

RESEARCH BRIEF

INSTITUTIONAL AND PROGRAM PLANNING

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REPORT ON THE SURVEY OF ENROLLED STUDENTS Fall 1995

The Survey of Enrolled Students (SES) is one component of a college-wide assessment system at St. Petersburg Junior College. The primary purpose of the SES is to obtain from enrolled students an overall assessment of the quality of the College's academic and student support services. Students were asked to rate 28 College services on a five-point scale, with 5 (Excellent) the most positive score and 1 (Poor) the most negative, and to respond to three open-ended questions relating to the quality of the College's academic and student support services. This report presents the findings from the first administration of the survey conducted in October 1995.

RESPONDENTS

The SES was distributed to 6,197 students enrolled in day classes or clinical sections that met at 10:10 a.m. and evening classes that were in session between 5:45 p.m. and 7:30 p.m. Students enrolled in dual credit, cooperative education, distance learning, non-credit and television courses were not surveyed. Four thousand three hundred eleven (4,311) surveys were returned for a response rate of 70%; about 27% were returned blank or incomplete; 3% were not distributed by instructors at the designated class times. Table 1 shows the student demographics of the surveyed students. With exceptions of age and degree goal, the profile of the respondents was representative of the Fall 1995 credit student enrollment demographics. With respect to these factors, the percentage of survey students 24 years or younger was a little higher (63.4%) than the fall credit student profile (51.0%). Likewise, the percentage of survey students seeking the A. S. degree (26.2%) was more than the credit student profile (15.6%).

TABLE 1

	Number	Percent		Number	Percent		Number	Percent
Gender			Campus Services			No. Credits Earned at SPJC		
Female	2440	57.4	St. Pete/Gibbs	1800	41.8	0 - 15	1900	44.9
Male	1812	42.6	Clearwater	1930	44.8	16 - 30	894	21.1
Total	4252	100.0	Tarpon Springs	522	12.1	31 - 45	598	14.1
			Health Educ. Ctr.	31	0.7	Over 45	838	14.1
Age			Allstate Center	28	0.6	Total	4230	100.0
19 and under	1339	31.3	Total	4311	100.0			
20 - 24	1373	32.1				Classes Taken		
25 - 39	1225	28.6	Years Since H.S. Grad. or GED			During the day	2976	70.2
40 - 54	317	7.4	Less than 1	772	18.3	In the evening	1266	29.8
55 or over	24	0.6	1-3	1511	35.7	Total	4242	100.0
Total	4278	100.0	4-5	373	8.8			
Ethnicity			More than 5	1573	37.2	Degree Goal		
White	3327	79.7	Total	4229	100.0	Associate Arts	2921	67.6
Black	331	7.9				Associate Science	1131	26.2
Hispanic	178	4.3				Certificate	25	0.5
Asian	171	4.2				None	180	4.2
Am. Indian	58	1.4				Other	63	1.5
Unknown	106	2.5				Total	4320	100.0
Total	4171	100.0						

RATINGS ON SERVICES

Table 2 shows the mean scores for all academic and student support services ranked in order of score and of usage and the number of respondents for each item. The mean ratings of students on quality of services ranged from a

high of 4.01 for the "Library" to a low of 2.48 for "Parking". A review of the responses strongly indicates when students rated "Career Counseling and Career Services" (ranked 24), they were rating the services provided by academic advisors and the counseling area. When comparing the service ratings of students with different background and demographic characteristics, several differences were seen. Day students rated student/academic services higher than evening students. Students with 15 or fewer credits rated College services lower than students with 16 or more earned credit hours. Black, Asian and Native American students generally rated the academic and student support services higher than White and Hispanic students. In order to obtain an indication of the student usage of each academic and support service, the number of respondents rating the services was calculated. Using this proxy as an indicator of student usage it was interesting to note that: (1) "Library" services ranked first in terms of quality but twelfth in usage; (2) "Overall Quality of Instruction" and "Application/Admission Process" ranked among the first five in terms of both quality and the number of students evaluating these services; (3) "Supplemental Instructional Centers" ranked fifth in terms of quality but twenty-fifth in terms of usage; and (4) "Parking" ranked last in terms of quality and seventh in terms of usage.

The comments made by the respondents to the open-ended questions provided additional insight into the ratings given by the students. Students commended the helpfulness and availability of the staffs of the Library and Supplemental Instructional Centers and the conveniences and speed of gaining admission to the College. In contrast, they criticized the lack of parking spaces (especially at peak class times), and noted the difficulty in obtaining student publications, and the lack of a regular publication schedule. They asked for a healthier variety of foods from Food Service and cited the frequency of malfunctions of the vending machines. More current information on the programs of the College was requested, along with the desire to have counseling staff spend more time with the students.

TABLE 2

<u>Academic and Student Services</u>	<u>Satisfaction Mean Based On 5-point Scale</u>	<u>Satisfaction Rank By Mean</u>	<u>Number Responded</u>	<u>Usage Rank</u>
Library	4.01	1	4081	12
Overall quality of instruction	3.83	2	4235	2
Overall quality of educational program content	3.75	3	4206	8
Application/admission process	3.74	4	4246	1
Supplemental instructional centers	3.73	5	2963	25
Personal safety and security	3.69	6	4164	10
Attractiveness of the campus	3.67	7	4201	9
Selection of courses offered	3.61	8	4211	6
Bookstore	3.59	9	4234	3
Business office	3.57	10	3526	18
Official mailings received from the College	3.56	11	4033	14
Specialized academic support services	3.56	12	2049	28
Overall rating of student support services	3.54	13	3542	17
Out-of-class access to computers	3.53	14	3418	22
Registration process	3.51	15	4216	5
Convenience of times classes are offered	3.49	16	4219	4
Initial testing for placement in courses	3.44	17	3896	16
Job/career and ELP Center	3.43	18	2591	26
Facilities and equipment	3.43	19	4005	15
Student activities	3.39	20	2508	27
Orientation	3.38	21	3433	21
Academic advising	3.35	22	4100	11
Financial aid office	3.29	23	2970	24
Career counseling and career assessment	3.28	24	3447	20
General information about programs and services	3.28	25	4070	13
Student publications	3.25	26	3135	23
Food service	3.16	27	3475	19
Parking	2.48	28	4207	7

CONCLUSION

Many valuable insights were gained about the services and programs offered by the College from this survey. Plans are to administer it annually during the Fall semester so that we continue to learn how students rate the academic and student support services of the College in order to improve their quality and as an aid to unit planning at the departmental level.