2024-25
Enrolled Student Survey Report

Institutional Effectiveness
St. Petersburg College

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Enrolled Student Survey Report Produced by

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Executive Summary

Introduction
The evaluation and assessment processes at St. Petersburg College (SPC) are centered on mission-driven outcomes in program and service areas. Analysis of outcome results is 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 the level of satisfaction of enrolled students with the College's academic and student support services. Subsequently, this information is to be used by the faculty and administration to establish quality improvement initiatives that benefit our students.

Student Demographic and Academic Information
The 4,614 survey respondents had the following characteristics:

- Fifty-five percent (55%) were under the age of 25.
- Self-reported race/ethnicity was as follows: <1% Alaskan Native, 1% American Indian, 6% Asian/Pacific Islander, 18% Black/Non-Hispanic, 18% Hispanic, 53% White/Non-Hispanic, and 6% Other.
- Over two-thirds (68%) were female.
- Almost one-third received services through the Online campus (31%), followed by the St. Pete/Gibbs campus (21%), Clearwater campus (19%), and the Tarpon Springs campus (13%).
- Over one-quarter (29%) are enrolled in the Associate in Arts program, followed by those in an Associate in Science program (28%).
- Over two-fifths (44%) of the survey respondents had earned 15 or fewer credit hours, while over one-fifth had earned 16 to 30 credit hours (22%) or over 45 credit hours (21%) at SPC.
- Almost half (48%) selected "Online" as their preferred method for seeking out SPC services, followed by "In Person" (42%).
- Over two-fifths (42%) indicated "Email" was their preferred online method for seeking out services at SPC, with over one-third (37%) preferring Live Help.

Level of Satisfaction with Academic and Student Support Services
On the ENSS, students indicated their level of satisfaction with the College's student and academic services on a 5-point scale ranging from "Very satisfied" (5) to "Not satisfied" (1). There was a 0.6 spread among all satisfaction scores, ranging from "Personal Safety and Security" (4.5) to "Scholarships" (3.9).

Services that were ranked in the top five in terms of satisfaction were:
- ☐ Personal Safety and Security (4.5),
- ☐ Access to Computers (4.5),
- ☐ Help Desk (4.5),
- ☐ Library Resources (4.4), and
- ☐ Learning Centers / Tutoring (4.4).

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Four of the five services listed above were rated among the top services last year.

The five student/academic services with the lowest satisfaction ratings were:
- ☐ Scholarships (3.9),
- ☐ Convenience of Times Courses are Offered (4.1),
- ☐ Career Counseling (4.2),
- ☐ Academic Software (4.2), and
- ☐ Variety of Courses Offered (4.2).

Four of the five services listed above were rated in the bottom five last year.

Satisfaction Mean Differences
Of the twenty-nine service areas addressed in the survey, six demonstrated a higher satisfaction score than the previous year; whereas, twenty-one service areas demonstrated a lower satisfaction score than the previous year.

The five services with the highest year-to-year increase in mean satisfaction scores were:
- ☐ Payment Reminders (+0.09),
- ☐ Convenience of Times Courses are Offered (+0.04),
- ☐ Academic Advising (+0.03),
- ☐ Variety of Courses Offered (+0.02), and
- ☐ Academic Software (+0.02).

The services with the greatest year-to-year decline in the mean satisfaction score were:
- ☐ MySPC (-0.09),
- ☐ Test Score Entry (-0.06),
- ☐ Overall Quality of Your Current Educational Program (-0.05),
- ☐ Appointment Turnaround (-0.05), and
- ☐ Five services tied for fifth place (-0.04).

Academics
Students were asked to state preferences related to course offerings. Of those who responded:
- Over half (54%) indicated a preference for 16 - week sessions, followed by 8 - week sessions (27%).
- Almost half (48%) indicated Online courses were their preferred course delivery method, followed by Face-by-Face courses (28%).
- Over half of respondents indicating a preference for synchronous course delivery methods (53%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (29%) preferred to take most of their classes on Weekday Afternoons, and nearly one-sixth (16%) preferred Weekday Evenings.
- Over half (55%) described their current educational program as being Online, followed by Face-to-Face (23%) and Blended (22%).

Conclusion
Overall, SPC students are reportedly satisfied with the performance of the College. Nevertheless, the results reflect areas where there is opportunity to increase student satisfaction. It is recommended that each campus and unit review this report and use the insights gained to establish quality improvement initiatives for their units.

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SPC Mission Statement

The mission of St. Petersburg College is to empower our students and community to achieve success and economic mobility through academic excellence and engagement.

St. Petersburg College fulfills this 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 nearly 100 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 Department of Institutional Effectiveness, along with the Strategic Planning Office, works 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

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consideration of the intended outcomes that the institution has set and an 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 (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 [PP]), AS Program Assessments, BAS/BS Program Assessments, and Program Reviews. Outcome results for the academic programs are documented in two types of assessment reports as follows: the Academic Program Viability Report (APVR) is completed on an annual basis and the Academic Program Assessment Report (APAR), which is completed on a three-year cycle.

☐ Administrative/Student Services Assessments include direct and indirect measures through Services Assessments, and the Entering Student Survey, Enrolled Student Survey, Graduating Student Survey, Recent Alumni Survey, Employer Survey, and the Community College Survey of Student Engagement (CCSSE). Administrative and educational support services are evaluated annually via these surveys. Results of college-wide student surveys are further refined and augmented through additional departmental-specific assessments.
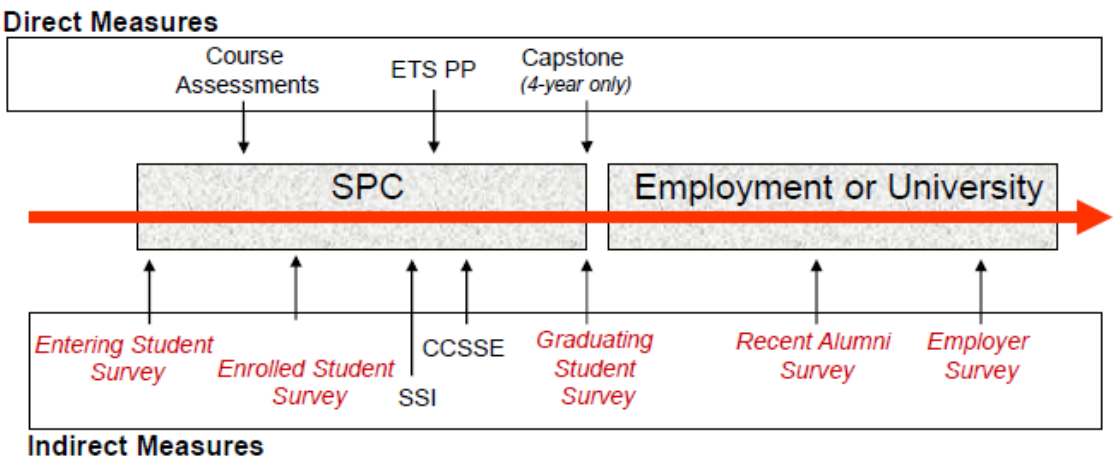
Direct Measures

Course Assessments — ETS PP — Capstone (4-year only)

SPC — Employment or University

Entering Student Survey — *Enrolled Student Survey* — CCSSE — SSI — *Graduating Student Survey* — *Recent Alumni Survey* — *Employer Survey*

Indirect 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 the level of satisfaction of enrolled students with the College's academic and student support services. Subsequently, this information is to be used by the faculty and administration to establish quality improvement initiatives that benefit our students.

The ENSS survey was sent to all enrolled students who were not entering or graduating during the Spring 2025 term, and was open for a four-week period from February 24th through March 24th, 2025. Historically, the survey has been run in the Fall. This was the first year it was run in the Spring term. To facilitate the planning process and minimize disruption in the classroom, the 2024-25 iteration of the survey was offered only online via the St. Petersburg College Titan Hub as a task for students to complete. Students were able to access the survey from any campus computer or from their home computer. Over four thousand, six hundred students (4,614) 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 their level of satisfaction with the College's academic and student support services. The ratings used to gauge Satisfaction are on a 5-point scale with (5) "Very satisfied" being the highest possible rating and (1) "Not satisfied" the lowest.

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 shared with college leadership. This survey report will be distributed broadly and the information herein is to be used by program managers as a catalyst to improve, reevaluate, and/or restructure their programs and services.

The remainder of this document presents the findings from the ENSS in both text and chart format. Appendix A, included with this document, shows the survey questions.

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Demographics

The demographic profile and academic background of the 4,614 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" (33%), followed by "20 - 24" (22%), "30 - 39" (16%), and "40 - 49" (11%). Fifty-five percent of respondents were under the age of 25.

Table 1

Age (n=4596)

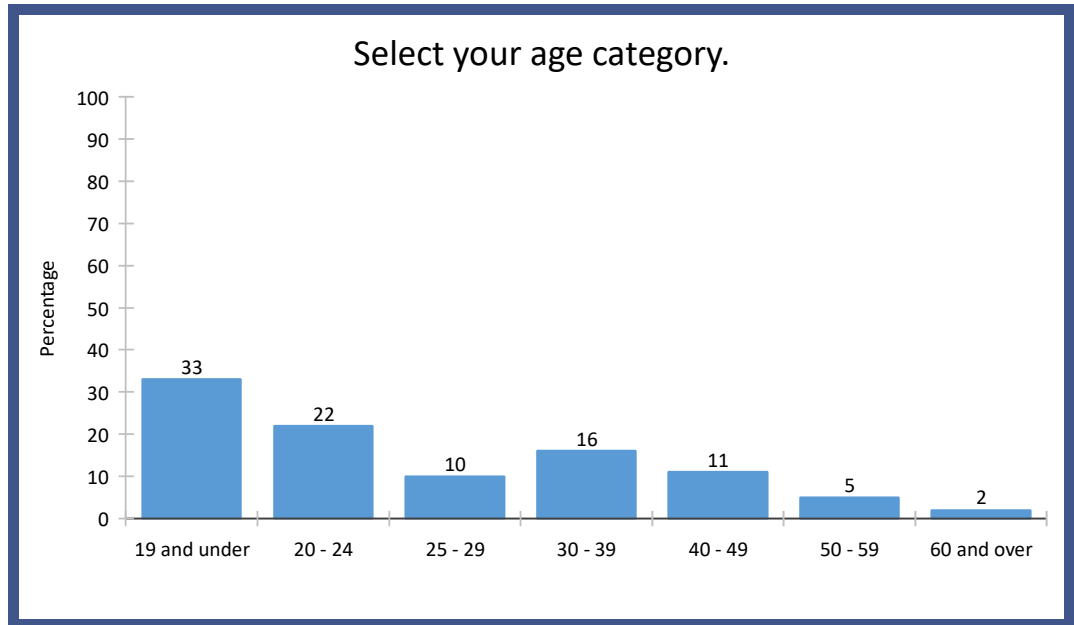| Select your age category.	N	%
19 and under	1518	33%
20 - 24	999	22%
25 - 29	477	10%
30 - 39	732	16%
40 - 49	513	11%
50 - 59	248	5%
60 and over	109	2%

Age

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

Ethnicity

Over half (53%) of survey respondents selected White/Non-Hispanic as their ethnicity. The next two largest categories were Black/Non-Hispanic (18%) and Hispanic (18%).

Table 2

Ethnicity (n=4584)

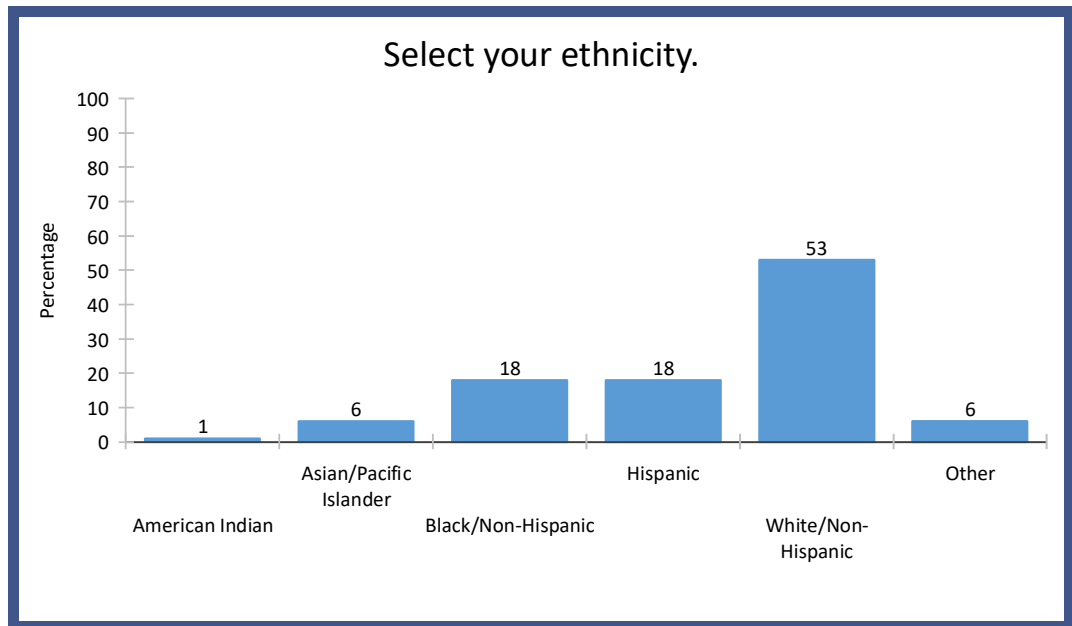| Select your ethnicity.	N	%
Alaskan Native	5	<1%
American Indian	25	1%
Asian/Pacific Islander	262	6%
Black/Non-Hispanic	803	18%
Hispanic	816	18%
White/Non-Hispanic	2411	53%
Other	262	6%

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

Gender

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

Table 3

Gender (n=4595)

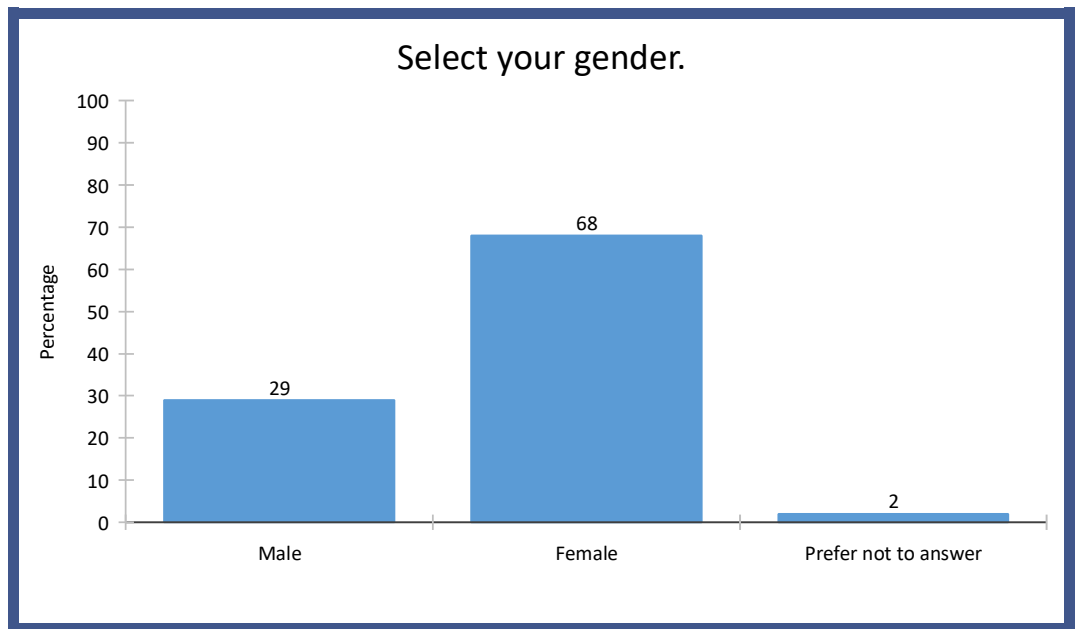| Select your gender.	N	%
Male	1345	29%
Female	3143	68%
Other (please specify)	18	<1%
Prefer not to answer	89	2%

Figure 4. Gender. Values less than 1% are not displayed.

Survey Distribution by Reporting Campus

The Online campus was selected by 31% of the students, followed by the St. Pete/Gibbs campus (21%), Clearwater campus (19%), and the Tarpon Springs campus (13%).

Table 4

Survey Distribution by Reporting Campus (n=4552)

Select the location where you are receiving most of your services.	N	%
Allstate Center	7	<1%
Clearwater	871	19%
Downtown Center	111	2%
EpiCenter	19	<1%
Health Education Center	150	3%
Midtown Center	38	1%
Online	1421	31%
Seminole	390	9%
St. Petersburg/Gibbs	958	21%
Tarpon Springs	569	13%
Veterinary Technology Center	18	<1%

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Survey Distribution by Reporting Campus
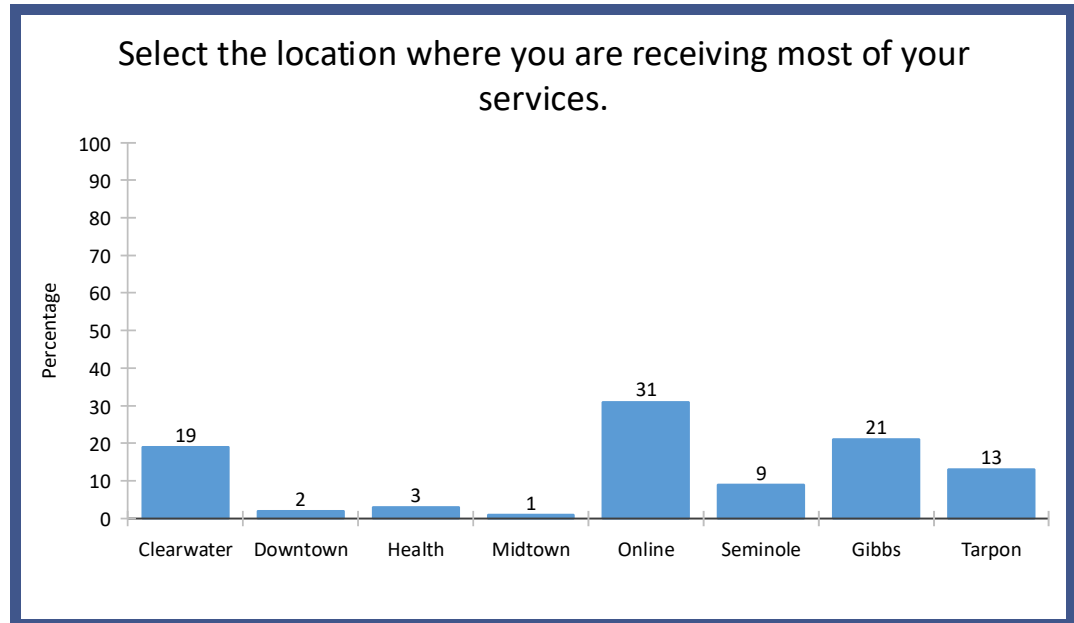
Figure 5. Survey Distribution by Reporting Campus. Values less than 1% are not displayed.

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Degree Type

Over one-quarter (29%) of survey respondents are enrolled in an Associate in Arts program, followed by those enrolled in an Associate in Science program (28%) at SPC.

Table 5

Degree Type (n=4462)

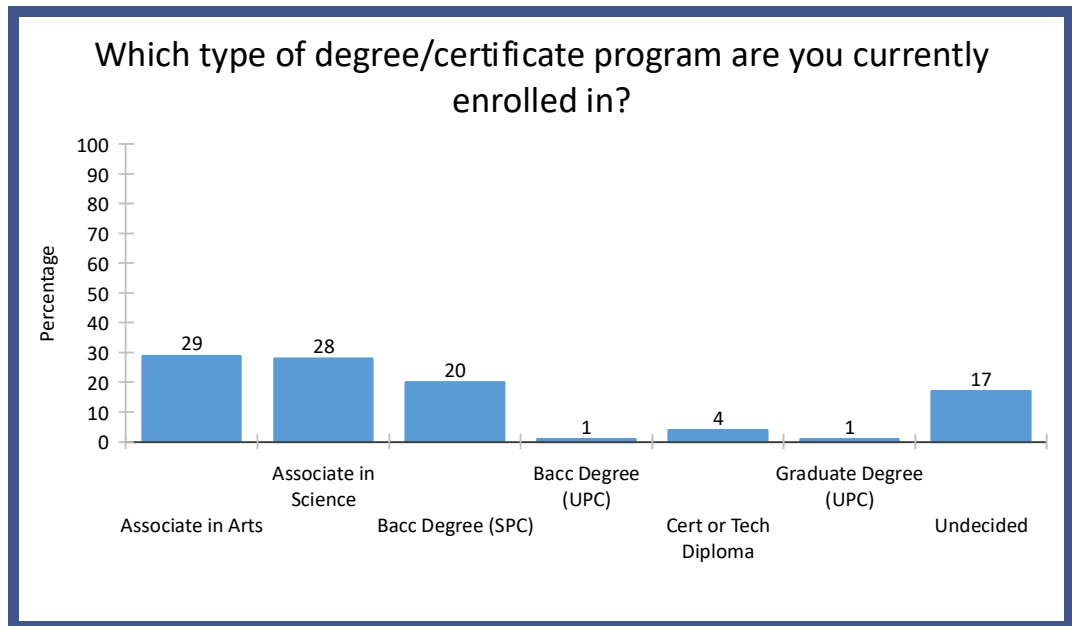| Which type of degree/certificate program are you currently enrolled in?	N	%
Associate in Arts Degree	1279	29%
Associate in Science Degree	1252	28%
Baccalaureate Degree (SPC)	907	20%
Baccalaureate Degree (University Partnership Center)	48	1%
Certificate or Technical Diploma	175	4%
Graduate Degree (University Partnership Center)	27	1%
Undecided	774	17%

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

Number of Credits Received

Over two-fifths (44%) of the survey respondents had earned 15 or fewer credit hours, while over one-fifth had earned 16 to 30 credit hours (22%) or over 45 credit hours (21%) at SPC.

Table 6

Number of Credits Received (n=4340)

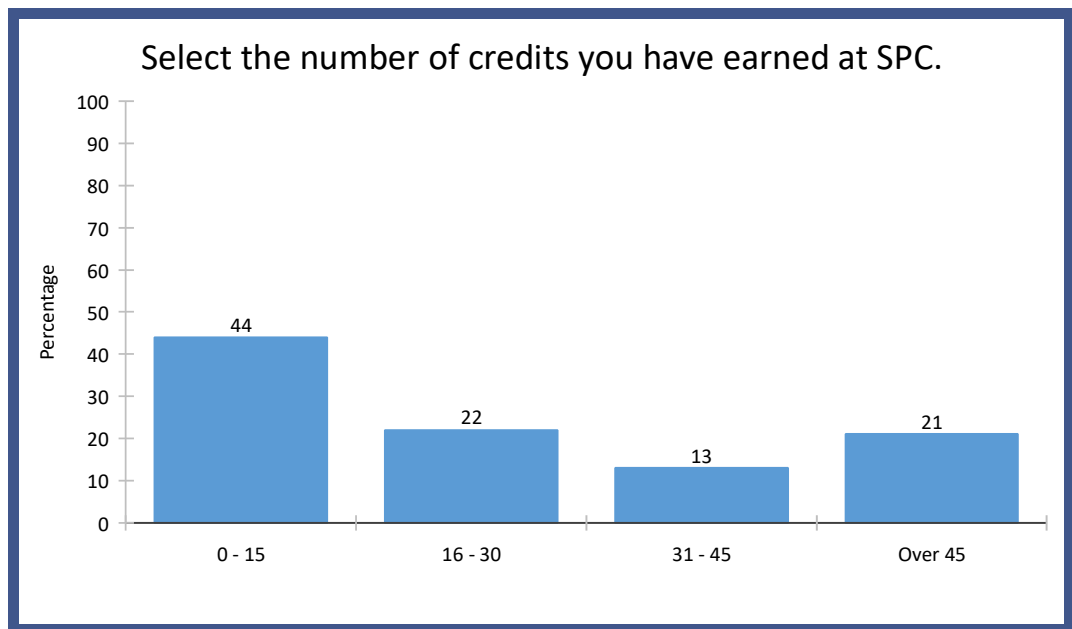| Select the number of credits you have earned at SPC.	N	%
0 - 15	1924	44%
16 - 30	963	22%
31 - 45	557	13%
Over 45	896	21%

Figure 7. Number of Credits Received. Values less than 1% are not displayed.

Preferred Service Method

Almost half (48%) of the survey respondents preferred seeking their services Online, followed by In Person (42%).

Table 7

Preferred Service Method (n=4378)

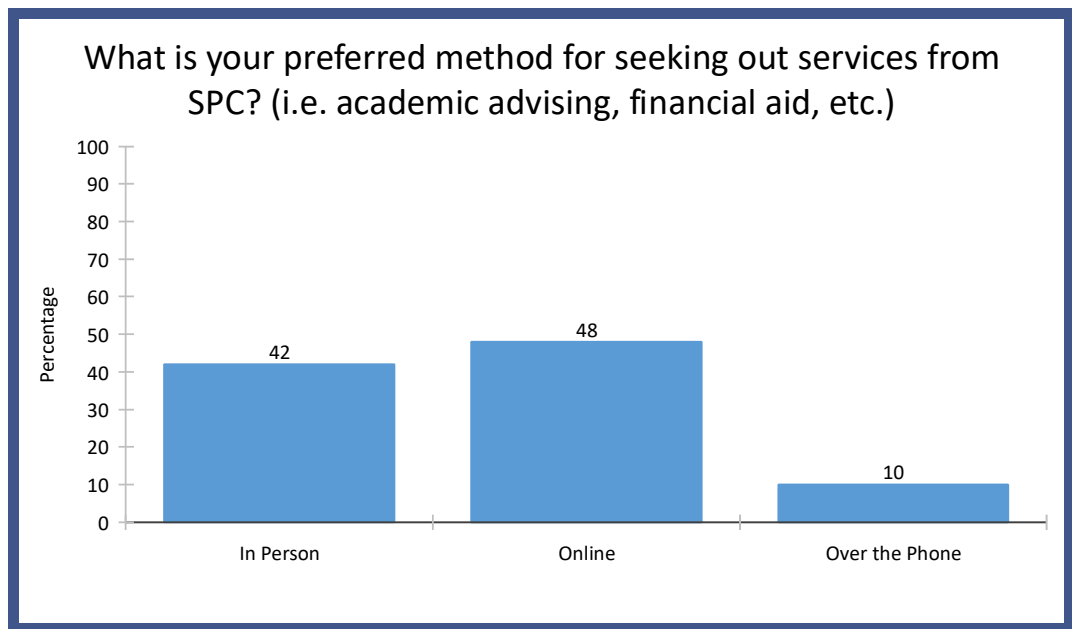| What is your preferred method for seeking out services from SPC? (i.e. academic advising, financial aid, etc.)	N	%
In Person	1830	42%
Online	2115	48%
Over the Phone	433	10%

Figure 8. Preferred Service Method. Values less than 1% are not displayed.

Preferred Online Service Method

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

Over two-fifths (42%) of survey respondents indicated that their preferred online method for seeking out services at SPC is via Email, with over one-third (37%) preferring Live Help.

Table 8

Preferred Online Service Method (n=2103)

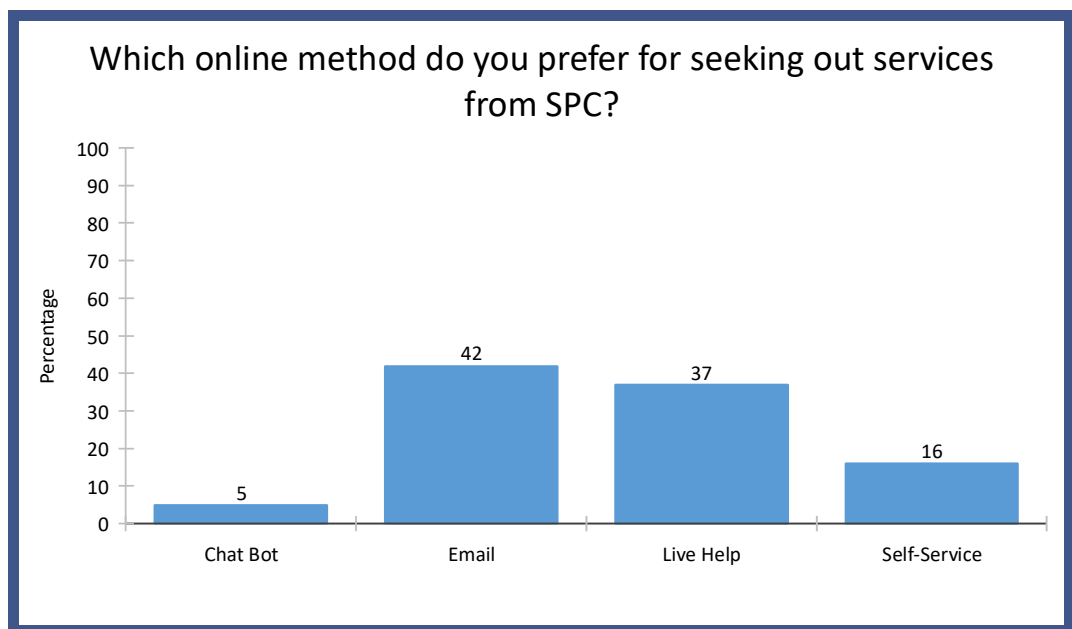| Which online method do you prefer for seeking out services from SPC?	N	%
Chat Bot	109	5%
Email	883	42%
Live Help	771	37%
Self-Service	340	16%

Figure 9. Preferred Online Service Method. Values less than 1% are not displayed.

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 5-point scale ranging from "Very satisfied" (5) to "Not satisfied" (1). Table 9 shows the students' ratings college-wide on student/academic services ranked in order of mean satisfaction score. There was a 0.6 spread among all satisfaction scores, ranging from "Personal Safety and Security" (4.5) to "Scholarships" (3.9).

The top five rated student/academic services were "Personal Safety and Security" (4.5), "Access to Computers" (4.5), "Help Desk" (4.5), "Library Resources" (4.4), and "Learning Centers / Tutoring" (4.4).

The five student/academic services with the lowest satisfaction ratings were "Scholarships" (3.9), "Convenience of Times Courses are Offered" (4.1), "Career Counseling" (4.2), "Academic Software" (4.2), and "Variety of Courses Offered" (4.2).

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Table 9

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	Weighted Mean
Personal Safety and Security	3353	4.54
Access to Computers	2785	4.54
Help Desk	2909	4.45
Library Resources	3190	4.44
Learning Centers / Tutoring	2873	4.44
Registering In Person	2511	4.43
Testing Environment	2543	4.42
Staffing	2847	4.39
Registering Online	3764	4.39
Testing Materials	2595	4.37
Laptop Lending	1832	4.37
Appointment Turnaround	2351	4.36
Test Score Entry	2557	4.36
Communication	2922	4.35
Payment Reminders	3397	4.34
Important Dates	3787	4.33
MySPC	3926	4.32
Campus Career Center Resources	2549	4.28
Program Information	3662	4.27
Overall Quality of Your Current Educational Program	4004	4.27
Online Career Resources	2707	4.25
SPC OneCard Refund Process	2097	4.25
Business Office	2807	4.24
Academic Advising	3844	4.24
Variety of Courses Offered	4030	4.21
Academic Software	2832	4.21
Career Counseling	2486	4.20
Convenience of Times Courses are Offered	4014	4.13
Scholarships	2746	3.93

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

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Satisfaction Mean Differences

Table 10 shows the mean satisfaction ratings for the 2020/21, 2021/22, 2022/23, 2023/24, and 2024/25 surveys, sorted in descending order by the 2024/25 means. Table 11 shows the mean differences between the 2023/24 and 2024/25 surveys, sorted in descending order by the mean differences.

Of the twenty-nine service areas addressed in the survey, six demonstrated a higher satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Payment Reminders" (0.09), "Convenience of Times Courses are Offered" (0.04), "Academic Advising" (0.03), "Variety of Courses Offered" (0.02), and "Academic Software" (0.02), as shown in Table 11.

The services with the greatest year-to-year decline in the mean satisfaction score were "MySPC" (-0.09), "Test Score Entry" (-0.06), "Overall Quality of Your Current Educational Program" (-0.05), and "Appointment Turnaround" (-0.05). Five services tied for fifth place (-0.04), as shown on Table 11.

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Table 10

History of Satisfaction Means	N=1624	N=975	N=1035	N=2366	N=4614
	2020-21	2021-22	2022-23	2023-24	2024-25
Personal Safety and Security	4.54	4.58	4.51	4.56	4.54
Access to Computers	4.43	4.50	4.53	4.55	4.54
Help Desk	4.31	4.44	4.36	4.48	4.45
Library Resources	4.40	4.47	4.38	4.46	4.44
Learning Centers / Tutoring	4.36	4.46	4.43	4.45	4.44
Registering In Person	4.25	4.33	4.41	4.47	4.43
Testing Environment	4.27	4.38	4.41	4.46	4.42
Staffing	4.29	4.36	4.38	4.43	4.39
Registering Online	4.29	4.41	4.30	4.38	4.39
Testing Materials	4.28	4.33	4.35	4.40	4.37
Laptop Lending	4.29	4.33	4.38	4.40	4.37
Appointment Turnaround	4.32	4.32	4.32	4.41	4.36
Test Score Entry	4.33	4.35	4.38	4.42	4.36
Communication	4.20	4.34	4.33	4.37	4.35
Payment Reminders	4.34	4.32	4.20	4.25	4.34
Important Dates	4.33	4.36	4.34	4.37	4.33
MySPC	4.31	4.48	4.28	4.41	4.32
Campus Career Center Resources	4.05	4.21	4.25	4.29	4.28
Program Information	4.14	4.24	4.18	4.27	4.27
Overall Quality of Your Current Educational Program	4.07	4.30	4.25	4.32	4.27
Online Career Resources	4.06	4.18	4.17	4.26	4.25
SPC OneCard Refund Process	4.21	4.35	4.21	4.27	4.25
Business Office	4.12	4.24	4.20	4.28	4.24
Academic Advising	4.04	4.23	4.22	4.21	4.24
Variety of Courses Offered	4.13	4.20	4.13	4.19	4.21
Academic Software	4.04	4.16	4.09	4.19	4.21
Career Counseling	3.92	4.02	4.18	4.23	4.20
Convenience of Times Courses are Offered	4.00	4.05	3.97	4.09	4.13
Scholarships	3.82	3.90	3.83	3.93	3.93

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

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Table 11

Satisfaction Mean Differences	N=2366	N=4614	Difference
	2023-24	2024-25	
Payment Reminders	4.25	4.34	0.09
Convenience of Times Courses are Offered	4.09	4.13	0.04
Academic Advising	4.21	4.24	0.03
Variety of Courses Offered	4.19	4.21	0.02
Academic Software	4.19	4.21	0.02
Registering Online	4.38	4.39	0.01
Program Information	4.27	4.27	0.00
Scholarships	3.93	3.93	0.00
Access to Computers	4.55	4.54	-0.01
Learning Centers / Tutoring	4.45	4.44	-0.01
Campus Career Center Resources	4.29	4.28	-0.01
Online Career Resources	4.26	4.25	-0.01
Personal Safety and Security	4.56	4.54	-0.02
Library Resources	4.46	4.44	-0.02
Communication	4.37	4.35	-0.02
SPC OneCard Refund Process	4.27	4.25	-0.02
Help Desk	4.48	4.45	-0.03
Testing Materials	4.40	4.37	-0.03
Laptop Lending	4.40	4.37	-0.03
Career Counseling	4.23	4.20	-0.03
Registering In Person	4.47	4.43	-0.04
Testing Environment	4.46	4.42	-0.04
Staffing	4.43	4.39	-0.04
Important Dates	4.37	4.33	-0.04
Business Office	4.28	4.24	-0.04
Appointment Turnaround	4.41	4.36	-0.05
Overall Quality of Your Current Educational Program	4.32	4.27	-0.05
Test Score Entry	4.42	4.36	-0.06
MySPC	4.41	4.32	-0.09

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

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Academics

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

Session Length

Over half (54%) of the survey respondents indicated a preference for 16 - week sessions, followed by 8 - week sessions (27%).

Table 12

Session Length (n=4018)

What is your preferred course session length?	N	%
8 - week session	1078	27%
12 - week session (Express)	770	19%
16 - week session	2170	54%
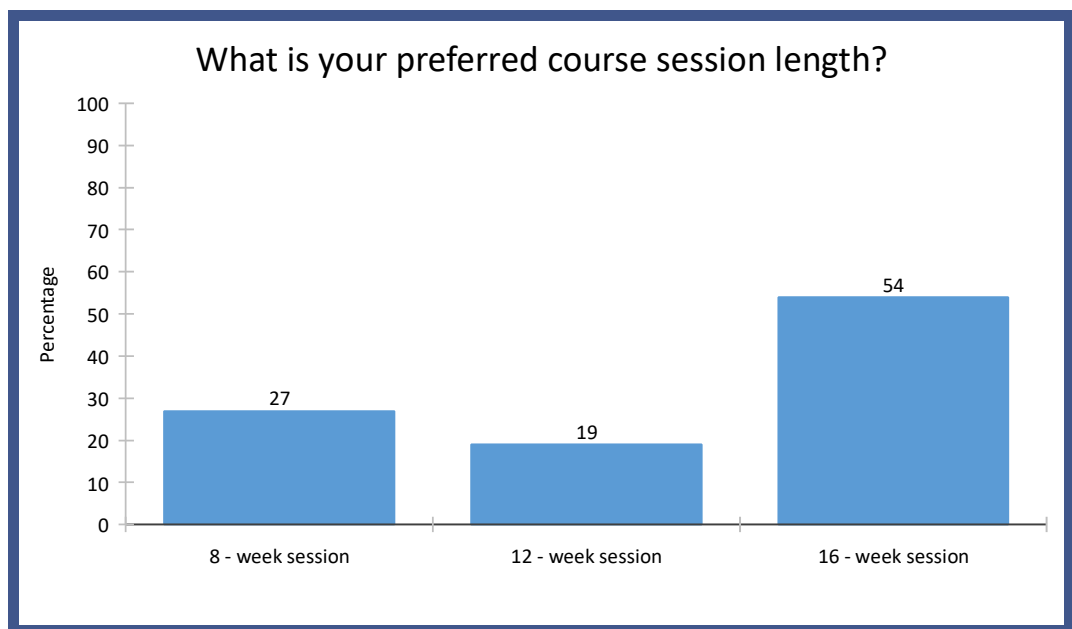
Figure 10. Session Length. Values less than 1% are not displayed.

Course Delivery

Almost half of the survey respondents (48%) indicated Online courses were their preferred course delivery method, followed by Face-to-Face courses (28%).

Table 13

Course Delivery (n=4018)

What is your preferred course delivery method?	N	%
Face-to-Face	1123	28%
Live Online	187	5%
Online	1926	48%
Blended (Combination of online and face-to-face)	782	19%
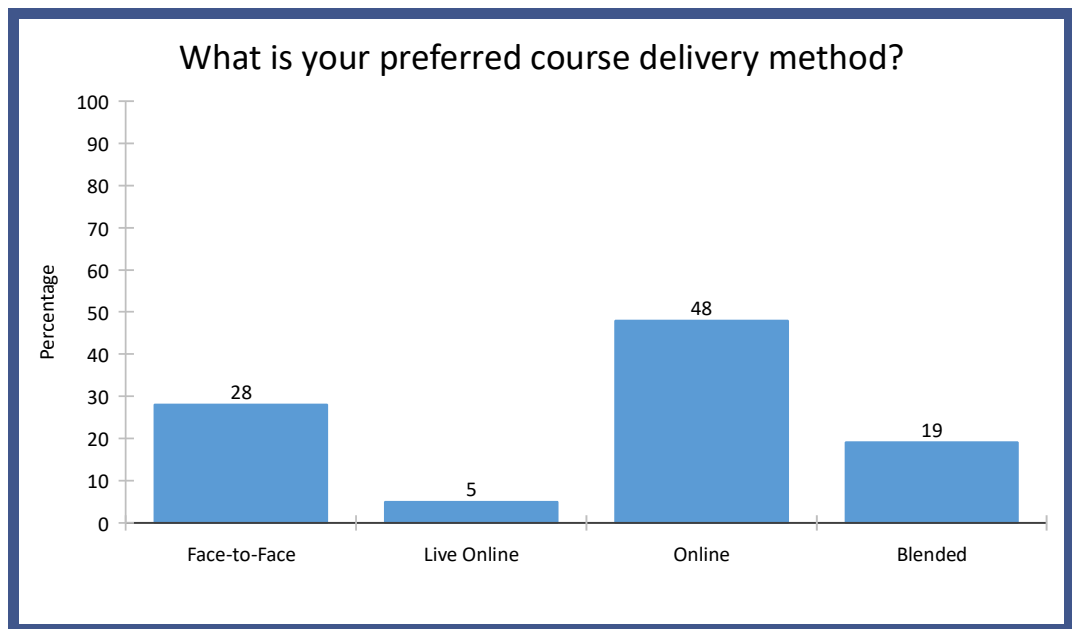
Figure 11. Course Delivery. Values less than 1% are not displayed.

Class Time Preference

Survey respondents who indicated a preference for Face-to-Face, Live Online, or Blended classes were asked to identify the specific part of the week they would prefer to take their classes.

Over half of respondents (53%) preferred to take most of their classes on Weekday Mornings, while over one-quarter (29%) preferred Weekday Afternoons, and nearly one-sixth (16%) preferred Weekday Evenings.

Table 14

Class Time Preference (n=2087)

When would you prefer to take most of your classes?	N	%
Weekday Mornings	1096	53%
Weekday Afternoons	598	29%
Weekday Evenings	333	16%
Weekends	60	3%
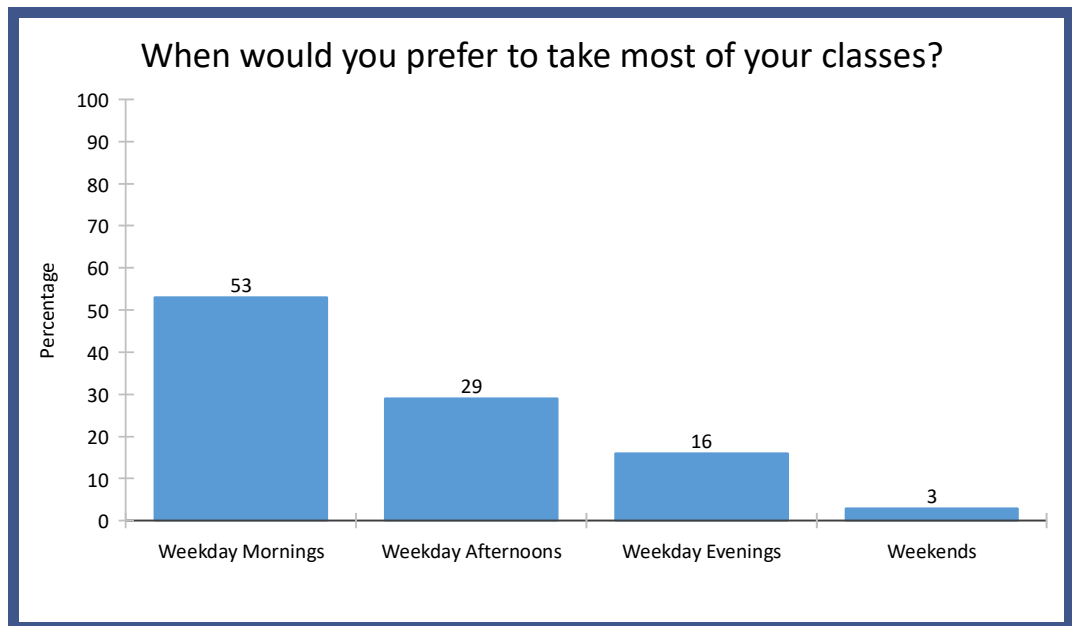
Figure 12. Class Time Preference. Values less than 1% are not displayed.

Educational Program

Over half of the survey respondents described their current educational program as being Online (55%), followed by Face-to-Face (23%) and Blended (22%).

Table 15

Educational Program (n=4011)

Which of the following best describes your current educational program?	N	%
Face-to-Face	942	23%
Online	2198	55%
Blended (Combination of online and face-to-face)	871	22%
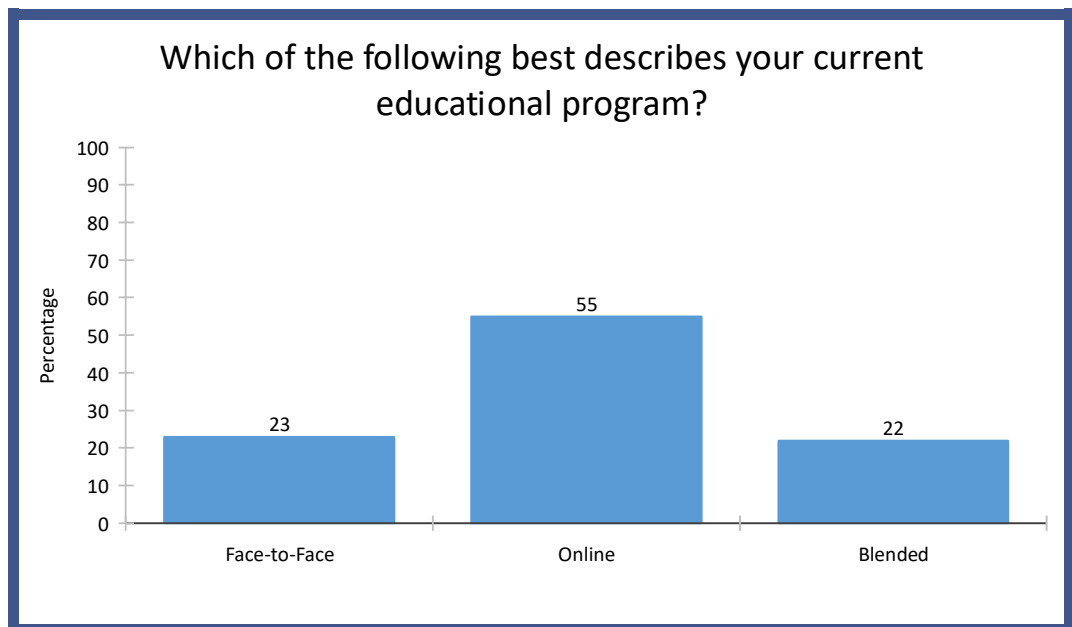
Figure 13. Educational Program. Values less than 1% are not displayed.

Conclusion

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 5-point scale ranging from "Very satisfied" (5) to "Not satisfied" (1). The top five rated student/academic services were "Personal Safety and Security" (4.5), "Access to Computers" (4.5), "Help Desk" (4.5), "Library Resources" (4.4), and "Learning Centers / Tutoring" (4.4). Four of the top five services were rated among the top services last year. The five student/academic services with the lowest satisfaction ratings were "Scholarships" (3.9), "Convenience of Times Courses are Offered" (4.1), "Career Counseling" (4.2), "Academic Software" (4.2), and "Variety of Courses Offered" (4.2). Four of the five services were rated in the lowest five last year.

Satisfaction Mean Differences

Of the twenty-nine service areas addressed in the survey, six demonstrated a higher satisfaction score than the previous year. The five services with the highest year-to-year increase in mean satisfaction scores were "Payment Reminders" (0.09), "Convenience of Times Courses are Offered" (0.04), "Academic Advising" (0.03), "Variety of Courses Offered" (0.02), and "Academic Software" (0.02). The services with the greatest year-to-year decline in the mean satisfaction score were "MySPC" (-0.09), "Test Score Entry" (-0.06), "Overall Quality of Your Current Educational Program" (-0.05), and "Appointment Turnaround" (-0.05). Five services tied for fifth place (-0.04), as shown on Table 11.

Contact Information

Please address any questions or comments regarding this evaluation to:

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2024-25 Enrolled Student Survey Report
Institutional Effectiveness

Appendix A: Enrolled Student Survey

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.

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

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 ethnicity.**
   - ○ Alaskan Native
   - ○ American Indian
   - ○ Asian/Pacific Islander
   - ○ Black/Non-Hispanic
   - ○ Hispanic
   - ○ White/Non-Hispanic
   - ○ Other

3. **Select your gender.**
   - ○ Male
   - ○ Female
   - ○ Prefer not to answer
   - ○ Other (please specify)
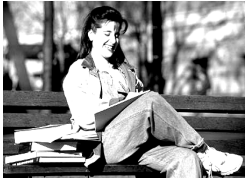
Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

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

- ○ Allstate Center
- ○ Clearwater
- ○ Downtown Center
- ○ EpiCenter
- ○ Health Education Center
- ○ Midtown Center
- ○ Online
- ○ Seminole
- ○ St. Petersburg/Gibbs
- ○ Tarpon Springs
- ○ Veterinary Technology Center

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Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

* 5. **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)

◯ Undecided

* 6. **Are you currently enrolled in one of the following programs?**

◯ Yes - College of Nursing

◯ Yes - College of Business (i.e., Business Administration; Hospitality and Tourism Management; Management and Organizational Leadership; or Sustainability Management)

◯ No

Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

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

○ 0 - 15

○ 16 - 30

○ 31 - 45

○ Over 45

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

○ In Person

○ Online

○ Over the phone

2024-25 Enrolled Student Survey Report
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Survey Instructions

As you respond to the survey questions, you must click on "Next" in order to move the survey forward. Once the survey is completed, please click on "Done" to submit your responses.

Demographics

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

◯ Chat Bot

◯ Email

◯ Live Help

◯ Self-Service

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Institutional Effectiveness

College Services and Offices

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 10. **Academic Advising** (e.g., info on programs of study, course/degree requirements, transfer to another institution)

	1	2	3	4	5	N/A
Satisfaction with Academic Advising	○	○	○	○	○	○

* 11. **Scholarships**

	1	2	3	4	5	N/A
Satisfaction with Scholarships	○	○	○	○	○	○

* 12. **Business Office** (e.g., admissions and student records)

	1	2	3	4	5	N/A
Satisfaction with **Business Office**	○	○	○	○	○	○
Satisfaction with **SPC OneCard Refund Process**	○	○	○	○	○	○

* 13. **Career Services**

	1	2	3	4	5	N/A
Satisfaction with **Campus Career Center Resources**	○	○	○	○	○	○
Satisfaction with **Online Career Resources**	○	○	○	○	○	○
Satisfaction with **Career Counseling**	○	○	○	○	○	○

2024-25 Enrolled Student Survey Report
Institutional Effectiveness

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 14. Registration

	1	2	3	4	5	N/A
Satisfaction with Registering **Online**	○	○	○	○	○	○
Satisfaction with Registering **In Person**	○	○	○	○	○	○

* 15. Communication of Information from the College (i.e., via text, mailers, phone calls, or website)

	1	2	3	4	5	N/A
Satisfaction with **Important Dates**	○	○	○	○	○	○
Satisfaction with **Payment Reminders**	○	○	○	○	○	○
Satisfaction with **Program Information**	○	○	○	○	○	○

* 16. Personal Safety and Security

	1	2	3	4	5	N/A
Satisfaction with Personal Safety and Security	○	○	○	○	○	○

2024-25 Enrolled Student Survey Report
Institutional Effectiveness

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 17. Learning Resources

	1	2	3	4	5	N/A
Satisfaction with **Library Resources**	○	○	○	○	○	○
Satisfaction with **Learning Centers/Tutoring**	○	○	○	○	○	○

* 18. Technology

	1	2	3	4	5	N/A
Satisfaction with **Access to Computers**	○	○	○	○	○	○
Satisfaction with the **Help Desk**	○	○	○	○	○	○
Satisfaction with **Laptop Lending**	○	○	○	○	○	○
Satisfaction with **Academic Software** (e.g., ALEK and Cengage)	○	○	○	○	○	○

* 19. MySPC

	1	2	3	4	5	N/A
Satisfaction with MySPC	○	○	○	○	○	○

College Services and Offices (Continued)

For each service/office you have had contact with during the past year, please rate your level of "Satisfaction" with that service/office.

Select N/A if you have not used the service/office.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 20. **Testing Center Services**

	1	2	3	4	5	N/A
Satisfaction with **Appointment Turnaround**	○	○	○	○	○	○
Satisfaction with **Communication**	○	○	○	○	○	○
Satisfaction with **Staffing**	○	○	○	○	○	○
Satisfaction with **Testing Environment**	○	○	○	○	○	○
Satisfaction with **Testing Materials**	○	○	○	○	○	○
Satisfaction with **Test Score Entry**	○	○	○	○	○	○

2024-25 Enrolled Student Survey Report
Institutional Effectiveness

Academics

Please rate your level of "Satisfaction" with the College's course offerings.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 21. Course Offerings

	1	2	3	4	5
Satisfaction with **Variety of Courses** Offered	○	○	○	○	○
Satisfaction with **Convenience of Times** Courses are Offered	○	○	○	○	○

Academics (Continued)

* 22. What is your <u>preferred</u> course session length?

○ 8 - week session

○ 12 - week session (Express)

○ 16 - week session

* 23. What is your <u>preferred</u> course delivery method?

○ Face-to-Face

○ Live Online

○ Online

○ Blended (Combination of online and face-to-face)

Academics (Continued)

* 24. **When would you prefer to take most of your classes?**
- ○ Weekday Mornings
- ○ Weekday Afternoons
- ○ Weekday Evenings
- ○ Weekends

Academics (Continued)

* 25. **Which of the following best describes your current educational program?**

⚪ Face-to-Face

⚪ Online

⚪ Blended (Combination of online and face-to-face)

Academics (Continued)

Please rate your level of "Satisfaction" with your current educational program.

Rating Scale: 1 - Not Satisfied to 5 - Very Satisfied

* 26. Overall Quality of Your <u>Current</u> Educational Program

	1	2	3	4	5
Satisfaction with Overall Quality of <u>Current</u> Educational Program	○	○	○	○	○

2024-25 Enrolled Student Survey Report
Institutional Effectiveness

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