# 2018-19
# Enrolled Student Survey Report

**Institutional Research and Effectiveness**
St. Petersburg College

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## Executive Summary

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

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

*Student Demographic and Academic Information*
The survey respondents had the following characteristics:

- Forty-four percent (44%) were under the age of 25.
- Almost three-quarters (71%) were female.
- Self-reported race/ethnicity was as follows: 62% White, 14% Black/Non-Hispanic, 12% Hispanic, 8% Other, 4% Asian/Pacific Islander, and 1% American Indian.
- More than half (57%) graduated from high school or received their G.E.D. more than five years ago.
- Twenty-nine percent (29%) have been enrolled at the College only one semester.
- Almost half (41%) have earned 15 or fewer credit hours at SPC.
- Almost all (99%) have access to a computer with Internet capabilities.
- Over eighty percent (83%) selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS)" as their primary reason for enrolling at SPC.
- Eighty-six percent (86%) are enrolled in a degree or certificate program.
- Thirty-nine percent (39%) are enrolled in the AA program and thirty-seven percent (37%) in an AS program.
- Two-thirds of survey respondents (66%) preferred to take most of their classes during the week.
- More than half (58%) are enrolled full-time and taking classes primarily for credit.
- More than three-quarters (80%) of the respondents indicated that they are working while attending the College.

*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 "Very Important" (7) to "Not Important" (1). All services were rated within a 0.9 spread on the 7-point scale, with ratings ranging from 6.7 for "Personal safety and security" to 5.8 for "Student publications."

Those services ranked in the top five in terms of importance to students were:
- ☐ Personal safety and security (6.7),
- ☐ First choice of classes (6.7),
- ☐ Convenience of times courses are offered (6.7),

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□ Variety of courses offered (6.7), and
□ Overall quality of the educational programs (6.6).
Four of these five services were in the top five services last year.

The five lowest rated services in terms of importance were:
□ Registering in-person (5.8),
□ New student orientation (5.8),
□ Official mailings received from the college (5.8),
□ Initial testing for placement in courses (5.8), and
□ Student publications (5.8).
Three of these five services were in the lowest five services last year.

### 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 "Very satisfied" (7) to "Not satisfied" (1). There was a 1.1 spread among all satisfaction scores, ranging from 6.3 for "Personal safety and security" to 5.2 for "Food services."

Services that were ranked in the top five in terms of satisfaction were:
□ Personal safety and security (6.3)
□ Out-of-class access to computers (6.3),
□ Facilities (6.2),
□ Library (6.2), and
□ Learning centers/tutoring (6.1).
All of the five services listed above were rated in the top five last year.

The five student/academic services with the lowest satisfaction ratings were:
□ Convenience of times courses are offered (5.5),
□ Academic advising (5.5),
□ Initial testing for placement in courses (5.5),
□ New student orientation (5.5), and
□ Food services (5.2).
Three of the five services listed above were rated in the lowest five last year.

### Comparison of Importance and Level of Satisfaction
"Performance Gaps" are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance." A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. This year, there were no academic/support services with positive performance gaps.

The five smallest gaps are represented below:
□ Official mailings received from the college (-0.1),
□ Registering in-person (-0.1),
□ Student publications (-0.2),
□ Student activities (-0.3), and
□ Library (-0.3).

Two academic and student support services had a performance gap lower than -1.00 indicating the most disparity between importance and satisfaction. They were:

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□ Academic advising (-1.02), and
□ Convenience of times courses are offered (-1.14).

### *Usage of Student and Academic Services*
Students were asked to select N/A if they had not used a student and/or academic service. The estimated usage of each service is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the total number of non-blank responses (including N/A responses).

The top five services indicating the highest usage percentages were:
□ Academic advising (95.4%),
□ Overall quality of the educational programs (94.8%),
□ Convenience of times courses are offered (94.2%),
□ Variety of courses offered (93.7%), and
□ Bookstore (93.1%).

The lowest five included:
□ Career assessment (55.9%),
□ SPC OneCard refund process (55.2%),
□ Career counseling (54.3%),
□ Specialized academic support services (51.5%), and
□ Student publications (50.6%).

### *Satisfaction Mean Differences*
Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was:
□ Parking (+0.01).

The five areas with the highest year-to-year decline in mean satisfaction scores were:
□ Initial testing for placement in courses (-0.3),
□ First choice of classes (-0.3),
□ Student activities (-0.2),
□ Career assessment (-0.2), and
□ Registering in-person (-0.2).

### *Conclusion*
Overall, SPC students are reportedly satisfied with the performance of the College. Nevertheless, the results reflect areas where there is opportunity to increase student satisfaction, as well as areas that have room for improvement of the performance gaps between the rated importance levels and rated levels of satisfaction with various services. It is recommended that each campus and unit review this report and use the insights gained to establish quality improvement initiatives for their units.

## SPC Mission Statement

The mission of St. Petersburg College is to promote student success and enrich our communities through education, career development and self-discovery. St. Petersburg College fulfills its mission led by an outstanding, diverse faculty and staff and enhanced by advanced technologies, distance learning, international education opportunities, innovative teaching techniques, comprehensive library and other information resources, continuous institutional self-evaluation, a climate for student success, and an enduring commitment to excellence.

## Introduction

In a holistic approach, the effectiveness of any educational institution is the aggregate value of the education it provides to the community it serves. For over eighty-five years, St. Petersburg College (SPC) has provided a wide range of educational opportunities and services to a demographically diverse student body producing tens of thousands of alumni who have been on the forefront of building this county, state and beyond. This is due, in large part, to the College's institutional effectiveness.

### *Institutional Effectiveness*

Institutional Effectiveness is the integrated, systematic, explicit, and documented process of measuring performance against the SPC mission for the purposes of continuous improvement of academic programs, administrative services, and educational support services offered by the College.

Operationally, the institutional effectiveness process ensures that the stated purposes of the College are accomplished. In other words, did the institution successfully execute its mission, goals, and objectives? At SPC the Offices of Planning, Budgeting and Research work with all departments and units to establish measurable statements of intent that are used to analyze effectiveness and to guide continuous quality improvement efforts. Each of St. Petersburg College's units is required to participate in the institutional effectiveness process.

The bottom-line from SPC's institutional effectiveness process is improvement. Once SPC has identified what it is going to do then it acts through the process of teaching, researching, and managing to accomplish its desired outcomes. The level of success of SPC's actions is then evaluated. A straightforward assessment process requires a realistic consideration of the intended outcomes that the institution has set and an

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explicit evaluation of the evidence that the institution is achieving that intent.

There is no single right or best way to measure success, improvement or quality. Nevertheless, objectives must be established, data related to those objectives must be collected and analyzed, and the results of those findings must be used to improve the institution in the future. The educational assessment is a critical component of St. Petersburg College's institutional effectiveness process.

*Evaluation and Assessment Processes*
The evaluation and assessment processes at SPC are centered on mission-driven outcomes in the following program and service areas: (i) 27 organizational units comprising 32 academic programs (lower division); (ii) 9 Colleges and Schools comprising 17 baccalaureate programs (upper division), and (iii) key administrative and educational support services. Analysis of outcome results is on-going and captured in various assessment reports. Institutional effectiveness at SPC assesses all degree programs and courses, regardless of mode of delivery. SPC also evaluates all student services to ensure students are provided the best support possible to ensure student success.

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

☐ Academic Program Assessments include internally and externally developed direct measures for General Education (e.g., Educational Testing Service's Proficiency Profile, formerly known as MAPP), AS/BAS/BS Program Assessments and Program Reviews. Outcome results for the academic programs are documented in three types of assessment reports as follows: the Academic Program Viability Report (APVR) is completed on an annual basis; the Academic Program Assessment Report (APAR) is completed on a 3-year cycle; and the Comprehensive Academic Program Review (CAPR), which is completed on a four-year cycle.
☐ Academic/Student Services Assessments include indirect measures through the Entering Student Survey, Enrolled Student Survey, Graduating Student Survey, Recent Alumni Survey, Employer Survey, Community College Survey of Student Engagement (CCSSE), and the Survey of Entering Student Engagement (SENSE). Administrative and educational support services are evaluated annually. Results of college-wide student surveys are further refined and augmented through additional departmental-specific assessments.
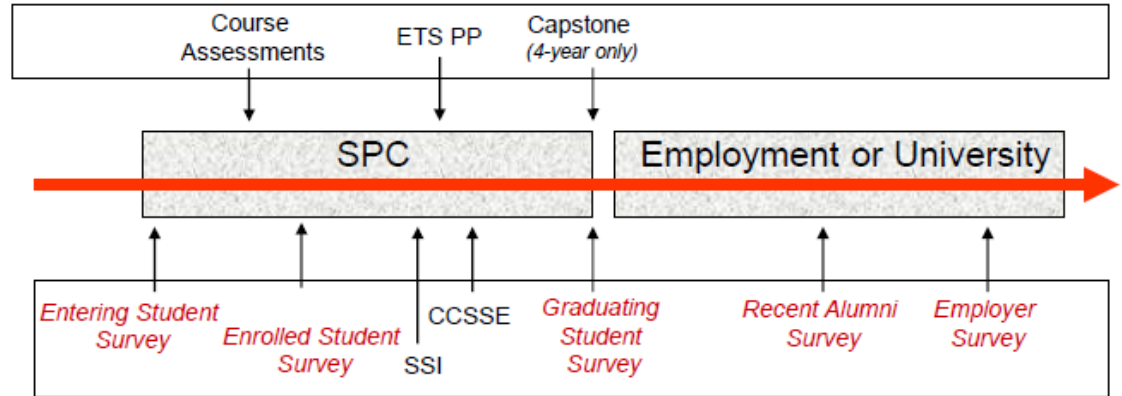
**Direct Measures**



*Figure 1: Student Assessment Points*

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

## Enrolled Student Survey

The Enrolled Student Survey (ENSS) was developed at St. Petersburg College (SPC) as one component of a college-wide assessment system to ensure the delivery of quality academic and student support services. The specific purposes of this annual survey are to ascertain how our enrolled students perceive the College and determine 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 is the 24th annual administration of the survey.

The survey was available to all enrolled students for a two-week period from October 29 through November 18, 2018. To facilitate the planning process and minimize disruption in the classroom, the 2018-19 iteration of the survey was offered only online via the St. Petersburg College home page (http://www.spcollege.edu), the MyCourses System login page, and the MYSPC login page. Students were able to access the survey from any campus computer or from their home computer. Over seven-hundred students (710) responded to the request to participate in the survey process and help improve the College.

The ENSS survey asked students to provide demographic and academic information. Then students were asked to rate 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) "Very important" being the highest possible rating and (1) "Not important" the lowest. Likewise, a 7-point scale was used to measure the level of Satisfaction with (7) "Very satisfied" being the highest rating and (1) "Not satisfied" the lowest possible rating.

Finally, students responded to an open-ended question related to how the quality of the College's academic and student support services, curriculum and academic programs can be improved. Student responses to this open-ended question will be forwarded to the various provosts sorted by campus. This survey report will be distributed broadly and the information herein is to be used by program managers as a catalyst to improve, reevaluate, and/or restructure their programs and services.

The 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:

1. A Performance Gap (the difference between "Satisfaction" and "Importance") that is greater than negative one and/or
2. An average rating (mean) of five or greater on the "Level of Satisfaction" scale.

Thirty-two services achieved both criteria, and all thirty-four services met at least one of the two criteria.

The remainder of this document presents the findings from the ENSS in both text and chart format. Four appendices are included with this document. Appendix A shows the questions from the survey. Student comments from the survey will be emailed to the individual campus provosts. Appendix B shows the "Performance Gap" charts for each campus. Appendix C shows the "Performance Gap Priority" by campus, and Appendix D shows the "Satisfaction by Campus."

Survey distribution by reporting campus is presented in Table 1 and depicts the campuses where students are receiving most of their services. Seminole campus was selected by 23% of the students, followed by the Online campus (17%), St. Pete Gibbs (17%), and Clearwater (16%).

Table 1
*Survey Distribution by Reporting Campus (n=703)*

| Select the campus where you are receiving most of your services. | N | % |
|---|---|---|
| Allstate Center | 4 | 1 |
| Clearwater | 112 | 16 |
| EpiCenter | 2 | <1 |
| Health Education Center | 76 | 11 |
| Online | 120 | 17 |
| Seminole | 163 | 23 |
| SPC Downtown | 19 | 3 |
| SPC Mid-town | 15 | 2 |
| St. Pete-Gibbs | 116 | 17 |
| Tarpon Springs | 76 | 11 |

## Student Demographic and Academic Information

The demographic profile and academic background of the 710 survey respondents (N) to the Enrolled Student Survey are summarized in the following narrative, tables, and charts.

### Age

The largest age category for survey participants was "19 and under" (27%), followed by "20 - 24" (17%), "30 – 39" (16%), and "40 – 49" (14%). Forty-four percent of respondents were under the age of 25.

Table 2
*Age (n=702)*

| Select your age category. | N | % |
|---|---|---|
| 19 and under | 189 | 27 |
| 20 – 24 | 122 | 17 |
| 25 – 29 | 84 | 12 |
| 30 - 39 | 113 | 16 |
| 40 - 49 | 97 | 14 |
| 50 - 59 | 67 | 10 |
| 60 and over | 30 | 4 |

### Gender

Almost three-quarters (71%) of the survey respondents were female.

Table 3
*Gender (n=700)*

| Select your gender. | N | % |
|---|---|---|
| Female | 497 | 71 |
| Male | 203 | 29 |

## Ethnicity

Almost two-thirds (62%) of survey respondents selected White as their ethnicity. The next two largest categories were Black/Non-Hispanic (14%) and Hispanic (12%).

Table 4
*Ethnicity (n=702)*

| Select your ethnicity. | N | % |
|---|---|---|
| American Indian | 4 | 1 |
| Asian/Pacific Islander | 25 | 4 |
| Other | 53 | 8 |
| Hispanic | 87 | 12 |
| Black/Non-Hispanic | 97 | 14 |
| White | 436 | 62 |

## Time since High School

More than half of survey respondents (57%) graduated from high school or received their G.E.D. more than five years ago.

Table 5
*Time since High School (n=690)*

| How long has it been since you graduated from high school or received your G.E.D.? | N | % |
|---|---|---|
| Less than 1 year ago | 155 | 22 |
| 1 - 3 years ago | 105 | 15 |
| 4 - 5 years ago | 40 | 6 |
| More than 5 years ago | 390 | 57 |

## Number of Semesters

Twenty-nine percent of survey respondents have been enrolled at the College only one semester, while almost two-thirds (65%) have been enrolled fewer than five semesters.

Table 6
*Number of Semesters (n=694)*

| How many semesters have you been enrolled at SPC? | | |
|---|---|---|
| | N | % |
| 1 | 198 | 29 |
| 2 | 62 | 9 |
| 3 | 109 | 16 |
| 4 | 75 | 11 |
| 5 | 47 | 7 |
| 6 or more | 203 | 29 |

## Number of Credits Received

Almost half (41%) of the survey respondents had earned 15 or fewer credit hours at SPC.

Table 7
*Number of Credits Received (n=693)*

| Number of credits you have earned at SPC? | | |
|---|---|---|
| | N | % |
| 0 - 15 | 287 | 41 |
| 16 - 30 | 124 | 18 |
| 31 - 45 | 104 | 15 |
| Over 45 | 178 | 26 |

## Internet Access

Almost all survey respondents (99%) have access to a computer with Internet capabilities.

Table 8
*Internet Access (n=693)*

| Do you have access to a computer with Internet capabilities? | N | % |
|---|---|---|
| Yes | 683 | 99 |
| No | 10 | 1 |

## Enrollment Reasons

Over eighty percent (83%) of survey respondents selected "to receive a degree/certificate (e.g., BS/BAS, AA, AS)" as their primary reason for enrolling at SPC.

Table 9
*Enrollment Reasons (n=693)*

| What is the primary reason you enrolled at SPC? | N | % |
|---|---|---|
| To receive a degree/certificate (e.g., BS/BAS, AA, AS) | 572 | 83 |
| To take courses for a new career | 64 | 9 |
| To upgrade job skills | 12 | 2 |
| For personal enrichment | 20 | 3 |
| Other, please specify | 25 | 4 |

## Enrollment

Eighty-six percent of survey respondents are enrolled in a degree or certificate program.

Table 10
*Enrollment (n=698)*

| Are you enrolled in a degree or certificate program? | N | % |
|---|---|---|
| Yes | 603 | 86 |
| No | 95 | 14 |

## Degree/Certificate Program

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

Table 11
*Degree Type (n=587)*

| Which type of degree/certificate program are you currently enrolled in? | N | % |
|---|---|---|
| Associate in Arts Degree | 227 | 39 |
| Associate in Science | 219 | 37 |
| Baccalaureate Degree (SPC) | 122 | 21 |
| Baccalaureate Degree (University Partnership Center) | 4 | 1 |
| Certificate or Technical Diploma | 14 | 2 |
| Graduate Degree (University Partnership Center) | 1 | <1% |

## Class Time Preference

Two-thirds of survey respondents (66%) would prefer to take most of their classes during the week, while one-third (33%) would prefer to take most of their classes online.

Table 12
*Class Time Preference (n=674)*

| When would you prefer to take most of your classes? | | |
| --- | --- | --- |
| | N | % |
| Online | 222 | 33 |
| Weekday mornings | 272 | 40 |
| Weekday afternoons | 99 | 15 |
| Weekday evenings | 77 | 11 |
| Weekends | 4 | 1 |

## Enrollment Status

The majority of survey respondents are taking classes primarily for credit and are enrolled either full-time (58%), or part-time (40%).

Table 13
*Enrollment Status (n=673)*

| What is your enrollment status? | | |
| --- | --- | --- |
| | N | % |
| Primarily for credit and full-time | 389 | 58 |
| Primarily for credit and part-time | 271 | 40 |
| Primarily not for credit | 13 | 2 |

## *Working Status*

More than three-quarters of survey respondents (79%) indicated that they are working while attending the College.

Table 14
*Working Status (n=674)*

| How many hours are you working while attending SPC? | N | % |
|---|---|---|
| Not working | 140 | 21 |
| Working 15 or fewer hours per week | 107 | 16 |
| Working 16 to 30 hours per week | 147 | 22 |
| Working 31 to 39 hours per week | 72 | 11 |
| Working 40 or more hours per week | 208 | 31 |

### 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 "Very Important" (7) to "Not Important" (1). Table 15 provides a listing of the 34 student and academic support services ranked by mean scores in descending order. All services were rated within a 0.9 spread on the 7-point importance scale, with ratings ranging from 6.7 for "Personal safety and security" to 5.8 for "Student Publications."

The top five ranked services in terms of importance to students were: "Personal safety and security" (6.7), "First choice of classes" (6.7), "Convenience of times courses are offered" (6.7), "Variety of courses offered" (6.7), and "Overall quality of the educational programs" (6.6). Four of these were in the top five services last year.

The five lowest rated services in terms of importance were: "Registering in-person" (5.8), "New student orientation" (5.8), "Official mailings received from the College" (5.8), "Initial testing for placement in courses" (5.8), and "Student Publications" (5.8). Three of these were in the lowest five services last year.

Table 15

| For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you. *[Top five and bottom five mean scores are highlighted.]* | N | Mean |
|---|---|---|
| Personal safety and security | 529 | 6.67 |
| First choice of classes | 539 | 6.67 |
| Convenience of times courses are offered | 555 | 6.66 |
| Variety of courses offered | 552 | 6.65 |
| Overall quality of the educational programs | 548 | 6.64 |
| Learning centers/tutoring | 421 | 6.58 |
| Out-of-class access to computers | 447 | 6.58 |
| Overall student support services | 520 | 6.55 |
| Overall educational support services | 477 | 6.55 |
| Academic advising | 598 | 6.53 |
| Facilities | 521 | 6.51 |
| Parking | 533 | 6.51 |
| Other online student services | 544 | 6.49 |
| Registering online | 526 | 6.48 |
| Use of technology for instruction | 511 | 6.46 |
| Library | 536 | 6.46 |
| Scholarships and Student Financial Assistance Office | 478 | 6.39 |
| Registration Center | 373 | 6.39 |
| Specialized academic support services | 299 | 6.38 |
| Bookstore | 579 | 6.32 |
| Career Development Center resources | 348 | 6.26 |
| General information about programs & services | 532 | 6.25 |
| Application/admission process | 486 | 6.19 |
| Career counseling | 334 | 6.19 |
| Business Office | 377 | 6.10 |
| SPC OneCard Refund Process | 345 | 6.09 |
| Career assessment | 343 | 6.04 |
| Food services | 392 | 5.94 |
| Student activities | 360 | 5.90 |
| Registering in-person | 391 | 5.84 |
| New student orientation | 384 | 5.78 |
| Official mailings received from the College | 457 | 5.78 |
| Initial testing for placement in courses | 404 | 5.78 |
| Student publications | 299 | 5.75 |

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

## 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 "Very satisfied" (7) to "Not satisfied" (1). Table 16 shows the students' ratings college-wide on student/academic services ranked in order of mean satisfaction score. There was a 1.1 spread among all satisfaction scores, ranging from "Personal safety and security" (6.3) to "Food services" (5.2).

The top five rated student/academic services were "Personal safety and security" (6.3), "Out-of-class access to computers" (6.3), "Facilities" (6.2), "Library" (6.2), and "Learning centers/tutoring" (6.1). All of the top five services were part of last year's top five services.

The five-student/academic services with the lowest satisfaction ratings were "Convenience of times courses are offered" (5.5), "Academic advising" (5.5), "Initial testing for placement in courses" (5.5), "New student orientation" (5.5), and "Food services" (5.2). Three of the five services were the same services rated in the lowest five last year.

Table 16

| For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service. *[Top five and bottom five mean scores are highlighted.]* | N | Mean |
|---|---|---|
| Personal safety and security | 529 | 6.31 |
| Out-of-class access to computers | 447 | 6.28 |
| Facilities | 521 | 6.22 |
| Library | 536 | 6.20 |
| Learning centers/tutoring | 421 | 6.11 |
| Overall educational support services | 477 | 6.06 |
| Use of technology for instruction | 511 | 6.01 |
| Overall quality of the educational programs | 548 | 5.99 |
| Registration Center | 373 | 5.97 |
| Specialized academic support services | 299 | 5.97 |
| Overall student support services | 520 | 5.95 |
| Other online student services | 544 | 5.94 |
| Career Development Center resources | 348 | 5.84 |
| Registering online | 526 | 5.80 |
| Application/admission process | 486 | 5.78 |
| First choice of classes | 539 | 5.77 |
| Business Office | 377 | 5.75 |
| Parking | 533 | 5.71 |
| SPC OneCard Refund Process | 345 | 5.70 |
| Registering in-person | 391 | 5.70 |
| Official mailings received from the College | 457 | 5.68 |
| General information about programs & services | 532 | 5.67 |
| Variety of courses offered | 552 | 5.67 |
| Student activities | 360 | 5.64 |
| Career assessment | 343 | 5.64 |
| Bookstore | 579 | 5.59 |
| Career counseling | 334 | 5.57 |
| Scholarships and Student Financial Assistance Office | 478 | 5.54 |
| Student publications | 299 | 5.53 |
| Convenience of times courses are offered | 555 | 5.52 |
| Academic advising | 598 | 5.51 |
| Initial testing for placement in courses | 404 | 5.48 |
| New student orientation | 384 | 5.45 |
| Food services | 392 | 5.24 |

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

## Comparison of Importance and Level of Satisfaction

Performance Gaps are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance" as shown in Table 17. A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. Last year, there were no academic/support services that had positive performance gaps.

This year, there were again no academic/support services with positive performance gaps. The five smallest gaps this year were "Official mailings received from the College" (-0.1), "Registering in-person" (-0.1), "Student publications" (-0.2), "Student activities" (-0.3), and "Library" (-0.3).

Last year, one academic and student support service had a performance gap lower than -1.00. This year, two academic and student support services had a performance gap lower than -1.00, and they were "Academic advising" (-1.02) and "Convenience of times courses are offered" (-1.14). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services.

Table 17

| Performance Gaps<br>*[Performance gap lower than -1.00 and/or satisfaction rating lower than 5.00 are highlighted.]* | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Official mailings received from the College | 457 | 5.78 | 5.68 | -0.10 |
| Registering in-person | 391 | 5.84 | 5.70 | -0.14 |
| Student publications | 299 | 5.75 | 5.53 | -0.22 |
| Student activities | 360 | 5.90 | 5.64 | -0.25 |
| Library | 536 | 6.46 | 6.20 | -0.26 |
| Facilities | 521 | 6.51 | 6.22 | -0.29 |
| Initial testing for placement in courses | 404 | 5.78 | 5.48 | -0.29 |
| Out-of-class access to computers | 447 | 6.58 | 6.28 | -0.30 |
| New student orientation | 384 | 5.78 | 5.45 | -0.33 |
| Business Office | 377 | 6.10 | 5.75 | -0.35 |
| Personal safety and security | 529 | 6.67 | 6.31 | -0.36 |
| SPC OneCard Refund Process | 345 | 6.09 | 5.70 | -0.38 |
| Career assessment | 343 | 6.04 | 5.64 | -0.40 |
| Career Development Center resources | 348 | 6.26 | 5.84 | -0.41 |
| Specialized academic support services | 299 | 6.38 | 5.97 | -0.41 |
| Application/admission process | 486 | 6.19 | 5.78 | -0.42 |
| Registration Center | 373 | 6.39 | 5.97 | -0.42 |
| Use of technology for instruction | 511 | 6.46 | 6.01 | -0.45 |
| Learning centers/tutoring | 421 | 6.58 | 6.11 | -0.47 |
| Overall educational support services | 477 | 6.55 | 6.06 | -0.50 |
| Other online student services | 544 | 6.49 | 5.94 | -0.55 |
| General information about programs & services | 532 | 6.25 | 5.67 | -0.58 |
| Overall student support services | 520 | 6.55 | 5.95 | -0.61 |
| Career counseling | 334 | 6.19 | 5.57 | -0.62 |
| Overall quality of the educational programs | 548 | 6.64 | 5.99 | -0.66 |
| Registering online | 526 | 6.48 | 5.80 | -0.68 |
| Food services | 392 | 5.94 | 5.24 | -0.70 |
| Bookstore | 579 | 6.32 | 5.59 | -0.72 |
| Parking | 533 | 6.51 | 5.71 | -0.80 |
| Scholarships and Student Financial Assistance Office | 478 | 6.39 | 5.54 | -0.85 |
| First choice of classes | 539 | 6.67 | 5.77 | -0.90 |
| Variety of courses offered | 552 | 6.65 | 5.67 | -0.97 |
| Academic advising* | 598 | 6.53 | 5.51 | -1.02 |
| Convenience of times courses are offered* | 555 | 6.66 | 5.52 | -1.14 |

*Performance gap less than -1.*
Note: data are displayed using two decimal places due to the proximity of the values.

## Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated level of usage is defined as the percent of students that rated the satisfaction level of the student or academic service. The estimated usage of each service is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the total number of non-blank responses (including N/A responses).

The top five services with the highest usage estimates were "Academic advising" (95.4%), "Overall quality of the educational programs" (94.8%), "Convenience of times courses are offered" (94.2%), "Variety of courses offered" (93.7%), and "Bookstore" (93.1%). Three of the five services that topped the list this year were the same ones listed in the top five last year.

The lowest five included "Career assessment" (55.9%), "SPC OneCard refund process" (55.2%), "Career counseling" (54.3%), "Specialized academic support services" (51.5%), and "Student publications" (50.6%). The "SPC OneCard Refund process" moved into the bottom five this year from its position last year. The usage estimates for all student and academic services are displayed in Table 18.

Table 18

| Estimated Usage of Student Services [Top five and bottom five usage estimates are highlighted.] | Total Responses | N/A responses | Usage Estimate |
|---|---|---|---|
| Academic advising | 632 | 29 | 95.4% |
| Overall quality of the educational programs | 580 | 30 | 94.8% |
| Convenience of times courses are offered | 590 | 34 | 94.2% |
| Variety of courses offered | 589 | 37 | 93.7% |
| Bookstore | 623 | 43 | 93.1% |
| First choice of classes | 590 | 51 | 91.4% |
| Other online student services | 610 | 65 | 89.3% |
| Parking | 598 | 64 | 89.3% |
| Personal safety and security | 598 | 67 | 88.8% |
| Use of technology for instruction | 577 | 66 | 88.6% |
| General information about programs & services | 602 | 69 | 88.5% |
| Overall student support services | 595 | 73 | 87.7% |
| Facilities | 599 | 78 | 87.0% |
| Library | 620 | 83 | 86.6% |
| Registering online | 613 | 86 | 86.0% |
| Overall educational support services | 574 | 95 | 83.4% |
| Application/admission process | 632 | 115 | 81.8% |
| Official mailings received from the College | 599 | 140 | 76.6% |
| Scholarships and Student Financial Assistance Office | 635 | 153 | 75.9% |
| Out-of-class access to computers | 597 | 150 | 74.9% |
| Learning centers/tutoring | 586 | 165 | 71.8% |
| Food services | 603 | 211 | 65.0% |
| Registration Center | 576 | 203 | 64.8% |
| Registering in-person | 610 | 217 | 64.4% |
| Initial testing for placement in courses | 634 | 229 | 63.9% |
| New student orientation | 610 | 225 | 63.1% |
| Student activities | 606 | 243 | 59.9% |
| Business Office | 633 | 254 | 59.9% |
| Career Development Center resources | 621 | 272 | 56.2% |
| Career assessment | 615 | 271 | 55.9% |
| SPC OneCard Refund Process | 632 | 283 | 55.2% |
| Career counseling | 615 | 281 | 54.3% |
| Specialized academic support services | 585 | 284 | 51.5% |
| Student publications | 597 | 295 | 50.6% |

## Satisfaction Mean Differences

Table 19 shows the mean satisfaction ratings for the 2014-15, 2015-16, 2016-17, 2017-18, and 2018-19 surveys, sorted in descending order by the 2018-19 means. Table 20 shows the mean differences between the 2017-18 and 2018-19 surveys, sorted in descending order by the mean differences.

Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was "Parking" (+0.01), as shown in Table 20.

The services with the highest year-to-year decline in mean satisfaction scores were "Initial testing for placement in courses" (-0.3), "First choice of classes" (-0.3), "Student activities" (-0.2), "Career assessment" (-0.2), and "Registering in-person" (-0.2).

Table 19

| History of Satisfaction Means | N=1346 | N=1252 | N=1098 | N=531 | N=710 |
|---|---|---|---|---|---|
| | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
| Personal safety and security | 6.24 | 6.22 | 6.27 | 6.42 | 6.31 |
| Out-of-class access to computers | 6.20 | 6.23 | 6.14 | 6.45 | 6.28 |
| Facilities | 6.01 | 6.11 | 6.09 | 6.30 | 6.22 |
| Library | 6.27 | 6.25 | 6.25 | 6.28 | 6.20 |
| Learning centers/tutoring | 6.03 | 6.13 | 5.94 | 6.21 | 6.11 |
| Overall educational support services | 6.01 | 6.02 | 5.88 | 6.07 | 6.06 |
| Use of technology for instruction | 5.99 | 6.02 | 5.88 | 6.05 | 6.01 |
| Overall quality of educational programs | 6.05 | 6.04 | 5.93 | 6.10 | 5.99 |
| Registration Center | 5.91 | 5.94 | 5.79 | 6.09 | 5.97 |
| Specialized academic support services | 5.97 | 5.92 | 5.79 | 6.15 | 5.97 |
| Overall student  support services | 5.91 | 5.92 | 5.79 | 6.12 | 5.95 |
| Other Online Student Services | 5.91 | 5.98 | 5.84 | 6.05 | 5.94 |
| Career Development Center resources | 5.86 | 5.81 | 5.52 | 5.98 | 5.84 |
| Registering Online | 5.88 | 5.96 | 5.82 | 5.91 | 5.80 |
| Application/admission process | 5.71 | 5.85 | 5.74 | 5.93 | 5.78 |
| First choice of classes | 5.89 | 5.84 | 5.77 | 6.06 | 5.77 |
| Business office | 5.68 | 5.70 | 5.60 | 5.82 | 5.75 |
| Parking | 5.30 | 5.56 | 5.39 | 5.70 | 5.71 |
| SPC OneCard Refund Process | 5.59 | 5.56 | 5.35 | 5.71 | 5.70 |
| Registering in-person | 5.54 | 5.67 | 5.46 | 5.93 | 5.70 |
| Official mailings received from the College | 5.71 | 5.69 | 5.60 | 5.89 | 5.68 |
| General information about programs and services | 5.69 | 5.69 | 5.61 | 5.77 | 5.67 |
| Variety of courses offered | 5.80 | 5.72 | 5.69 | 5.85 | 5.67 |
| Student activities | 5.49 | 5.49 | 5.41 | 5.89 | 5.64 |
| Career assessment | 5.68 | 5.61 | 5.46 | 5.88 | 5.64 |
| Bookstore | 5.67 | 5.61 | 5.57 | 5.59 | 5.59 |
| Career counseling | 5.68 | 5.63 | 5.33 | 5.69 | 5.57 |
| Scholarships and Student Financial Assistance | 5.57 | 5.70 | 5.37 | 5.62 | 5.54 |
| Student publications | 5.41 | 5.54 | 5.40 | 5.63 | 5.53 |
| Convenience of times classes are offered | 5.68 | 5.56 | 5.49 | 5.74 | 5.52 |
| Academic advising | 5.46 | 5.47 | 5.27 | 5.55 | 5.51 |
| Initial testing for placement in courses | 5.65 | 5.53 | 5.47 | 5.80 | 5.48 |
| New student orientation | 5.46 | 5.24 | 5.23 | 5.56 | 5.45 |
| Food services | 4.95 | 5.19 | 5.11 | 5.25 | 5.24 |

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

Table 20

| Satisfaction Mean Differences | N=531 | N=710 | Difference |
|---|---|---|---|
| | 2017/18 | 2018/19 | |
| Parking | 5.70 | 5.71 | 0.01 |
| Bookstore | 5.59 | 5.59 | 0.00 |
| SPC OneCard Refund Process | 5.71 | 5.70 | 0.00 |
| Overall educational support services | 6.07 | 6.06 | -0.01 |
| Food services | 5.25 | 5.24 | -0.01 |
| Use of technology for instruction | 6.05 | 6.01 | -0.03 |
| Academic advising | 5.55 | 5.51 | -0.04 |
| Business office | 5.82 | 5.75 | -0.07 |
| Scholarships and Student Financial Assistance Office | 5.62 | 5.54 | -0.07 |
| Facilities | 6.30 | 6.22 | -0.08 |
| Library | 6.28 | 6.20 | -0.08 |
| General information about programs and services | 5.77 | 5.67 | -0.09 |
| Student publications | 5.63 | 5.53 | -0.09 |
| Learning centers/tutoring | 6.21 | 6.11 | -0.10 |
| Registering Online | 5.91 | 5.80 | -0.11 |
| Overall quality of educational programs | 6.10 | 5.99 | -0.11 |
| New student orientation | 5.56 | 5.45 | -0.11 |
| Other Online Student Services | 6.05 | 5.94 | -0.12 |
| Personal safety and security | 6.42 | 6.31 | -0.12 |
| Career counseling | 5.69 | 5.57 | -0.12 |
| Registration Center | 6.09 | 5.97 | -0.12 |
| Career Development Center resources | 5.98 | 5.84 | -0.14 |
| Application/admission process | 5.93 | 5.78 | -0.16 |
| Out-of-class access to computers | 6.45 | 6.28 | -0.17 |
| Overall student support services | 6.12 | 5.95 | -0.17 |
| Variety of courses offered | 5.85 | 5.67 | -0.17 |
| Specialized academic support services | 6.15 | 5.97 | -0.18 |
| Official mailings received from the College | 5.89 | 5.68 | -0.21 |
| Convenience of times classes are offered | 5.74 | 5.52 | -0.22 |
| Registering in-person | 5.93 | 5.70 | -0.22 |
| Career assessment | 5.88 | 5.64 | -0.24 |
| Student activities | 5.89 | 5.64 | -0.24 |
| First choice of classes | 6.06 | 5.77 | -0.29 |
| Initial testing for placement in courses | 5.80 | 5.48 | -0.32 |

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

## Comparison of Importance and Level of Satisfaction by Campus

As previously mentioned, Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance." These Performance Gaps were also calculated for each individual campus as determined by the student's response to the survey item which states, "Select the campus where you are receiving most of your services."

Performance Gaps that were lower than negative one are presented by campus in Tables 21 to 30. The full ratings for all thirty-four academic/ student support services by campus can be found in Appendix B: Performance Gaps by Campus.

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, "Convenience of times courses are offered" had the lowest performance gap at the Clearwater campus (-1.3) and received a Performance Gap Priority ranking of 1. "Academic advising" had the lowest performance gap at the Online (eCampus) (-1.0) and received a Performance Gap Priority ranking of 1. A side-by-side comparison of the priority rankings is located in Appendix C, and a side-by-side comparison of the satisfaction means is located in Appendix D.

## Allstate Center

Academic and student support services with response counts less than five are not included as part of the analyses employed in the Enrolled Student Survey. Therefore, since the number of responses representative of the Allstate Center did not meet this threshold (i.e., n < 5), there are no results to report, thus Table 21, and Figure 2 are not shown.

## Clearwater Campus

The Clearwater campus had six of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Convenience of times courses are offered" (-1.3), followed by "Academic advising" (-1.3), "Food services" (-1.3), "First choice of classes" (-1.1), "Registering online" (-1.1), and "Variety of courses offered" (-1.0), as shown in Table 22. Figure 3 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 22

| Performance Gaps Less Than -1: Clearwater Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 88 | 6.57 | 5.23 | -1.34 |
| Academic advising | 92 | 6.51 | 5.21 | -1.30 |
| Food services | 65 | 5.85 | 4.57 | -1.28 |
| First choice of classes | 81 | 6.57 | 5.44 | -1.12 |
| Registering online | 85 | 6.36 | 5.29 | -1.07 |
| Variety of courses offered | 86 | 6.52 | 5.50 | -1.02 |

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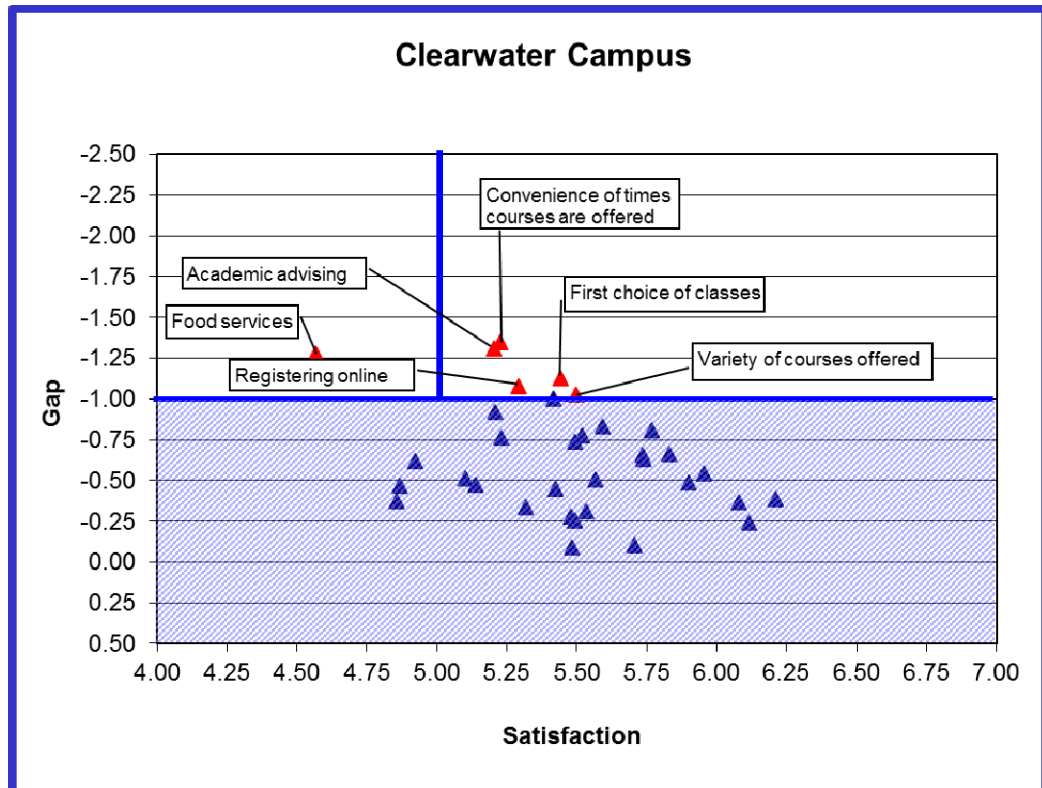


*Figure 3: Clearwater Campus Performance Gap and Satisfaction Ratings*

### EpiCenter

Academic and student support services with response counts less than five are not included as part of the analyses employed in the Enrolled Student Survey. Therefore, since the number of responses representative of the EpiCenter did not meet this threshold (i.e., n < 5), there are no results to report, thus Table 23, and Figure 4 are not shown.

### Health Education Center

The Health Education Center had one of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Scholarships and student financial assistance office" (-1.4), as shown in Table 24. Figure 5 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 24

| Performance Gaps Less Than -1: Health Education Center | | | | |
|---|---|---|---|---|
| | N | Importance | Satisfaction | Gap |
| Scholarships and student financial assistance office | 60 | 6.52 | 5.13 | -1.38 |

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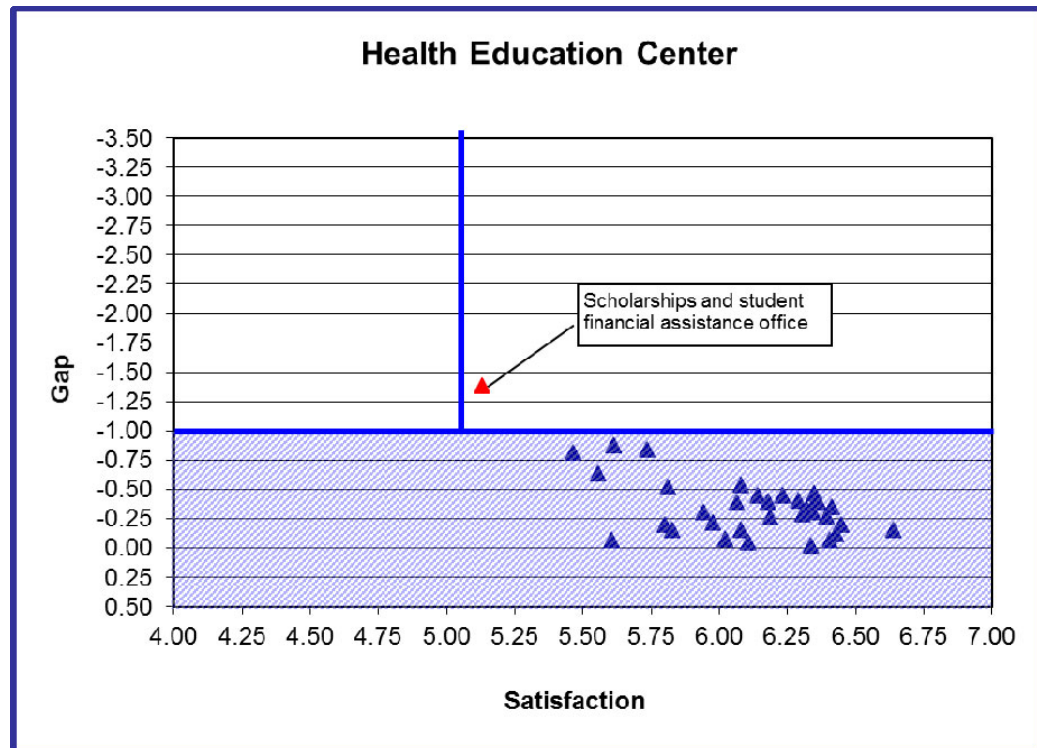


*Figure 5: Health Education Center Performance Gap and Satisfaction Ratings*

### SPC Downtown

SPC Downtown had three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Student activities" (-1.3), followed by "Convenience of times courses are offered" (-1.2), and "Bookstore" (-1.1), as shown in Table 25. Figure 6 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 25

| Performance Gaps Less Than -1: Downtown | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Student activities | 12 | 6.00 | 4.75 | -1.25 |
| Convenience of times courses are offered | 16 | 6.13 | 4.94 | -1.19 |
| Bookstore | 15 | 5.87 | 4.80 | -1.07 |

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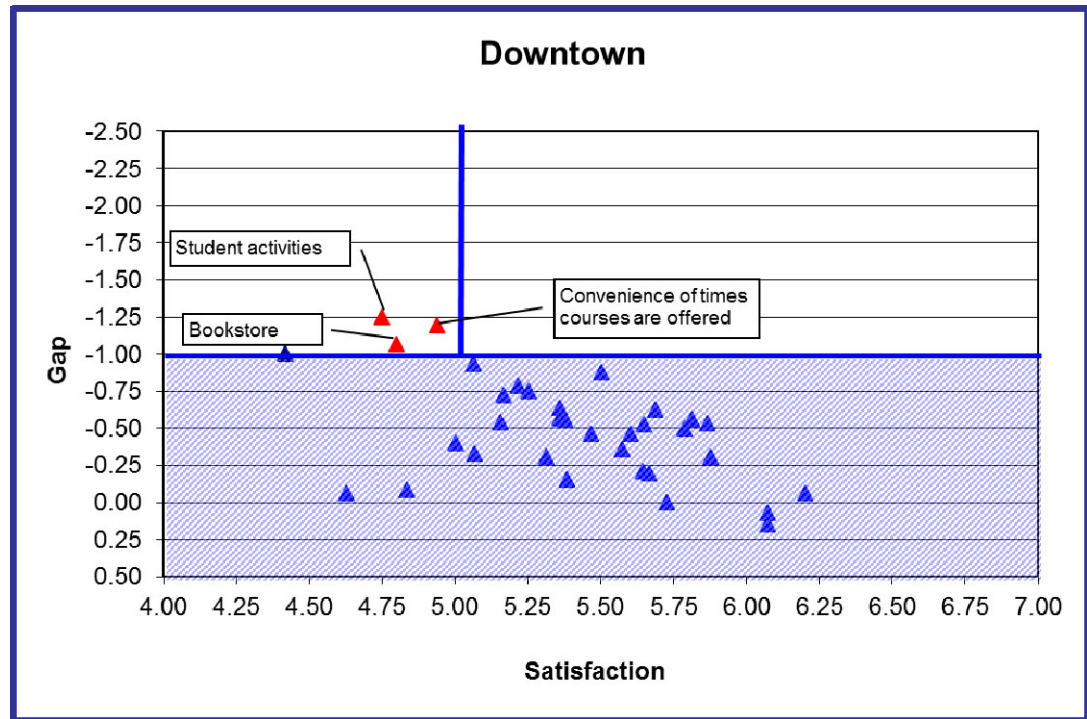


*Figure 6: Downtown Performance Gap and Satisfaction Ratings*

### SPC Midtown

SPC Midtown had two of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was in the area of "Bookstore" (-1.7), followed by "New student orientation" (-1.3), as shown in Table 26. Figure 7 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 26

| Performance Gaps Less Than -1: Midtown | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Bookstore | 15 | 6.80 | 5.13 | -1.67 |
| New student orientation | 8 | 6.38 | 5.13 | -1.25 |

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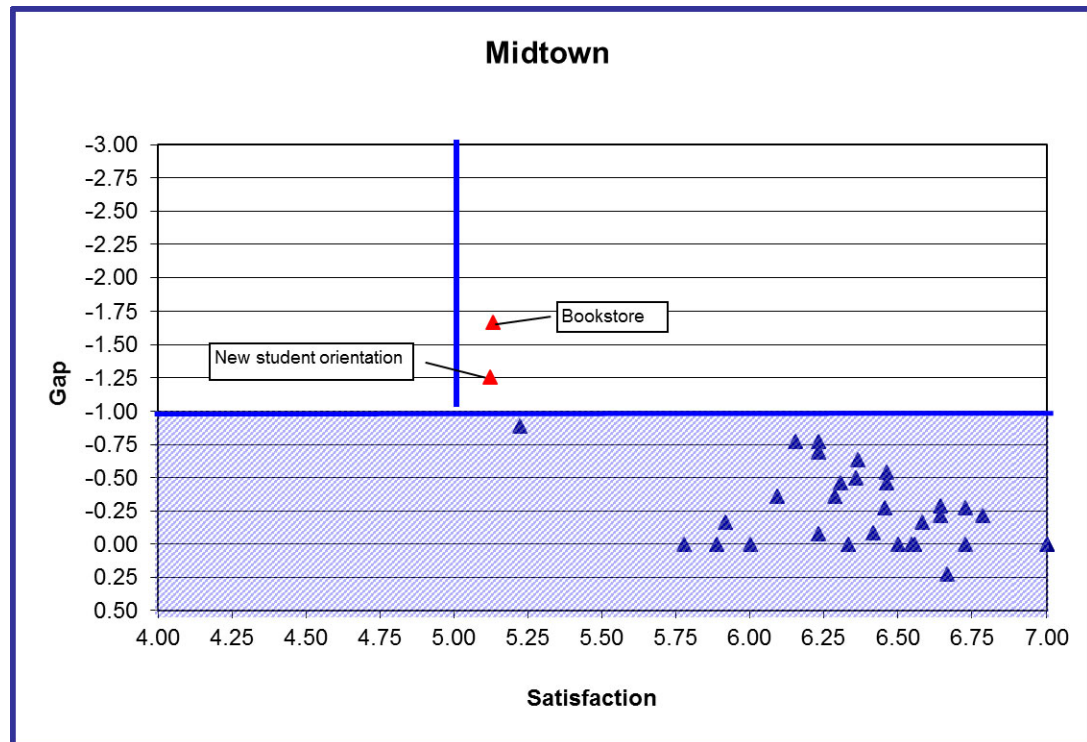


*Figure 7: Midtown Performance Gap and Satisfaction Ratings*

### Seminole Campus

Seminole Campus had two of its thirty-four academic and student support services with a Performance Gap less than negative one. The widest gap was "Convenience of times courses are offered" (-1.2), followed by "Variety of courses offered" (-1.0), as shown in Table 27. Figure 8 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 27

| Performance Gaps Less Than -1: Seminole | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 139 | 6.63 | 5.40 | -1.23 |
| Variety of courses offered | 137 | 6.68 | 5.66 | -1.02 |

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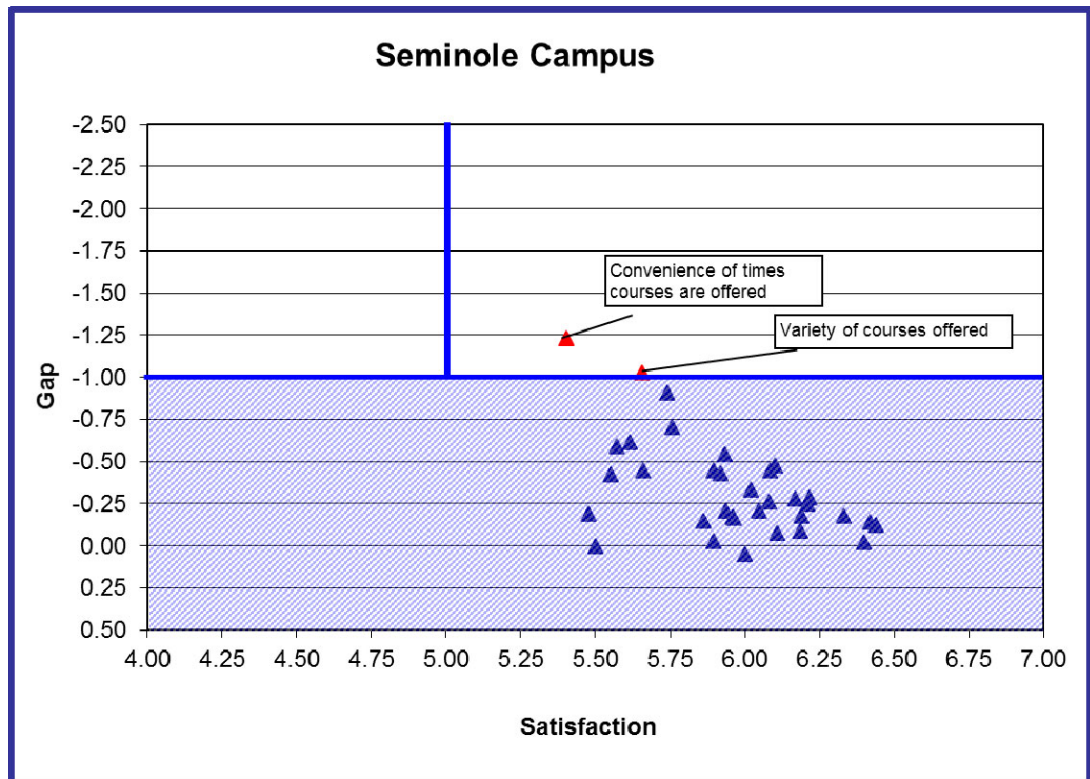


*Figure 8: Seminole Campus Performance Gap and Satisfaction Ratings*

### St. Pete/Gibbs Campus

The St. Pete/Gibbs Campus had eight of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Academic advising" (-1.7), followed by "Convenience of times courses are offered" (-1.5), "Variety of courses offered" (-1.3), "First choice of classes" (-1.2), "Scholarships and student financial assistance office" (-1.1), "Career counseling" (-1.1), "Parking" (-1.1), and "Overall student support services" (-1.1), as shown in Table 28. Figure 9 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 28

| Performance Gaps Less Than -1: St. Pete/Gibbs Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Academic advising | 93 | 6.38 | 4.73 | -1.65 |
| Convenience of times courses are offered | 90 | 6.73 | 5.19 | -1.54 |
| Variety of courses offered | 88 | 6.67 | 5.35 | -1.32 |
| First choice of classes | 88 | 6.65 | 5.49 | -1.16 |
| Scholarships and student financial assistance office | 78 | 6.53 | 5.42 | -1.10 |
| Career counseling | 50 | 6.18 | 5.08 | -1.10 |
| Parking | 85 | 6.64 | 5.56 | -1.07 |
| Overall student support services | 75 | 6.48 | 5.41 | -1.07 |

*Note: data are displayed using two decimal places due to the proximity of the values.*
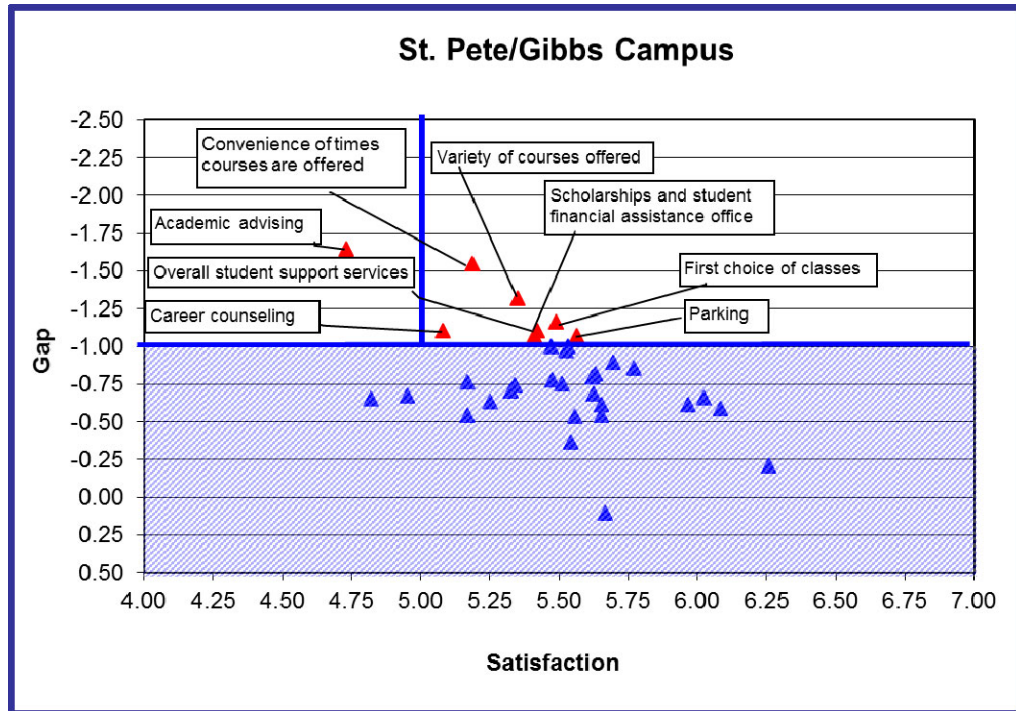
*Figure 9: St. Pete/Gibbs Campus Performance Gap and Satisfaction Ratings*

### Tarpon Springs Campus

The Tarpon Springs Campus had three of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Convenience of times courses are offered" (-1.4), "Variety of courses offered" (-1.3), "Academic advising" (-1.3), as shown in Table 29. Figure 10 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 29

| Performance Gaps Less Than -1: Tarpon Springs Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 57 | 6.70 | 5.32 | -1.39 |
| Variety of courses offered | 57 | 6.84 | 5.53 | -1.32 |
| Academic advising | 60 | 6.58 | 5.30 | -1.28 |

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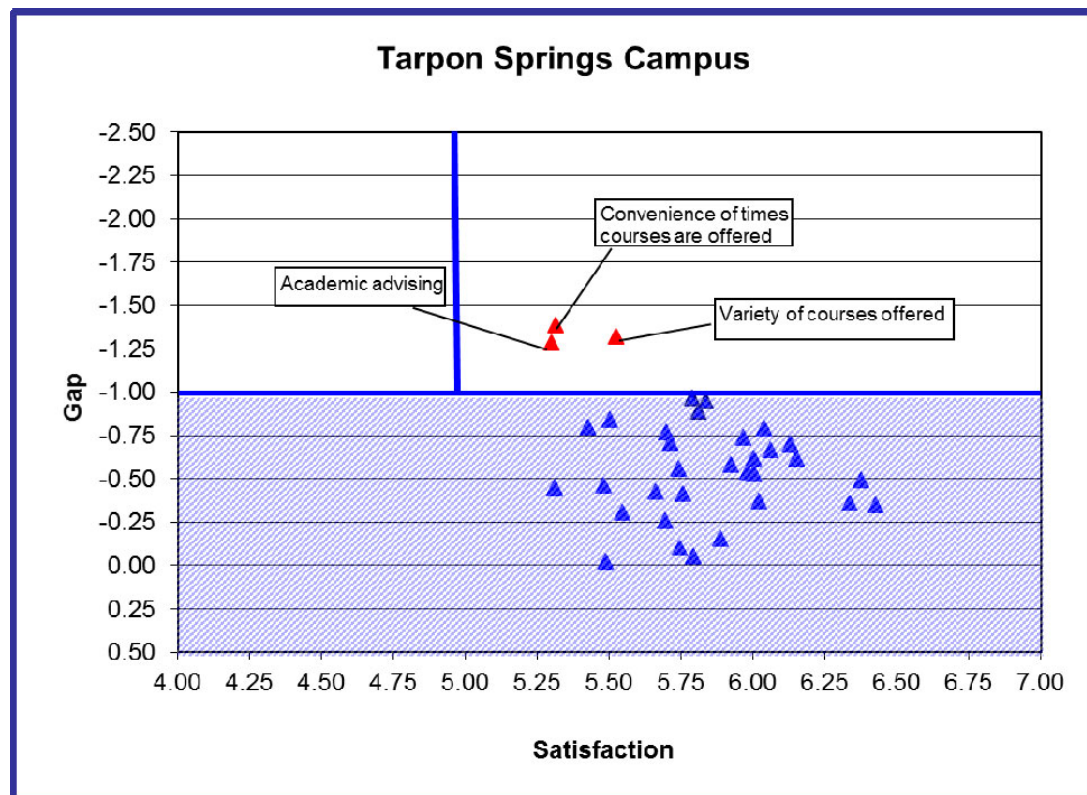


*Figure 10: Tarpon Springs Campus Performance Gap and Satisfaction Ratings*

### Online (eCampus)

The Online Campus had one of its thirty-four academic and student support services with Performance Gaps less than negative one. The widest gap was "Academic advising" (-1.0), as shown in Table 30. Figure 11 displays the relationship between the Performance Gaps and Satisfaction ratings.

Table 30

| Performance Gaps Less Than -1: Online | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Academic advising | 100 | 6.65 | 5.62 | -1.03 |

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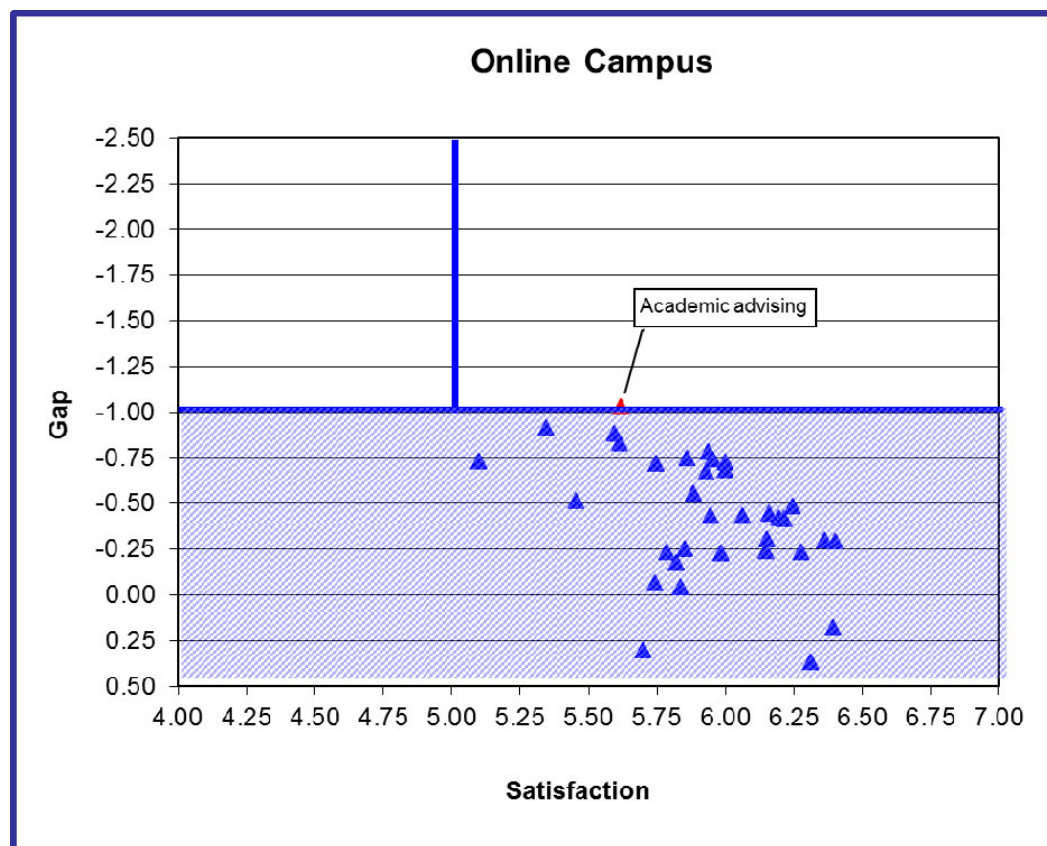


*Figure 11: Online Performance Gap and Satisfaction Ratings*

## Conclusion

### *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 "Very Important" (7) to "Not Important" (1). The top five ranked services in terms of importance to students were: "Personal safety and security" (6.7), "First choice of classes" (6.7), "Convenience of times courses are offered" (6.7), "Variety of courses offered" (6.7), and "Overall quality of the educational programs" (6.6). Four of these were in the top five services last year. The five lowest rated services in terms of importance were: "Registering in-person" (5.8), "New student orientation" (5.8), "Official mailings received from the college" (5.8), "Initial testing for placement in courses" (5.8), and "Student Publications" (5.8). Three of these were in the lowest five services last year.

### *Level of Satisfaction with Academic and Student Support Services*

Students indicated their level of satisfaction with the College's student and academic services on a 7-point scale ranging from "Very satisfied" (7) to "Not satisfied" (1). The top five rated student/academic services were "Personal safety and security" (6.3), "Out-of-class access to computers" (6.3), "Facilities" (6.2), "Library" (6.2), and "Learning centers/tutoring" (6.1). All of the top five services were part of last year's top five services. The five-student/academic services with the lowest satisfaction ratings were "Convenience of times courses are offered" (5.5), "Academic advising" (5.5), "Initial testing for placement in courses" (5.5), "New student orientation" (5.5), and "Food services" (5.2). Three of the five services were the same services rated in the lowest five last year.

### *Comparison of Importance and Level of Satisfaction*

Performance Gaps are formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for "Satisfaction" and "Importance." A positive gap suggests that students found their level of satisfaction with these services higher than the importance associated with these services. This year, there were no academic/support services with positive performance gaps. The five smallest gaps this year were "Official mailings received from the College" (-0.1), "Registering in-person" (-0.1), "Student publications" (-0.2), "Student activities" (-0.3), and "Library" (-0.3). A large negative gap suggests that students found their level of satisfaction with these services lower than the importance associated with these services. Two academic

and student support services had a performance gap lower than -1.00, and they were "Academic advising" (-1.02) and "Convenience of times courses are offered" (-1.14).

## Usage of Student and Academic Services

Students were asked to select "N/A" if they had not used a student and/or academic service. The estimated level of usage is defined as the percent of students that rated the satisfaction level of the student or academic service. The estimated usage of each service is calculated by dividing the number of students responding to the satisfaction scale for a student or academic service by the total number of non-blank responses (including N/A responses). The top five services indicating the highest usage percentages included "Academic advising" (95.4%), "Overall quality of the educational programs" (94.8%), "Convenience of times courses are offered" (94.2%), "Variety of courses offered" (93.7%), and "Bookstore" (93.1%). The lowest five included "Career assessment" (55.9%), "SPC OneCard refund process (55.2%), "Career counseling" (54.3%), "Specialized academic support services" (51.5%), and "Student publications" (50.6%).

## Satisfaction Mean Differences

Of the thirty-four service areas addressed in the survey, one item demonstrated a higher satisfaction score than the previous year. The service with the only year-to-year increase in mean satisfaction scores was "Parking" (+0.01).

Overall, SPC 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.

## Contact Information

*Please address any questions or comments regarding this evaluation to:*

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## Appendix A: Enrolled Student Survey

**Enrolled Student Survey 2018**

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

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

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

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

**Enrolled Student Survey 2018**

**Survey Instructions**

As you respond to each page of the survey you must select Submit to move to the next page. Once the survey is completed, please click on the Submit button at the end of the survey.

**Demographics**

1. Select your age category.

○ 19 and under

○ 20 - 24

○ 25 - 29

○ 30 - 39

○ 40 - 49

○ 50 - 59

○ 60 and over

2. Select your gender.

○ Male

○ Female

**3. Select your ethnicity.**

○ Alaskan Native

○ American Indian

○ Asian Pacific Islander

○ Black/Non-Hispanic

○ Hispanic

○ White

○ Other

**4. Select the campus where you are receiving most of your services.**

○ Allstate Center

○ Clearwater

○ Online

○ EpiCenter

○ Health Center

○ Seminole

○ SPC Downtown

○ SPC Mid-town

○ St. Pete-Gibbs

○ Tarpon Springs

**5. How long has it been since you graduated from high school or received your G.E.D.?**

○ Less than 1 year ago

○ 1 - 3 years ago

○ 4 - 5 years ago

○ More than 5 years ago

## Enrolled Student Survey 2018

## Demographics (Continued)

**6. How many semesters have you been enrolled at SPC?**

- ◯ 1
- ◯ 2
- ◯ 3
- ◯ 4
- ◯ 5
- ◯ 6 or more

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

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

**8. Do you have access to a computer with Internet capabilities?**

- ◯ Yes
- ◯ No

**9. What is the primary reason you are enrolled at SPC?**

◯ To receive a degree/certificate (e.g., BS/BAS, AA, AS)

◯ To upgrade job skills

◯ To take courses for a new career

◯ For personal enrichment

◯ Other, please specify

[                                                  ]

**\* 10. Are you enrolled in a degree or certificate program (e.g., BS/BAS, AA, AS, etc.)?**

◯ Yes

◯ No

## Enrolled Student Survey 2018

### Demographics (Continued)

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

( ) Associate in Arts Degree

( ) Associate in Science Degree

( ) Baccalaureate Degree (SPC)

( ) Baccalaureate Degree (University Partnership Center)

( ) Certificate or Technical Diploma

( ) Graduate Degree (University Partnership Center)

**12.** Please list the name of your degree/certificate program below (i.e., Health Information Management-AS).

[                                        ]

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## Enrolled Student Survey 2018

### Demographics (Continued)

**13. When do you take most of your classes?**

○ Weekday mornings

○ Weekday afternoons

○ Weekday evenings

○ Weekends

○ Online

**14. What is your enrollment status?**

○ Primarily for credit and full-time

○ Primarily for credit and part-time

○ Primarily not for credit

**15. How many hours are you working while attending SPC?**

○ Working 15 or fewer hours per week

○ Working 16 to 30 hours per week

○ Working 31 to 39 hours per week

○ Working 40 or more hours per week

○ Not working

## Enrolled Student Survey 2018

## College Services and Offices

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

### 16. Application/admission process

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Application/admission process (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Application/admission process (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

### 17. Academic advising (e.g., info on programs of study, course/degree requirements, transfer to another institution)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Academic advising (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Academic advising (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 18. Scholarships and Student Financial Assistance Office

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Scholarships and Student Financial Assistance Office (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Scholarships and Student Financial Assistance Office (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 19. SPC OneCard Refund Process

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of SPC OneCard Refund Process (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with SPC OneCard Refund Process (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 20. Business Office

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Business Office (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Business Office (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**21. Initial testing for placement in courses**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Initial testing for placement in courses (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Initial testing for placement in courses (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

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## College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

**22. Bookstore**

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Bookstore (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Bookstore (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**23. Library**

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Library (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Library (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 24. Career Development Center resources (e.g., materials)

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Career Development Center resources** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Career Development Center resources** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 25. Career assessment

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Career assessment** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Career assessment** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 26. Career counseling

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Career counseling** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Career counseling** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## Enrolled Student Survey 2018

### College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

**27. Registering in-person**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Registering in-person (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Registering in-person (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**28. Registering online**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Registering online (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Registering online (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**29. Other online student services** (e.g., viewing grades, applying for graduation, requesting transcripts, making payments etc.)

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Other online student services** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Other online student services** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**30. Student activities** (e.g., clubs/organizations/programs)

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Student activities** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Student activities** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**31. New student orientation**

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of New student orientation** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with New student orientation** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## Enrolled Student Survey 2018

## College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

### 32. Official mailings received from the College

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Official mailings received from the College (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Official mailings received from the College (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

### 33. General information about programs & services

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of General information about programs & services (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with General information about programs & services (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 34. Food services (e.g., cafeterias/snack bars/vending machines)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Food services** (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Food services** (1 - Not Satisfied to 7 - Very Satisfied)) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## 35. Student publications

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Student publications** (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Student publications** (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## Enrolled Student Survey 2018

## College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

### 36. Facilities

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Facilities (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Facilities (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

### 37. Parking

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Parking (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Parking (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

### 38. Personal safety and security

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Personal safety and security (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Personal safety and security (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**39. Out-of-class access to computers**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Out-of-class access to computers (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Out-of-class access to computers (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**40. Overall student support services**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Overall student support services (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Overall student support services (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**Enrolled Student Survey 2018**

## College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

**41.** Specialized academic support services (e.g., SSS, Pathways, Disabilities Resources, NIPS)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Specialized academic support services** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Specialized academic support services** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**42.** Learning Centers/Tutoring (e.g., Learning Support Centers and Learning Commons)

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| **Importance of Learning Centers/Tutoring** *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Satisfaction with Learning Centers/Tutoring** *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**43. Variety of courses offered**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Variety of courses offered *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Variety of courses offered *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**44. Ability to enroll in your "first choice" of classes**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Ability to enroll in your "first choice" of classes *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Ability to enroll in your "first choice" of classes *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**45. Convenience of times courses are offered**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Convenience of times courses are offered *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Convenience of times courses are offered *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

## College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate how "Important" that service/office is to you and your level of "Satisfaction" with that service/office. Select N/A if you have not used the service/office.

### 46. Registration Center

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of the Registration Center (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with the Registration Center (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

### 47. Use of technology for instruction (e.g., computers, Internet)

|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Use of technology for instruction (1 - Not Important to 7 - Very Important) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Use of technology for instruction (1 - Not Satisfied to 7 - Very Satisfied) | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**48. Overall quality of the educational programs**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Overall quality of the educational programs *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Overall quality of the educational programs *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**49. Overall educational support services**

| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | N/A |
|---|---|---|---|---|---|---|---|---|
| Importance of Overall educational support services *(1 - Not Important to 7 - Very Important)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| Satisfaction with Overall educational support services *(1 - Not Satisfied to 7 - Very Satisfied)* | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

**Enrolled Student Survey 2018**

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

## Appendix B: Performance Gaps by Campus

Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. These Performance Gaps were also calculated for each individual campus as determined by student responses to the question, "Select the campus where you are receiving most of your services."

This appendix contains the campus-level Performance Gaps in Tables 31 through 40. The Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. Each table is sorted in ascending order by Performance Gap.

Academic and student support services with response counts less than five are not included as part of the analyses employed in the Enrolled Student Survey. Therefore, since the number of responses representative of the Allstate Center did not meet this threshold (i.e., n < 5), there are no results to report.  Thus, Table 31 is not shown.

Table 32

| Performance Gaps: Clearwater Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 88 | 6.57 | 5.23 | -1.34 |
| Academic advising | 92 | 6.51 | 5.21 | -1.30 |
| Food services | 65 | 5.85 | 4.57 | -1.28 |
| First choice of classes | 81 | 6.57 | 5.44 | -1.12 |
| Registering online | 85 | 6.36 | 5.29 | -1.07 |
| Variety of courses offered | 86 | 6.52 | 5.50 | -1.02 |
| Parking | 89 | 6.42 | 5.42 | -1.00 |
| General information about programs & services | 87 | 6.13 | 5.21 | -0.92 |
| Overall student support services | 83 | 6.42 | 5.59 | -0.83 |
| Overall quality of the educational programs | 82 | 6.57 | 5.77 | -0.80 |
| Registration Center | 58 | 6.29 | 5.52 | -0.78 |
| Scholarships and Student Financial Assistance Office | 79 | 5.99 | 5.23 | -0.76 |
| Bookstore | 95 | 6.23 | 5.49 | -0.74 |
| Learning centers/tutoring | 65 | 6.49 | 5.83 | -0.66 |
| Other online student services | 87 | 6.39 | 5.74 | -0.66 |
| Use of technology for instruction | 76 | 6.37 | 5.74 | -0.63 |
| Student publications | 52 | 5.54 | 4.92 | -0.62 |
| Out-of-class access to computers | 66 | 6.50 | 5.95 | -0.55 |
| Career counseling | 49 | 5.61 | 5.10 | -0.51 |
| Application/admission process | 81 | 6.07 | 5.57 | -0.51 |
| Overall educational support services | 70 | 6.39 | 5.90 | -0.49 |
| Career assessment | 51 | 5.61 | 5.14 | -0.47 |
| Initial testing for placement in courses | 60 | 5.33 | 4.87 | -0.47 |
| Specialized academic support services | 40 | 5.88 | 5.43 | -0.45 |
| Personal safety and security | 86 | 6.59 | 6.21 | -0.38 |
| New student orientation | 56 | 5.23 | 4.86 | -0.38 |
| Library | 90 | 6.44 | 6.08 | -0.37 |
| Student activities | 60 | 5.65 | 5.32 | -0.33 |
| Business Office | 71 | 5.85 | 5.54 | -0.31 |
| Career Development Center resources | 50 | 5.76 | 5.48 | -0.28 |
| SPC OneCard Refund Process | 63 | 5.75 | 5.49 | -0.25 |
| Facilities | 88 | 6.35 | 6.11 | -0.24 |
| Registering in-person | 68 | 5.81 | 5.71 | -0.10 |
| Official mailings received from the College | 77 | 5.57 | 5.48 | -0.09 |

Academic and student support services with response counts less than five are not included as part of the analyses employed in the Enrolled Student Survey. Therefore, since the number of responses representative of the EpiCenter did not meet this threshold (i.e., n < 5), there are no results to report. Thus, Table 33 is not shown.

Table 34

| Performance Gaps: Health Education Center | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Scholarships and Student Financial Assistance Office | 60 | 6.52 | 5.13 | -1.38 |
| Academic advising | 67 | 6.49 | 5.61 | -0.88 |
| Parking | 68 | 6.57 | 5.74 | -0.84 |
| Bookstore | 69 | 6.28 | 5.46 | -0.81 |
| SPC OneCard Refund Process | 47 | 6.19 | 5.55 | -0.64 |
| Application/admission process | 65 | 6.62 | 6.08 | -0.54 |
| Food services | 58 | 6.33 | 5.81 | -0.52 |
| Overall quality of the educational programs | 69 | 6.81 | 6.35 | -0.46 |
| Registering online | 64 | 6.59 | 6.14 | -0.45 |
| First choice of classes | 56 | 6.68 | 6.23 | -0.45 |
| Learning centers/tutoring | 51 | 6.76 | 6.35 | -0.41 |
| Convenience of times courses are offered | 59 | 6.69 | 6.29 | -0.41 |
| Library | 68 | 6.57 | 6.18 | -0.40 |
| Overall student support services | 66 | 6.76 | 6.36 | -0.39 |
| Career counseling | 31 | 6.45 | 6.06 | -0.39 |
| Overall educational support services | 63 | 6.76 | 6.41 | -0.35 |
| Facilities | 66 | 6.65 | 6.32 | -0.33 |
| Use of technology for instruction | 61 | 6.66 | 6.34 | -0.31 |
| Career assessment | 33 | 6.24 | 5.94 | -0.30 |
| Other online student services | 66 | 6.59 | 6.30 | -0.29 |
| Variety of courses offered | 56 | 6.66 | 6.39 | -0.27 |
| Career Development Center resources | 38 | 6.45 | 6.18 | -0.26 |
| Business Office | 42 | 6.19 | 5.98 | -0.21 |
| New student orientation | 55 | 6.00 | 5.80 | -0.20 |
| Registration Center | 45 | 6.64 | 6.44 | -0.20 |
| Personal safety and security | 69 | 6.80 | 6.64 | -0.16 |
| Official mailings received from the College | 52 | 5.98 | 5.83 | -0.15 |
| General information about programs & services | 65 | 6.23 | 6.08 | -0.15 |
| Specialized academic support services | 42 | 6.55 | 6.43 | -0.12 |
| Registering in-person | 51 | 6.10 | 6.02 | -0.08 |
| Out-of-class access to computers | 57 | 6.47 | 6.40 | -0.07 |
| Initial testing for placement in courses | 43 | 5.67 | 5.60 | -0.07 |
| Student publications | 38 | 6.16 | 6.11 | -0.05 |
| Student activities | 42 | 6.36 | 6.33 | -0.02 |

Table 35

| Performance Gaps: Downtown | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Student activities | 12 | 6.00 | 4.75 | -1.25 |
| Convenience of times courses are offered | 16 | 6.13 | 4.94 | -1.19 |
| Bookstore | 15 | 5.87 | 4.80 | -1.07 |
| Food services | 12 | 5.42 | 4.42 | -1.00 |
| Variety of courses offered | 16 | 6.00 | 5.06 | -0.94 |
| Personal safety and security | 16 | 6.38 | 5.50 | -0.88 |
| Career counseling | 14 | 6.00 | 5.21 | -0.79 |
| Other online student services | 16 | 6.00 | 5.25 | -0.75 |
| Academic advising | 18 | 5.89 | 5.17 | -0.72 |
| Business Office | 14 | 6.00 | 5.36 | -0.64 |
| Facilities | 16 | 6.31 | 5.69 | -0.63 |
| Overall quality of the educational programs | 14 | 5.93 | 5.36 | -0.57 |
| Application/admission process | 16 | 5.94 | 5.38 | -0.56 |
| First choice of classes | 16 | 6.38 | 5.81 | -0.56 |
| Registering in-person | 13 | 5.69 | 5.15 | -0.54 |
| Learning centers/tutoring | 15 | 6.40 | 5.87 | -0.53 |
| Scholarships and Student Financial Assistance Office | 17 | 6.18 | 5.65 | -0.53 |
| Parking | 14 | 6.29 | 5.79 | -0.50 |
| General information about programs & services | 15 | 5.93 | 5.47 | -0.47 |
| Use of technology for instruction | 15 | 6.07 | 5.60 | -0.47 |
| Official mailings received from the College | 15 | 5.40 | 5.00 | -0.40 |
| Career Development Center resources | 14 | 5.93 | 5.57 | -0.36 |
| SPC OneCard Refund Process | 15 | 5.40 | 5.07 | -0.33 |
| Registering online | 16 | 5.63 | 5.31 | -0.31 |
| Library | 16 | 6.19 | 5.88 | -0.31 |
| Career assessment | 14 | 5.86 | 5.64 | -0.21 |
| Registration Center | 15 | 5.87 | 5.67 | -0.20 |
| New student orientation | 13 | 5.54 | 5.38 | -0.15 |
| Student publications | 12 | 4.92 | 4.83 | -0.08 |
| Out-of-class access to computers | 15 | 6.27 | 6.20 | -0.07 |
| Initial testing for placement in courses | 16 | 4.69 | 4.63 | -0.06 |
| Specialized academic support services | 11 | 5.73 | 5.73 | 0.00 |
| Overall student support services | 14 | 6.00 | 6.07 | 0.07 |
| Overall educational support services | 14 | 5.93 | 6.07 | 0.14 |

Table 36

| Performance Gaps: Midtown | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Bookstore | 15 | 6.80 | 5.13 | -1.67 |
| New student orientation | 8 | 6.38 | 5.13 | -1.25 |
| Food services | 9 | 6.11 | 5.22 | -0.89 |
| Personal safety and security | 13 | 6.92 | 6.15 | -0.77 |
| Overall educational support services | 13 | 7.00 | 6.23 | -0.77 |
| Parking | 13 | 6.92 | 6.23 | -0.69 |
| Variety of courses offered | 13 | 6.92 | 6.23 | -0.69 |
| Learning centers/tutoring | 11 | 7.00 | 6.36 | -0.64 |
| First choice of classes | 13 | 7.00 | 6.46 | -0.54 |
| Convenience of times courses are offered | 14 | 6.86 | 6.36 | -0.50 |
| Registering online | 13 | 6.77 | 6.31 | -0.46 |
| Out-of-class access to computers | 13 | 6.92 | 6.46 | -0.46 |
| Application/admission process | 11 | 6.45 | 6.09 | -0.36 |
| Academic advising | 14 | 6.64 | 6.29 | -0.36 |
| Overall quality of the educational programs | 14 | 6.93 | 6.64 | -0.29 |
| Scholarships and Student Financial Assistance Office | 11 | 6.73 | 6.45 | -0.27 |
| Overall student support services | 11 | 7.00 | 6.73 | -0.27 |
| Use of technology for instruction | 14 | 6.86 | 6.64 | -0.21 |
| Facilities | 14 | 7.00 | 6.79 | -0.21 |
| Other online student services | 12 | 6.75 | 6.58 | -0.17 |
| Business Office | 12 | 6.08 | 5.92 | -0.17 |
| General information about programs & services | 12 | 6.50 | 6.42 | -0.08 |
| Library | 13 | 6.31 | 6.23 | -0.08 |
| Initial testing for placement in courses | 9 | 5.78 | 5.78 | 0.00 |
| Career counseling | 9 | 5.89 | 5.89 | 0.00 |
| Career assessment | 10 | 6.00 | 6.00 | 0.00 |
| Official mailings received from the College | 9 | 6.33 | 6.33 | 0.00 |
| Registering in-person | 12 | 6.50 | 6.50 | 0.00 |
| Student activities | 11 | 6.55 | 6.55 | 0.00 |
| Student publications | 9 | 6.56 | 6.56 | 0.00 |
| Career Development Center resources | 11 | 6.73 | 6.73 | 0.00 |
| Registration Center | 7 | 7.00 | 7.00 | 0.00 |
| Specialized academic support services | 7 | 7.00 | 7.00 | 0.00 |
| SPC OneCard Refund Process | 9 | 6.44 | 6.67 | 0.22 |

Table 37

| Performance Gaps: Seminole Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 139 | 6.63 | 5.40 | -1.23 |
| Variety of courses offered | 137 | 6.68 | 5.66 | -1.02 |
| First choice of classes | 131 | 6.65 | 5.74 | -0.91 |
| Parking | 140 | 6.46 | 5.76 | -0.71 |
| Bookstore | 140 | 6.23 | 5.61 | -0.61 |
| Food services | 112 | 6.16 | 5.57 | -0.59 |
| Scholarships and Student Financial Assistance Office | 101 | 6.48 | 5.93 | -0.54 |
| Academic advising | 146 | 6.58 | 6.10 | -0.48 |
| SPC OneCard Refund Process | 67 | 6.34 | 5.90 | -0.45 |
| General information about programs & services | 123 | 6.11 | 5.66 | -0.45 |
| Overall quality of the educational programs | 128 | 6.53 | 6.09 | -0.45 |
| Other online student services | 121 | 6.35 | 5.92 | -0.43 |
| New student orientation | 109 | 5.97 | 5.55 | -0.42 |
| Career counseling | 105 | 6.35 | 6.02 | -0.33 |
| Overall student support services | 130 | 6.50 | 6.22 | -0.28 |
| Overall educational support services | 119 | 6.45 | 6.17 | -0.28 |
| Use of technology for instruction | 125 | 6.34 | 6.08 | -0.26 |
| Learning centers/tutoring | 119 | 6.46 | 6.21 | -0.25 |
| Registering online | 105 | 6.26 | 6.05 | -0.21 |
| Business Office | 77 | 6.14 | 5.94 | -0.21 |
| Student publications | 80 | 5.66 | 5.48 | -0.19 |
| Facilities | 139 | 6.51 | 6.33 | -0.18 |
| Specialized academic support services | 80 | 6.36 | 6.19 | -0.18 |
| Application/admission process | 101 | 6.13 | 5.96 | -0.17 |
| Career assessment | 103 | 6.13 | 5.96 | -0.17 |
| Initial testing for placement in courses | 116 | 6.01 | 5.86 | -0.15 |
| Out-of-class access to computers | 129 | 6.56 | 6.42 | -0.14 |
| Personal safety and security | 137 | 6.56 | 6.44 | -0.12 |
| Registration Center | 91 | 6.27 | 6.19 | -0.09 |
| Career Development Center resources | 102 | 6.19 | 6.11 | -0.08 |
| Student activities | 113 | 5.92 | 5.89 | -0.03 |
| Library | 135 | 6.42 | 6.40 | -0.02 |
| Official mailings received from the College | 108 | 5.50 | 5.50 | 0.00 |
| Registering in-person | 102 | 5.95 | 6.00 | 0.05 |

Table 38

| Performance Gaps: St. Pete/Gibbs Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Academic advising | 93 | 6.38 | 4.73 | -1.65 |
| Convenience of times courses are offered | 90 | 6.73 | 5.19 | -1.54 |
| Variety of courses offered | 88 | 6.67 | 5.35 | -1.32 |
| First choice of classes | 88 | 6.65 | 5.49 | -1.16 |
| Scholarships and Student Financial Assistance Office | 78 | 6.53 | 5.42 | -1.10 |
| Career counseling | 50 | 6.18 | 5.08 | -1.10 |
| Parking | 85 | 6.64 | 5.56 | -1.07 |
| Overall student support services | 75 | 6.48 | 5.41 | -1.07 |
| Overall educational support services | 68 | 6.47 | 5.47 | -1.00 |
| Specialized academic support services | 47 | 6.53 | 5.53 | -1.00 |
| Registering online | 86 | 6.50 | 5.52 | -0.98 |
| Overall quality of the educational programs | 85 | 6.59 | 5.69 | -0.89 |
| Learning centers/tutoring | 69 | 6.62 | 5.77 | -0.86 |
| Other online student services | 87 | 6.45 | 5.63 | -0.82 |
| Career Development Center resources | 50 | 6.42 | 5.62 | -0.80 |
| General information about programs & services | 82 | 6.26 | 5.48 | -0.78 |
| Initial testing for placement in courses | 60 | 5.93 | 5.17 | -0.77 |
| Bookstore | 90 | 6.27 | 5.51 | -0.76 |
| Career assessment | 47 | 6.09 | 5.34 | -0.74 |
| Application/admission process | 71 | 6.03 | 5.32 | -0.70 |
| Registration Center | 64 | 6.31 | 5.63 | -0.69 |
| Registering in-person | 61 | 5.62 | 4.95 | -0.67 |
| Personal safety and security | 86 | 6.69 | 6.02 | -0.66 |
| Food services | 66 | 5.47 | 4.82 | -0.65 |
| New student orientation | 52 | 5.88 | 5.25 | -0.63 |
| Use of technology for instruction | 83 | 6.27 | 5.65 | -0.61 |
| Facilities | 83 | 6.58 | 5.96 | -0.61 |
| Out-of-class access to computers | 71 | 6.68 | 6.08 | -0.59 |
| Business Office | 66 | 6.20 | 5.65 | -0.55 |
| Student activities | 59 | 5.71 | 5.17 | -0.54 |
| SPC OneCard Refund Process | 52 | 6.10 | 5.56 | -0.54 |
| Official mailings received from the College | 74 | 5.91 | 5.54 | -0.36 |
| Library | 85 | 6.47 | 6.26 | -0.21 |
| Student publications | 48 | 5.56 | 5.67 | 0.10 |

Table 39

| Performance Gaps: Tarpon Springs Campus | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Convenience of times courses are offered | 57 | 6.70 | 5.32 | -1.39 |
| Variety of courses offered | 57 | 6.84 | 5.53 | -1.32 |
| Academic advising | 60 | 6.58 | 5.30 | -1.28 |
| Parking | 57 | 6.75 | 5.79 | -0.96 |
| First choice of classes | 55 | 6.78 | 5.84 | -0.95 |
| Registering online | 53 | 6.70 | 5.81 | -0.89 |
| Career counseling | 38 | 6.34 | 5.50 | -0.84 |
| Career assessment | 40 | 6.23 | 5.43 | -0.80 |
| Overall quality of the educational programs | 53 | 6.83 | 6.04 | -0.79 |
| Career Development Center resources | 43 | 6.47 | 5.70 | -0.77 |
| Other online student services | 54 | 6.70 | 5.96 | -0.74 |
| Specialized academic support services | 31 | 6.42 | 5.71 | -0.71 |
| Overall educational support services | 47 | 6.83 | 6.13 | -0.70 |
| Overall student support services | 51 | 6.73 | 6.06 | -0.67 |
| Registration Center | 42 | 6.62 | 6.00 | -0.62 |
| Facilities | 47 | 6.77 | 6.15 | -0.62 |
| General information about programs & services | 50 | 6.50 | 5.92 | -0.58 |
| Scholarships and Student Financial Assistance Office | 50 | 6.30 | 5.74 | -0.56 |
| Use of technology for instruction | 52 | 6.52 | 5.98 | -0.54 |
| Bookstore | 60 | 6.53 | 6.00 | -0.53 |
| Personal safety and security | 51 | 6.86 | 6.37 | -0.49 |
| Application/admission process | 52 | 5.94 | 5.48 | -0.46 |
| Student activities | 29 | 5.76 | 5.31 | -0.45 |
| Official mailings received from the College | 47 | 6.09 | 5.66 | -0.43 |
| Business Office | 41 | 6.17 | 5.76 | -0.41 |
| Library | 56 | 6.39 | 6.02 | -0.38 |
| Out-of-class access to computers | 42 | 6.69 | 6.33 | -0.36 |
| Learning centers/tutoring | 40 | 6.78 | 6.43 | -0.35 |
| Initial testing for placement in courses | 46 | 5.85 | 5.54 | -0.30 |
| Registering in-person | 39 | 5.95 | 5.69 | -0.26 |
| Student publications | 26 | 6.04 | 5.88 | -0.15 |
| Food services | 39 | 5.85 | 5.74 | -0.10 |
| SPC OneCard Refund Process | 38 | 5.84 | 5.79 | -0.05 |
| New student orientation | 39 | 5.51 | 5.49 | -0.03 |

Table 40

| Performance Gaps: Online | N | Importance | Satisfaction | Gap |
|---|---|---|---|---|
| Academic advising | 100 | 6.65 | 5.62 | -1.03 |
| Career counseling | 35 | 6.26 | 5.34 | -0.91 |
| Scholarships and Student Financial Assistance Office | 76 | 6.47 | 5.59 | -0.88 |
| Career Development Center resources | 36 | 6.44 | 5.61 | -0.83 |
| First choice of classes | 94 | 6.72 | 5.94 | -0.79 |
| Variety of courses offered | 93 | 6.61 | 5.86 | -0.75 |
| Convenience of times courses are offered | 86 | 6.70 | 5.95 | -0.74 |
| Food services | 30 | 5.83 | 5.10 | -0.73 |
| Overall quality of the educational programs | 98 | 6.72 | 6.00 | -0.72 |
| Bookstore | 90 | 6.47 | 5.74 | -0.72 |
| Registering online | 99 | 6.69 | 6.00 | -0.69 |
| Overall student support services | 83 | 6.60 | 5.93 | -0.67 |
| General information about programs & services | 92 | 6.43 | 5.88 | -0.55 |
| Student publications | 31 | 5.97 | 5.45 | -0.52 |
| Use of technology for instruction | 82 | 6.73 | 6.24 | -0.49 |
| Specialized academic support services | 38 | 6.61 | 6.16 | -0.45 |
| SPC OneCard Refund Process | 53 | 6.38 | 5.94 | -0.43 |
| Library | 67 | 6.49 | 6.06 | -0.43 |
| Overall educational support services | 78 | 6.62 | 6.19 | -0.42 |
| Other online student services | 94 | 6.63 | 6.21 | -0.41 |
| Registration Center | 46 | 6.46 | 6.15 | -0.30 |
| Out-of-class access to computers | 50 | 6.66 | 6.36 | -0.30 |
| Personal safety and security | 65 | 6.69 | 6.40 | -0.29 |
| Business Office | 47 | 6.11 | 5.85 | -0.26 |
| Application/admission process | 82 | 6.39 | 6.15 | -0.24 |
| Career assessment | 42 | 6.02 | 5.79 | -0.24 |
| Learning centers/tutoring | 47 | 6.51 | 6.28 | -0.23 |
| Parking | 61 | 6.21 | 5.98 | -0.23 |
| Initial testing for placement in courses | 50 | 6.00 | 5.82 | -0.18 |
| Student activities | 31 | 5.81 | 5.74 | -0.06 |
| New student orientation | 49 | 5.88 | 5.84 | -0.04 |
| Facilities | 61 | 6.21 | 6.39 | 0.18 |
| Registering in-person | 40 | 5.40 | 5.70 | 0.30 |
| Official mailings received from the College | 71 | 5.94 | 6.31 | 0.37 |

## Appendix C: Performance Gap Priority by Campus

Performance Gaps were formulated for each of the thirty-four academic and student support services by calculating the difference between the mean ratings for Satisfaction and Importance. These Performance Gaps were also calculated for each individual campus as determined by student responses to the question, "Select the campus where you are receiving most of your services."

In order to assist in setting needs priorities, raw performance gap scores were also ranked by campus. For example, "Convenience of times courses are offered" had the lowest performance gap at the Clearwater campus (-1.3) and received a Performance Gap Priority ranking of 1. "Academic advising" had the lowest performance gap at the Online (eCampus) (-1.0) and received a Performance Gap Priority ranking of 1. This appendix contains a side-by-side comparison of the priority rankings in Table 41. The table is sorted alphabetically by service.

Table 41

| Performance Gap Priority Rankings by Campus | AC* | CL | EPI* | HEC | DT | MT | SEM | SPG | TS | ONL | Mean |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Academic advising | | 2 | | 2 | 9 | 14 | 8 | 1 | 3 | 1 | 5.0 |
| Application/admission process | | 20 | | 6 | 13 | 13 | 24 | 20 | 22 | 25 | 17.9 |
| Bookstore | | 13 | | 4 | 3 | 1 | 5 | 18 | 20 | 10 | 9.3 |
| Business Office | | 29 | | 23 | 10 | 21 | 20 | 29 | 25 | 24 | 22.6 |
| Career assessment | | 22 | | 19 | 26 | 26 | 25 | 19 | 8 | 26 | 21.4 |
| Career counseling | | 19 | | 15 | 7 | 25 | 14 | 6 | 7 | 2 | 11.9 |
| Career Development Center resources | | 30 | | 22 | 22 | 31 | 30 | 15 | 10 | 4 | 20.5 |
| Convenience of times courses are offered | | 1 | | 12 | 2 | 10 | 1 | 2 | 1 | 7 | 4.5 |
| Facilities | | 32 | | 17 | 11 | 19 | 22 | 27 | 16 | 32 | 22.0 |
| First choice of classes | | 4 | | 10 | 14 | 9 | 3 | 4 | 5 | 5 | 6.8 |
| Food services | | 3 | | 7 | 4 | 3 | 6 | 24 | 32 | 8 | 10.9 |
| General information about programs & services | | 8 | | 28 | 19 | 22 | 10 | 16 | 17 | 13 | 16.6 |
| Initial testing for placement in courses | | 23 | | 32 | 31 | 24 | 26 | 17 | 29 | 29 | 26.4 |
| Learning centers/tutoring | | 14 | | 11 | 16 | 8 | 18 | 13 | 28 | 27 | 16.9 |
| Library | | 27 | | 13 | 25 | 23 | 32 | 33 | 26 | 18 | 24.6 |
| New student orientation | | 26 | | 24 | 28 | 2 | 13 | 25 | 34 | 31 | 22.9 |
| Official mailings received from the College | | 34 | | 27 | 21 | 27 | 33 | 32 | 24 | 34 | 29.0 |
| Other online student services | | 15 | | 20 | 8 | 20 | 12 | 14 | 11 | 20 | 15.0 |
| Out-of-class access to computers | | 18 | | 31 | 30 | 12 | 27 | 28 | 27 | 22 | 24.4 |
| Overall educational support services | | 21 | | 16 | 34 | 5 | 16 | 9 | 13 | 19 | 16.6 |
| Overall quality of the educational programs | | 10 | | 8 | 12 | 15 | 11 | 12 | 9 | 9 | 10.8 |
| Overall student support services | | 9 | | 14 | 33 | 17 | 15 | 8 | 14 | 12 | 15.3 |
| Parking | | 7 | | 3 | 18 | 6 | 4 | 7 | 4 | 28 | 9.6 |
| Personal safety and security | | 25 | | 26 | 6 | 4 | 28 | 23 | 21 | 23 | 19.5 |
| Registering in-person | | 33 | | 30 | 15 | 28 | 34 | 22 | 30 | 33 | 28.1 |
| Registering online | | 5 | | 9 | 24 | 11 | 19 | 11 | 6 | 11 | 12.0 |
| Registration Center | | 11 | | 25 | 27 | 32 | 29 | 21 | 15 | 21 | 22.6 |
| Scholarships and Student Financial Assistance Office | | 12 | | 1 | 17 | 16 | 7 | 5 | 18 | 3 | 9.9 |
| SPC OneCard Refund Process | | 31 | | 5 | 23 | 34 | 9 | 31 | 33 | 17 | 22.9 |
| Specialized academic support services | | 24 | | 29 | 32 | 33 | 23 | 10 | 12 | 16 | 22.4 |
| Student activities | | 28 | | 34 | 1 | 29 | 31 | 30 | 23 | 30 | 25.8 |
| Student publications | | 17 | | 33 | 29 | 30 | 21 | 34 | 31 | 14 | 26.1 |
| Use of technology for instruction | | 16 | | 18 | 20 | 18 | 17 | 26 | 19 | 15 | 18.6 |
| Variety of courses offered | | 6 | | 21 | 5 | 7 | 2 | 3 | 2 | 6 | 6.5 |

*Only the academic and student support services with five or more responses are shown.*

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