have been in class. The microwaves don't work well and are inadequate in power and size. The vending machines don't have much variety and some are always our of order. Considering the number of students that use the facility it definently needs updating.*

*1. More parking space on HEC campus 2. MOre in person classes during all 5 evenings 3. More help for on-line course students(first timers) 4. Less noise in the library 5. Requirements for EXPENSIVE books when they were not used*

*Re: MAT 1033 inferior quality on-line content, juvenile, very slow, too much wasted on-line time for the student listening to those cartoon situation set-ups which could not be skipped.*

*In regards to thr Nursing Program and the Clinical Component requirements, I feel that an expanded availability of instructors and clinical locations be of paramaount importance. The current limitations and inflexability make attending clinical locations difficult and expensive in regards to transportation when those resources available to the student are limited. Student placement in their 1st choice location of Clinicals should have priority placed on the students geographical location and not just their preference of location and instructor choice.*

*More/better parking. More staff in book stores at peak times. More/better food available at every campus. Better communication between adiministrators and students prior to BSN classes.*

*SPC can improve overall with basic honesty. Classes should be held in the timeframe it is listed in the catalog. Many adult learners have jobs to survive. When a 3-11 class is changed to a 1-9 it makes a huge difference in the workplace. The "evening" programs are not in the evening. They have become afternoon classes. In my case I am almost finished, but for a new student coming into the program, knowing the real hours can make a difference in their choice of study. I would not have joined the program, had I know that it could be changed on a whim. The college exudes an attitude that suggests they are the most important part of a persons life. That sacrifices have to be made by the student. Many adult learners have children, I resent that I am forced to choose between them and my education. This is what happens when I can not attend my childrens school functions because my class changed times. I can no longer pick my kids up from school and see how their day was. I resent it very much.*

***WE DESERVE COFFEE AND SOME NUTRITIOUS FOOD AT THE HEALTH CARE CENTER. I'VE COMPLAINED FOR A YEAR AND A HALF TO NO AVAIL. NO EXCUSE FOR THIS BLANTANT DISREGARD. THESE CLASSES ARE TOO CLOSE TOGETHER TO LEAVE FOR FOOD. YOU GUYS NEED TO DO BETTER.***

*I as a student would benefit from better cafeteria services, proper nutrition is an issue. I would also benefit from better parking facilities. I am currently taking a course in behavior modification and I must express my dislike in the textbook that has been chosen for this course. It was written for a much more advanced course. The course offered at SPC is an entry level course.*

*I had to buy too many textbooks I didn't utilize 50% of the time.*

*Get rid of assinine instructors like Mr. Gary Brown and Kevin Davis!*

*SPC needs to update their nursing videos. The current videos are so out of date it should be embarrassing for the school to show them. There needs to be up to date nursing equipment for students to use. The current nursing equipment at SPC is nowhere near what is currently being used in healthcare facilities. The nursing program is completely disorganized. It has been this way since the day I began the program. I feel the instructors need to be monitored as to how many "extracurricular" activities they are participating in. It seems a lot of the instructors (nursing) are involved in too many other things. These other things, whether it be school, family, or teaching too many classes really affects the students. It is impossible for instructors to be organized when they have too much on their plate. The nursing tests need to be closely monitored and should reflect what is being taught. I feel several instructors are excellent, but are being held back by this school's lack of organization. I feel the registration process needs serious help. I have registered 4 times in the nursing program and not once has the class or instructor been what I registered for. I would have at least liked to have been notified of the change prior to beginning classes. I also feel that the school should be responsible for making clinical arrangements. The instructors should not have to spend their time trying to arrange rotation sites within the hospitals. The instructors should not have to feel like they have to "kiss up" to the nursing staff on a particular floor. The administration should take an active role in clinical sites and rotation sites (i.e: OR, ER, PACU, etc..). Once a clinical site has been chosen, I feel it is the instructors responsibility to go to the site PRIOR to students beginning clinicals. The instructor should familiarize him or herself to the facility, paperwork, policies, etc. It makes for chaos when the instructor is trying to learn about the facility while conducting clinicals. I think limiting the number of students to 6 in each clinical group would make for a better learning experience. I know this is difficult due to staffing shortages, however, students are not getting the full attention that is required when in the clinical setting. This is when mistakes are made. I feel the pediatric rotation should be longer, 5 weeks is not enough time to learn about this critically important area of nursing. The focus of this nursing program seems to be on geriatrics, why is this? Shouldn't students learn about all areas equally? Just because SPC is in Florida does not mean we will all stay in Florida.*

*i think there should be information posted all over all campuses about free tutoring and financial aid*

*At the Health Education Campus, the Veterinary Technology Program is slowing growing too big for the space that it's in. I think that it's about time to think about expanding the space, providing the instructors with more of what they need to continue their excellent instruction!!*

*Improve parking at Health center. Very big problem.*

*Specifically the Health Campus and the HIM program needs to monitor their instructors. Angela Picard tells everyone she does not like to micromanage... but someone needs to be paying attention to what is going on. Somewhere the instructors got the impression that an online course meant that they do not have to teach. In my current class, there is no text and no instruction - we learn only through taking tests and visiting web sites. I came to school to be taught and your adjunct instructors are not qualified for teaching. Just because you understand the material does not make you a good teacher.*

*I did not use that "book line of credit." I ordered most of my books off the internet. Matter of fact, 2 out of 3 I ordered from the internet. I think you should go back to disbursing the checks the first week of class. That way I can order the books the first week, instead of the second week. P.S. Gas is expensive. We must look for the best bargain. Thankyou*

*improve and up date alot of the pictures and films that are educational vehicle.*

*Parking and cafe*

*It would be a good idea to actually teach the students. The theory part of the nursing program has basically been self-taught.*

*I have been attending spc for 8 semesters and every semester my financial aid has been messed up. I have a bright futures scholarship and spc has dropped me from my classes, forgotten to add in lab fees and then sent me a letter telling me the money is due in a week or I will be dropped from my classes, and also told me that they will not accept my scholarship money because I have attempted over 90 credits, even though I have received an AA degree from spc and I am almost done with my RN. I have had to call Dr. Kutler a few semesters in order to get things straightened out. Nobody in the financial aid office has any idea what they are doing and nobody can answer your questions when you have them. I have had a few very good instructors in the nursing program, however a few of the other ones should not be there because they do not know how to teach. It also seems like every counselor you talk to tells you something different about classes you have to take toward your degree. I also think that the on line registration sucks because there are so many people trying to register that it ends up not working and people get very frustrated. I think that I have learned a lot in the nursing program but I also think that I could have learned a lot more if the equipment and the videos were updated, the equipment is so old that it is not realistic and nothing like what is seen in the hospitals today. All in all I have not had a very good experience, I have met a few awesome instructors, but the frustration of having to deal with the college every semester is too much, so I will be attending USF next semester. I have to say that the worst part about the experience has been the financial aid department, it is enough to drive a person insane and I hope something can be done about it so that future students will not have to deal with all the crap that I have had to deal with.*

*Offer a Dental Hygiene Night program. We could also open the dental clinic to the public on Saturdays maybe once a month.*

*This college, the teachers, and staff are all excellent. I would be glad to point out any problems but cannot think of any. Keep up the good work.*

*I have seen a marked improvement. I feel that as adult learners most of the teachers are doing a better job at treating us as adult learners. You have some excellent teachers in your BSN program. I have learnt a lot from them. Hope that you will retain them and bring the school to one of the best in the South.*

*Do something with the nursing program. It is a total cluster with serious problems!*

*Make sure the books and study materials are available when classes start.*

*Offer more available night classes in the BA Nursing program. Online courses are great however they are very difficult to complete group projects on and it leaves you with a limited ability to get to know your instructor.*

*If it's not broke, don't fix it.*

*With the answers I just gave I believe everything except the vending machines is perfect or most likely satisfactory. The vending machines at the Health Center are just not attended to often enough but Wednesday evening they are about empty and taking an evening course that break is important as is a snack or drink. That's all and I know that is minor. Overall the college experience is great.*

*Some of the online courses are very tricky in the sense of being able to maneuver through them. Instructions should be made a whole lot easier. The book situation is an extreme rip off. Some of these books do not need to be purchased. The only people that are making money is the people who own the book stores.*

*The teachers are unorganized; theory classes generally have nothing to do with the information on the tests. Skills are not demonstrated by instructors; watch a video produced 10 years ago, then you should be able to demonstrate the skill perfectly! Math is tested that has never been taught. Some teachers are picky at things that are small and insignificant. Some teachers don't know answers to questions from the students. Some teachers require students to jump over ridiculous "hoops" that other teachers do not require of their students. All in all, it's surprising that the school hasn't been sued for discrimination; since classes are not treated uniformly. Some students have to supply money for food, drive unreasonable miles at unreasonable times to pick up their assignments. Then, criticized unmercifully; bordering on creating a hostile work environment; which happens to be against Federal Law.*

*Book Store: when an order is placed for the texts needed for a class, the bookstore needs to get those texts.*

*The nursing program has many inconsistencies. All students should be required to do all the same things. The instructors should all follow the same rules. The program should not be individualized to what the instructor wants and what is convenient for them. We, as students are the focus. WE pay for our education and your salary. The financial aid department STINKS!!! They should be ashamed of how they handle OUR money. Once again, the financial aid department is a disgrace. Start correcting it now!!!!*

*the handicap student office did not serve me well after I brought all my paperwork in, i was disappointed to find no help was offered even when my disability was obvious and my md filled out all the paperwork I dont even know what might be offered*

*Make the business office available in the evenings to provide assistance to the working people. The Health Ed Center either needs to expand or move part of the students to another campus. The nursing students are out of control and the parking situation is out of control. They either need to stagger the start times for these classes or move them to another campus. Possibly need to build another building at the Seminole campus just for the Nursing since this is the largest class at the Health Ed Center or possibly rent some space at the Mall across the street that seems to be mostly empty. Other than room and parking issues I am very happy with SPC.*

*Many instructors have had a superiority complex. Online instructors do not give clear instructions as to what we should be learning or adequate information for resources.*

*Many of the links provided are out of date or no longer exist. Students are left on their own if they have trouble finding the correct answers to study questions.*

*They need to have a Financial Aid office at HEC. Health (e.g. nursing) students have special financial needs and teh other campuses are not really qualified to take care of our financial needs.*

*Lower the price on the academic books. They are too expensive.*

*Attitude...attitude...attitude. Clear information should be given from the instructors. I feel that some instructors do the bare minimum teaching some of these classes. They do just enough to get a pay check. Web sites and links should be up to date on the online courses. Advisors seem to be annoyed when I try to apply for courses in person instead of on line. Advisors seem to be bothered if I have any questions. They forget what they are there for.*

## Appendix D - Previous year's charts

### IMPORTANCE OF ACADEMIC AND STUDENT SUPPORT SERVICES

#### SESSION I 2003-2004

Based on a 7-point scale "Critical (7) to "Unimportant (1)

		Mean	N
1	Convenience of times classes are offered	6.30	2331
2	Ability to get their "first choice" of classes	6.24	2303
3	Overall quality of educational program content	6.21	2297
4	Variety of courses offered	6.20	2307
5	Overall rating of academic/educational support services	6.14	2228
6	Academic advising	6.12	2360
7	Personal safety and security	6.10	2356
8	Parking	6.08	2403
9	Library	6.00	2301
10	Scholarships and Student Assistance Office	5.98	2176
11	Registration process – "In person"	5.92	2271
12	Out-of-class access to computers	5.91	2224
13	Bookstore	5.84	2410
14	Application/admission process	5.83	2432
15	Supplemental Instructional Centers/Tutoring	5.82	1930
16	Registration process – "On-line"	5.81	1997
17	Overall rating of student support services/offices	5.81	2269
18	Facilities	5.79	2305
19	Use of technology during instruction	5.47	2178
20	Attractiveness of the campus	5.43	2385
21	Career counseling	5.41	1712
22	Initial testing for placement in courses	5.40	2239
23	General information about programs and services	5.36	2169
24	Career Development Center resources	5.29	1828
25	Career assessment	5.26	1733
26	Specialized academic support	5.10	1668
27	Business office	5.07	2009

28	Official mailings received from the College	5.03	2147
29	Food services	5.03	2157
30	Registration process – “SPIRIT”	4.95	1623
31	New student orientation	4.81	2045
32	Student activities	4.67	1901
33	Student publications	4.57	1924
* Services rank ordered by mean importance rating based on a 7-point scale.			

## LEVEL OF SATISFACTION ACADEMIC AND STUDENT SUPPORT SERVICES

### SESSION I 2003-2004

Based on a 7 - point scale "Excellent" (7) "Poor" (1)

#### Academic and Student Service

		Mean	N
1	Use of technology during instruction	5.91	2250
2	Library	5.81	2204
3	Out-of-class access to computers	5.62	2093
4	Personal safety and security	5.58	2335
5	Overall quality of educational program content	5.49	2296
6	Overall rating of academic/educational support services	5.44	2186
7	Attractiveness of the campus	5.41	2380
8	Supplemental Instructional Centers/Tutoring	5.35	1573
9	Facilities	5.34	2263
10	Ability to get their “first choice” of classes	5.18	2265
11	Convenience of times classes are offered	5.14	2321
12	Overall rating of student support services/offices	5.14	2221
13	Variety of courses offered	5.13	2285
14	Bookstore	5.12	2384
15	Specialized academic support services	5.12	1072
16	Career Development Center resources	5.11	1340
17	Initial testing for placement in courses	5.03	2078
18	Career assessment	5.02	1285
19	Business office	4.99	1634
20	Application/admission process	4.95	2410
21	Career counseling	4.94	1316
22	Registration process – “In person”	4.87	2153
23	General information about programs and services	4.83	2048
24	Academic advising	4.80	2304
25	Official mailings received from the College	4.76	1965
26	Student activities	4.73	1370
27	Registration process – “On-line”	4.62	1769
28	New student orientation	4.61	1709
29	Scholarships and Student Assistance Office	4.56	1896
30	Registration process – “SPIRIT”	4.52	1158
31	Student publications	4.37	1579

32	Food services	4.28	1972
33	Parking	4.21	2408
	*Services rank ordered by mean "Satisfaction" rating based on a 7-point scale		

**TABLE 5**  
**ENROLLED STUDENT SURVEY PERFORMANCE GAP**  
**SESSION I 2003-2004**

Based on a 7 - point scale "Critical/Excellent" (7) "Unimportant/Poor" (1)

SERVICES/OFFICE	LEVEL OF SATISFACTION	IMPORTANCE	PERFORMANCE GAP
Use of technology during instruction	5.91	5.47	0.44
Student activities	4.73	4.67	0.06
Specialized academic support	5.12	5.1	0.02
<b>Attractiveness of the campus</b>	5.41	5.43	-0.02
<b>Business office</b>	<b>4.99</b>	<b>5.07</b>	<b>-0.08</b>
Career Development Center resources	5.11	5.29	-0.18
Library	5.81	6	-0.19
<b>New student orientation</b>	<b>4.61</b>	<b>4.81</b>	<b>-0.2</b>
<b>Student publications</b>	<b>4.37</b>	<b>4.57</b>	<b>-0.2</b>
Career assessment	5.02	5.26	-0.24
<b>Official mailings received from the College</b>	<b>4.76</b>	<b>5.03</b>	<b>-0.27</b>
Out-of-class access to computers	5.62	5.91	-0.29
Initial testing for placement in courses	5.03	5.4	-0.37
<b>Registration process – "SPIRIT"</b>	<b>4.52</b>	<b>4.95</b>	<b>-0.43</b>
Facilities	5.34	5.79	-0.45
<b>Career counseling</b>	<b>4.94</b>	<b>5.41</b>	<b>-0.47</b>
Supplemental Instructional Centers/Tutoring	5.35	5.82	-0.47
Personal safety and security	5.58	6.1	-0.52
<b>General information about programs and services</b>	<b>4.83</b>	<b>5.36</b>	<b>-0.53</b>
Overall rating of student support services/offices	5.14	5.81	-0.67
Overall rating of academic/educational support services	5.44	6.14	-0.7
Overall quality of educational program content	5.49	6.21	-0.72
Bookstore	5.12	5.84	-0.72
<b>Food services</b>	<b>4.28</b>	<b>5.03</b>	<b>-0.75</b>
<b>Application/admission process</b>	<b>4.95</b>	<b>5.83</b>	<b>-0.88</b>
<b>Registration process – "In person"</b>	<b>4.87</b>	<b>5.92</b>	<b>-1.05</b>
Ability to get their "first choice" of classes	5.18	6.24	-1.06

Variety of courses offered	5.13	6.2	-1.07
Convenience of times classes are offered	5.14	6.3	-1.16
<b>Registration process – “On-line”</b>	<b>4.62</b>	<b>5.81</b>	<b>-1.19</b>
<b>Academic advising</b>	<b>4.8</b>	<b>6.12</b>	<b>-1.32</b>
<b>Scholarships and Student Assistance Office</b>	<b>4.56</b>	<b>5.98</b>	<b>-1.42</b>
<b>Parking</b>	<b>4.21</b>	<b>6.08</b>	<b>-1.87</b>

Bold items did not meet established criteria.

## ACADEMIC AND STUDENT SUPPORT SERVICES

### BY STUDENT USAGE SESSION I 2003-2004\*

	<b>Academic and Student Service</b>	<b>Usage Percentages</b>
1.	Application/admission process	94%
2.	Parking	94%
3.	Bookstore	93%
4.	Attractiveness of the campus	93%
5.	Personal safety and security	91%
6.	Convenience of times classes are offered	91%
7.	Academic advising	90%
8.	Overall quality of educational program content	90%
9.	Variety of courses offered	89%
10.	Ability to get their “first choice” of classes	89%
11.	Facilities	88%
12.	Use of technology during instruction	88%
13.	Overall rating of student support services/offices	87%
14.	Library	86%
15.	Overall rating of academic/educational support services	85%
16.	Registration process – “In person”	84%
17.	Out-of-class access to computers	82%
18.	Initial testing for placement in courses	81%
19.	General information about programs and services	80%
20.	Food services	77%
21.	Official mailings received from the College	77%
22.	Scholarships and Student Assistance Office	74%
23.	Registration process – “On-line”	69%
24.	New student orientation	67%
25.	Business office	64%
26.	Student publications	62%
27.	Supplemental Instructional Centers/Tutoring	61%
28.	Student activities	54%

29.	Career Development Center resources	52%
30.	Career counseling	51%
31.	Career assessment	50%
32.	Registration process – “SPIRIT”	45%
33.	Specialized academic support services	42%

\*Based on the number of students that rated the “Level of Satisfaction” of the student/academic services.

## OVERVIEW OF SURVEY OF ENROLLED STUDENTS

### RATINGS OF SPC EXPERIENCES 2003-2004 YEAR

Categories	(7) Excellent	(6)	(5)	(4)	(3)	(2)	(1) Poor	No Response	Subtotal
<b>Quality of Instruction</b> Mean 5.77	743 29.1%	836 32.7	585 22.9%	237 9.3%	48 1.9	14 .6	13 .5%	82 3.2%	2558 100%
<b>Course Materials</b> Mean 5.58	624 24.4%	771 30.1%	668 26.1	283 11.1%	80 3.1%	19 0.7%	20 0.8	93 3.6%	2558 100%
<b>Equipment</b> Mean 5.52	644 25.2	694 27.1%	546 21.3%	317 12.4%	99 3.9%	42 1.7%	25 1.0%	191 7.5%	2558 100%
<b>Course Scheduling</b> Mean 5.43	606 23.7%	737 28.8%	564 22.1%	348 13.6%	131 5.1%	54 2.1%	28 1.1%	90 3.5%	2558 100%

**Table 8**

### Areas of Preparedness

by

St. Petersburg College’s Enrolled Students 2003-2004 Year

Skill Area	Mean
Reading	5.80
Writing	5.81
Use of Computers	5.73
Oral Communication	5.67
Mathematics (logical reasoning)	5.48

## Appendix E – Spring 2003-2004 charts

### ENROLLED STUDENT SURVEY SPRING TERM FOLLOW-UP

YEAR 2003-2004

Annually, in October, St. Petersburg College (SPC) administers the Enrolled Student Survey, developed as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The purpose of the survey is to ascertain how students enrolled at the College perceive available academic and student support services. Students are given a list of specific services and asked about the importance to them and their level of satisfaction. Subsequently, faculty and administration use the data to establish quality improvement initiatives through the unit planning process.

The ninth annual administration of the survey occurred in October 2003. However, just prior to the beginning of the Fall term, a new student administration system was implemented. During the execution of the procedure, some problems were noted in certain services related to the admissions and registration process. Steps were initiated prior to Spring term registration to eliminate the malfunctions. In order to determine the effectiveness of the corrections, a Spring term follow-up survey was conducted.

The Spring Follow-up Survey of Enrolled Students had three major sections. In Section A, students indicated the campus where they received most of their services and the time of day they took the majority of their classes. In Section B and C, respondents rated the importance and their level of satisfaction with the College's student support services. Each of these sections used a 7-point scale with seven (7) being the highest (Critical/Excellent) and one (1) the lowest (Unimportant/Poor). Finally, students were invited to share any other comments about the services.

The survey was administered to students at Clearwater, St. Petersburg, Seminole, and Tarpon Springs Campuses the week of January 12, 2004. Sufficient surveys were distributed to each site to administer surveys to four (4) day and three (3) evening classes. Six hundred eight (608) surveys were returned, but not all items were answered.

Table 1 shows the campus where respondents indicated services were received and the time of day when students took most classes. While the survey was administered to students in classes

at four campuses (Clearwater, St. Petersburg/Gibbs, Seminole, and Tarpon Springs) some students reported receiving services at other or multiple campuses.

**Table 1**  
**Spring Follow-up Respondents by Campus and Time**  
**Session 2 2003-2004 (N = 608)**

	<b>Campus</b>		<b>Time</b>			
	<b>Percent</b>	<b>Number</b>	<b>Both Number</b>	<b>Day Number</b>	<b>Evening Number</b>	<b>Evening/ Online Number</b>
Clearwater	12.3%	75	1	37	37	0
Downtown	1.0%	6	1	0	5	0
E-Campus	0.8%	5	0	3	2	0
Health Education	0.7%	4	0	3	1	0
Seminole	22.4%	136	3	111	22	0
St. Petersburg/Gibbs	20.4%	124	0	80	44	0
Tarpon Springs	40.3%	245	2	226	16	1
Multiple Sites	2.1%	13	1	7	5	0
<b>Total Respondents</b>	<b>100.0%</b>	<b>608</b>	<b>8</b>	<b>467</b>	<b>132</b>	<b>1</b>

Table 2 shows the importance of the College's student support services ranked by mean score. College-wide, the registration process (5.9) was reported with the highest level of importance while the business office (4.9) had the lowest. Downtown, E-campus, and HEC were not included in this Table because the number of surveys that indicated student services were received primarily from those campuses was very small.

**Table 2**  
**Importance of Student Support Services**  
**Session 2 2003-2004**

Based on 7-point scale "Critical" (7) to "Unimportant" (1)

	<b>Major Campuses</b>		<b>CL</b>	<b>SEM</b>	<b>SPG</b>	<b>TS</b>
	<b>N</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>	<b>Mean</b>
Registration Process	600	5.9	5.7	6.2	5.8	6.0

Academic Advising	569	5.8	5.0	6.2	5.7	6.0
Application/Admission Process	599	5.6	5.2	6.2	5.4	5.8
Financial Aid Office	528	5.5	5.3	6.2	5.4	5.7
Business Office	559	4.9	4.6	5.5	4.7	5.1

Table 3 shows the level of satisfaction of the College's student support services ranked by means. The level of student satisfaction across the major campuses ranged from a high of (5.5) for the application / admission process to (5.0) for the financial aid office.

**Table 3**  
**Level of Satisfaction of Student Support Services**  
**Session 2 2003-2004**

Based on 7-point scale "Critical" (7) to "Unimportant" (1)

	Major Campuses		CL	SEM	SPG	TS
	N	Mean	Mean	Mean	Mean	Mean
Application/Admission Process	561	5.5	5.1	5.5	5.3	5.6
Academic Advising	571	5.3	4.8	5.6	5.6	5.2
Registration Process	595	5.3	4.6	5.6	5.3	5.5
Business Office	482	5.2	4.7	5.4	5.0	5.4
Financial Aid Office	442	5.0	4.5	5.2	4.8	5.1

Table 4 shows a comparison of student's level of satisfaction between Fall 2003 and Spring 2004 for certain student services. The mean score increased in all services areas with the application / admission process (0.55) reporting the highest increase in student satisfaction followed closely by academic advising (0.50).

**Table 4**  
**Comparison of Student Level of Satisfaction**  
**Spring 2004 vs. Fall 2003**  
**Based on 7-point scale "Excellent" (7) to "Poor" (1)**

	Fall Level of Satisfaction	Spring Level of Satisfaction	Difference (Spring - Fall)
Application/Admission Process	4.95	5.50	0.55
Academic Advising	4.80	5.30	0.50
Financial Aid Office	4.56	5.00	0.44
Registration Process	4.87	5.30	0.43
Business Office	4.99	5.20	0.21

Table 5 shows the “Performance Gaps” formulated for each of the five student support service areas by calculating the difference between the mean ratings for “Level of Satisfaction” and “Importance”. College-wide, only one of the student support service areas (Business Office) had a “positive” performance gap, which indicates that student satisfaction was higher than the importance of the service. The remaining four had a “negative” performance gap. This indicates that students’ level of satisfaction with these areas was lower than the importance they assign to these services. Across the four major campuses there was a substantial improvement in the performance gaps for the five areas re-examined.

**Table 5**  
**Comparison of Performance Gaps**  
**Fall 2003 vs. Spring 2004**

Based on the difference between Importance and Satisfaction measures on the survey

	<b>Major Campuses</b>		CL	SEM	SPG	TS
	Session	Gap	Gap	Gap	Gap	Gap
Business Office	Fall 03	-0.1	-0.1	-0.3	-0.4	-0.2
	<i>Spring 04</i>	<i>0.3</i>	<i>-0.1</i>	<i>0.5</i>	<i>-0.3</i>	<i>0.1</i>
Application/Admission Process	Fall 03	-0.8	-1.0	-0.1	-1.0	-0.6
	<i>Spring 04</i>	<i>-0.1</i>	<i>-0.1</i>	<i>0.1</i>	<i>-0.5</i>	<i>-0.1</i>
Registration Process	Fall 03	-0.9	-1	-0.6	-1.1	-0.6
	<i>Spring 04</i>	<i>-0.6</i>	<i>-1.1</i>	<i>-0.2</i>	<i>-0.7</i>	<i>-0.5</i>
Academic Advising	Fall 03	-1.2	-1.4	-0.6	-1.7	-1.0
	<i>Spring 04</i>	<i>-0.5</i>	<i>-0.2</i>	<i>-0.1</i>	<i>-0.4</i>	<i>-0.7</i>
Financial Aid Office	Fall 03	-1.4	-1.4	-0.6	-1.7	-1.4
	<i>Spring 04</i>	<i>-0.5</i>	<i>-0.8</i>	<i>-0.2</i>	<i>-0.9</i>	<i>-0.5</i>

A section was provided for additional comments and the following Table shows the responses grouped in general categories. Seventy-three (72.7%) percent of the comments were negative with the majority pertaining to financial aid, academic advising, and the registration process. The overall concerns expressed for financial aid revolve around customer service, the lack of knowledgeable staff to address student concerns, and extending payment due dates. For academic advising, scheduling was the greatest concern, and difficulties with on-line registration were expressed frequently. There were eleven comments that made a reference to various difficulties encountered with the new student system or Peoplesoft specifically. The miscellaneous category included comments about the bookstore, class offerings, dual credit, parking, phone problems, tutoring, and providing a smoke-free campus. A great deal of the positive comments sighted a person specifically for exceptional customer service.

**Table 7**  
**General Categories of Additional Information**  
**Session 2 2003-2004**

	Total		Negative		Positive	
	Number	Percent	Number	Percent	Number	Percent
Application/Admission Process	1	1.1%	0	0.0%	1	1.1%
Academic Advising	14	15.9%	8	9.1%	6	6.8%
Financial Aid Office	18	20.5%	16	18.2%	2	2.3%
Business Office	4	4.5%	4	4.5%	0	0.0%
Registration Process	13	14.8%	6	6.8%	7	8.0%
System	11	12.5%	10	11.4%	1	1.1%
Miscellaneous	27	30.7%	20	22.7%	7	8.0%
<b>Total Comments</b>	<b>88</b>	<b>100.0%</b>	<b>64</b>	<b>72.7%</b>	<b>24</b>	<b>27.3%</b>

### Summary

This was a limited follow-up survey to check whether certain student services had improved after steps were taken to correct problems with the new student administration system. Consequently, it was not possible to make statistical comparisons as the sample size and questions were different from the fall survey. It should also be noted that the rate of return from the four major campuses was not proportional to their student enrollments and this may bias the results. Given those caveats, it does appear that satisfaction has noticeably improved between Fall 2003 and Spring 2004 and, while the performance gaps may still be negative, there is also a substantial improvement there.