

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: January 22, 2007

Introduction

While the institutional effectiveness and planning process is a continuous endeavor, operationally the process begins with a series of meetings by four oversight groups (Educational, Educational Support Services, and Student Services and Administrative Oversight Groups) at the beginning of the calendar year.

The four oversight groups are charged with the following key tasks: (i) evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle, (ii) identify key areas requiring improvement that were identified in the assessment analysis, and (iii) develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle.

Check the Appropriate Oversight Group:

	Student Services Oversight Group
	Educational Support Services Oversight Group
x	Administrative Services Oversight Group
	Educational Oversight Group

The Administrative Services Oversight Group:

This is an ad hoc working group. Their focus area is to review key information concerning the effectiveness of administrative services and the effectiveness of using technology at the College. The group leader/chairperson is the Vice President of Business Services.

Status of each item identified in this report last year:

The Administrative Oversight Group identified three areas that did not meet the established criteria of a 5.0 mean satisfaction level or a positive performance gap on the 2005-2006 Enrolled Student Survey. They were "Parking", "Bookstore" and "Food services". The objective to occur with the 2006-2007 Enrolled Student Survey was that the three areas would meet the criteria. Table 1 presents the outcomes of the three items over the past three survey years and Table 2 contains a

description of each of the three objectives, their current status and comments on the actions items taken to improve outcomes. Next Tables 3-5 show the “Gaps” by year for the last two years and comments on improvement.

Table 1 Three Year Outcomes Report (Satisfaction, Importance, and Gap)

Services/Office	Sat 04/05	Imp 04/05	Gap 04/05	Sat 05/06	Imp 05/06	Gap 05/06	Sat 06/07	Imp 06/07	Gap 06/07
Parking	4.25	6.16	-1.91	4.54	6.06	-1.52	4.84	6.21	-1.37
Bookstore	4.92	6.08	-1.16	4.95	6.07	-1.12	5.56	6.2	-0.64
Food services	3.9	4.75	-0.85	4.26	4.63	-0.37	4.88	5.23	-0.35

Table 2–Status of Objectives from 2005-2006

Objective	Status	Comments on Action Items
<p>Improve student satisfaction with “Parking” to meet criteria.</p> <p>Still does not meet the criteria but has improved over the past 3 years.</p>	Completed	<p>Scattered Parking: St. Pete/Gibbs The implementation of scattered parking on the north side of the administration building continues to be successful</p> <p>Scattered Parking: HEC Scattered parking at HEC could not be implemented. However, the College has plans underway to demolish the old Vet. Tech. building which will help to alleviate the parking situation at HEC.</p> <p>Scattered Parking: Clearwater Scattered parking during the late afternoon and evening hours continues to be successful on this site.</p>
<p>Improve student satisfaction with “Bookstore” to meet criteria.</p> <p>“Bookstore” now meets the criteria</p>	Completed	<p>Beginning In August 2005, the College successfully collaborated with Follett Bookstore’s IT staff to implement the BookNow program. This allows a student who completes their registration in our system to click one link at the bottom of</p>

		<p>the registration page and it takes the student to the Follett's website where the student's shopping cart is already filled with the required books for the schedule they have created. Although the Bookstore satisfaction now meets the criteria the College recognizes the continuing improvement is important and the College is advocating for sales tax relief on textbooks.</p>
<p>Improve student satisfaction with "Food services" to meet criteria.</p> <p>Still does not meet the criteria but has improved over the past 3 years.</p>	<p>Partially Completed</p>	<p>Completed negotiations for new food services agreement for the Epicenter (April 2005) and St. Petersburg/Gibbs Campus (August 2005), and assisted in getting the food services operations up & running.</p> <p>Completed contract awards for food services at the Tarpon Springs Campus and the Health Education Center with food service already in operation at the Health Education Center (Nov. 2005), and food service at Tarpon Springs Campus (expected 2007). Additionally certain building improvements (carpet, painting, etc.) have just recently been approved for the HEC food services area as well.</p>

Tables 3-5

Objective Areas' Performance Gaps for 2005-2006 and 2006-2007 by Campus.

Table 3 Parking

	2005-2006 Performance Gap	2006-2007 Performance Gap	Results
SP Gibbs	-2.2	-2.12	More Satisfied
Clearwater	-1.8	-1.50	More Satisfied
Tarpon	-1.3	-.89	More Satisfied
Seminole	-1.1	-.94	More Satisfied
Health	-2.0	-1.78	More Satisfied
Allstate	-.8	-.3	More Satisfied
eCampus	-.7	-1.06	Less Satisfied

Table 4 Bookstore

	2005-2006 Performance Gap	2006-2007 Performance Gap	Results
SP Gibbs	-1.3	-.64	More Satisfied
Clearwater	-1.1	-.75	More Satisfied
Tarpon	-1.1	-.76	More Satisfied
Seminole	-1.2	-.35	More Satisfied
Health	-1.4	-.46	More Satisfied
Allstate	-1.5	-1.03	More Satisfied
eCampus	-1.0	-.45	More Satisfied

Table 5 Food Service

	2005-2006 Performance Gap	2006-2007 Performance Gap	Results
SP Gibbs	-.3	-.34	Less Satisfied
Clearwater	-.3	-.22	More Satisfied
Tarpon	-1.30	-1.28	Same
Seminole	0	-.08	Less Satisfied
Health	-.9	-.32	More Satisfied
Allstate	.4	0	Less Satisfied
eCampus	1.4	-.41	Less Satisfied

Areas that need improvement for the next planning cycle:

In order to identify the areas needing improvement for the next planning cycle the Administrative Services Oversight Group met and reviewed key assessment information with the charge to identify continuous improvement opportunities. Below is a summary of the findings.

I. Area that needs improvement:

Objective for Upcoming Year - Improve Parking as measured by the student satisfaction rating “Parking” on the 2007-2008 “Enrolled Student Survey”.

Current Outcomes on the Enrolled Student Survey

Services/Office	Sat 06/07	Imp 06/07	Gap 06/07
Parking	4.84	6.21	-1.37

Action Plans for 2007-2008

St. Pete/Gibbs Campus

The new Student Services Building will be under construction on the east side of campus through fall term, 2008. Once that construction is complete, the renovation of the west parking lots will begin.

Downtown Center

The parking garage at the Downtown Center has been under construction, but is scheduled for completion by summer, 2007.

Health Education Center

Current construction of the Orthotics and Prosthetics Building is underway on the west side, but is scheduled for completion by January, 2008. Once this construction is complete, approximately 30 additional parking spaces will become available. Also, the Vet Tech program will be moving to Clearwater Campus as of January, 2008, and plans are for the old Vet Tech building to be demolished to make way for additional parking.

Clearwater Campus

Clearwater Campus will be undergoing major remodeling and construction over the next three years, so parking will continue to be a challenge. We are looking at implementing additional parking measures such as parking/shuttle services to nearby retail/commercial parking.

II. Area that needs improvement:

Objective for Upcoming Year - Improve Food service as measured by the student satisfaction rating “Food service” on the 2007-2008 “Enrolled Student Survey”.

Current Outcomes on the Enrolled Student Survey			
Services/Office	Sat 06/07	Imp 06/07	Gap 06/07
Food services	4.88	5.23	-0.35

Action Plans for 2007-2008

Action Steps:

1. Prepare and administer a food services specific satisfaction survey to pinpoint specific deficiencies.
2. Based on the survey results, develop and implement actions plans to address actionable deficiencies, in corporation with the food services vendors.
3. Explore cost efficient options for renovations (e.g. additional counter tops, paint and new equipment) at the Health Education Center food services area. Gain approval and implement according to budget availability.

III. Area that needs improvement:

With the increased attention of the U.S. Department of Education on the timely return of unearned Title IV funds, the need for accurate records for student attendance in classes has increased drastically. Accurate attendance records for establishing official and unofficial withdrawals from classes are now critical. State Auditors are also examining colleges' procedures, practices, and performance on return of unearned Title IV funding, and have issued findings and recommendations for improvement in this area. At SPC, an attendance management function has already been implemented in Angel Learning Management System. Current results indicated additional improvements are required.

Objective for Upcoming Year - Improve the Student Attendance-taking function in the Angel Learning Management System as measured by faculty and associate provost council feedback.

All of these changes were initiated via faculty requests that were solicited by the President.

Action Plans for 2007-2008

Action Steps:

- 1. Allowing for the attendance for a student that "has been withdrawn" for whatever reason to be entered for the rest of the semester as an A. This would provide an audit trail of the students' attendance without requiring faculty to take attendance for a student that is no longer attending.**
- 2. Programmatically copying attendance from a merged course back to the original section. This would copy attendance from the merged course back to the course of record.**
- 3. The addition of an indicator by each student's name in a class that provides a cumulative total number of absences for the student. This would enhance the faculty's ability to take action more immediately with regard to the attendance policy.**
- 4. Modifying the display of the attendance record for a course to include the entire semester instead of only one month. This will allow faculty to visually identify a student with a potential or actual attendance issue more easily.**

5. Enhance the export of the attendance record into a comma delimited Excel format. This will provide a more useable format for faculty records.

IV. Area that needs improvement:

Objective for Upcoming Year - Improve access to PeopleSoft Budget information and reports as measured by unit managers' mean satisfaction rating the "Annual Budget Planning Evaluation" (Question 8) "I find my monthly budget format clear and understandable" from 4.36 to 5.00 by 2007/08 Survey.

Current Outcomes on the Annual Budget Planning Evaluation

Question 8	Mean Satisfaction Rating 06/07 Survey
"I find my monthly budget format clear and understandable"	4.36

Action Plans for 2007-2008

Action Steps:

1. Continue to enhance the collegewide PeopleSoft Financial System including financial reporting on task and project basis for multi-year grants, by completing implementation, testing and staff training for phase III enhancements, (SD-IO #C.7)
2. Assign and manage the programming, testing and implementation of feature enhancements and new reporting, as linked on the phase III enhancement list.
3. Extend contract agreement and allocated budget for consulting and contracting program services.
4. Document and maintain status results on the enhancement list.
5. Explore and implement additional financial reporting enhancements through the new business intelligence system if selected and encoded as (SD-IO #C.9).

V. Area that needs improvement:

Objective for Upcoming Year – Improve the registration process for non-credit students (corporate training, non-credit courses offered at Allstate, and non-credit health programs) as measured by Department-specific survey results and End-Of-Year Reports.

Action Plans for 2007-2008

Action Steps:

- 1. Identify and assess issues with current registration features for non-credit students in the PeopleSoft Student System through collaborative meeting session with Corporate Training and PeopleSoft technical staffs.**
- 2. Explore and examine planning future development for non-credit registration in PeopleSoft Administration System.**
- 3. Identify and evaluate alternative technology and vendor solutions to PeopleSoft Student Administration System.**
- 4. Make recommendations to senior management and seek funding for improving non-credit registration process.**

VI. Area that needs improvement:

Objective for Upcoming Year - Improve the “Technology Allocation Process” as measure by the mean scores on the “Technology Resources Allocation Evaluation Survey”.

Outcomes on the Technology Resources Allocation Evaluation Survey

<i>Survey Questions</i>	Oct-03 Means	Nov-04 Means	Feb-06 Means	Dec-06 Means
<i>I have an opportunity to input technology needs into the annual unit planning and/or Yellowsheet processes.</i>	6.00	6.23	5.58	5.79
<i>My technology needs and requirements are given adequate consideration by my department level administrators.</i>	6.23	6.43	5.91	5.87
<i>My technology needs and requirements are given adequate consideration by my campus level administrators.</i>	6.26	6.48	5.64	5.92
<i>My technology needs and requirements are given adequate consideration by district level administrators.</i>	5.85	6.19	5.43	5.53
<i>I am satisfied that technology resources allocation decisions are made based on the greater needs of the College.</i>	5.83	6.10	5.48	5.53
<i>I am satisfied that technology resources allocation decisions are made on a fair and logical basis.</i>	6.02	6.00	5.23	5.56

Action Steps:

- 1. Explore the feasibility and procedure for keeping the SPOL data entry for “Yellowsheet” and “Lab Fee” expenditures open for use as a repository of such request throughout the planning year.**