

Graduate Satisfaction Survey Results: 2014

South Florida State College

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The following report provides a descriptive analysis of 2014 findings from South Florida State College's (SFSC) Graduate Satisfaction Survey (GSS). Data are compared to previous years' findings and presented with bar graphs; significant findings are reported in the following section (pages 3 – 4). Overall respondent satisfaction (valid percent and exclusion of does not apply responses) and rankings according to instrument domain (general, facilities, services, and instruction) and domains are available on page 45 – 46.

Notable Findings

Total Responses

From 2013 to 2014, total GSS respondents decreased 12.69%.

Age

Similar to the previous year, most GSS respondents (69%) were between the ages of 19-29. Although the percentage of respondents comprising this age group remained steady, the number of respondents age 18 and under increased 4% from 2013 to 2014. Respondents age 30 and over and respondents age 40 – 49 decreased 3% and 5, respectively.

Ethnicity

The proportion of GSS respondents reporting Hispanic ethnicity continues to increase. The percentage of Hispanic GSS respondents increased from 24% (2013) to 31% (2014).

What are your main reasons for selecting SFSC?

Consistent with previous years, over one-fourth of respondents (27% in 2014) noted “convenient location” as their primary reason for selecting SFSC. “Be near family” (19%) was the second most cited reason among respondents for attending SFSC.

Which of the following best describes your future plans?

A large percentage (59%) of respondents indicated that they plan to continue their education and one-third intend to find a job in their area of study.

Overall Satisfaction Ranking for domains general, facilities, services, and instruction)

The highest percentage of overall satisfaction (excluding does not apply responses) among respondents was “disabled student services” (100%), science laboratories (100%), and student handbook (100%). Similarly and consistent with 2013, the lowest level of overall satisfaction was with vending machines (83.15% or a ranking of 37 out of 37). No statistically significant difference (Mann-Whitney U analysis) was found between the aggregate median satisfaction score for 2013 and 2014.

Relatively moderate increases in overall satisfaction (2013 to 2014) were reported with “sense of belonging at SFSC” (2.09%), disabled student services (2.5%), science laboratories (2.82%), and athletic programs (2.11%). Notable decreases in satisfaction were observed with the following: SFSC website (-2%), student activities (-2.57%), eLearning (-2.57%), bookstore (-4.2%), and D2L or Panther Den (-2.01%).

How much did SFSC assist you in your development in each of the following areas?

Data suggested that the college was most successful, according to the perception of GSS respondents, in assisting students with applying knowledge learning in class.

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Figure 1

Total responses per academic year: 2010 - 2014

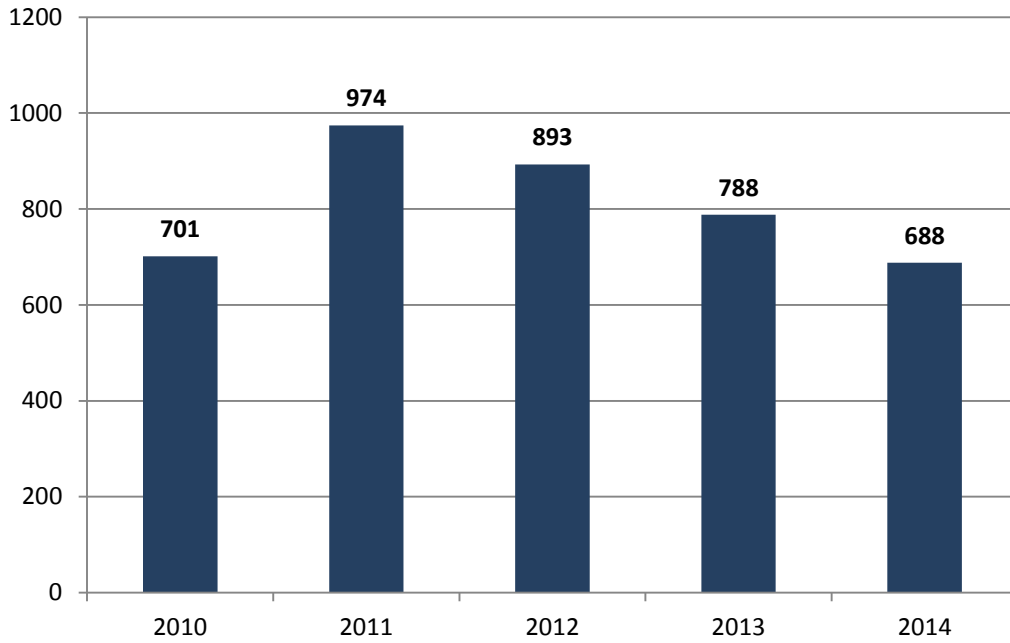


Figure 2

Graduation terms

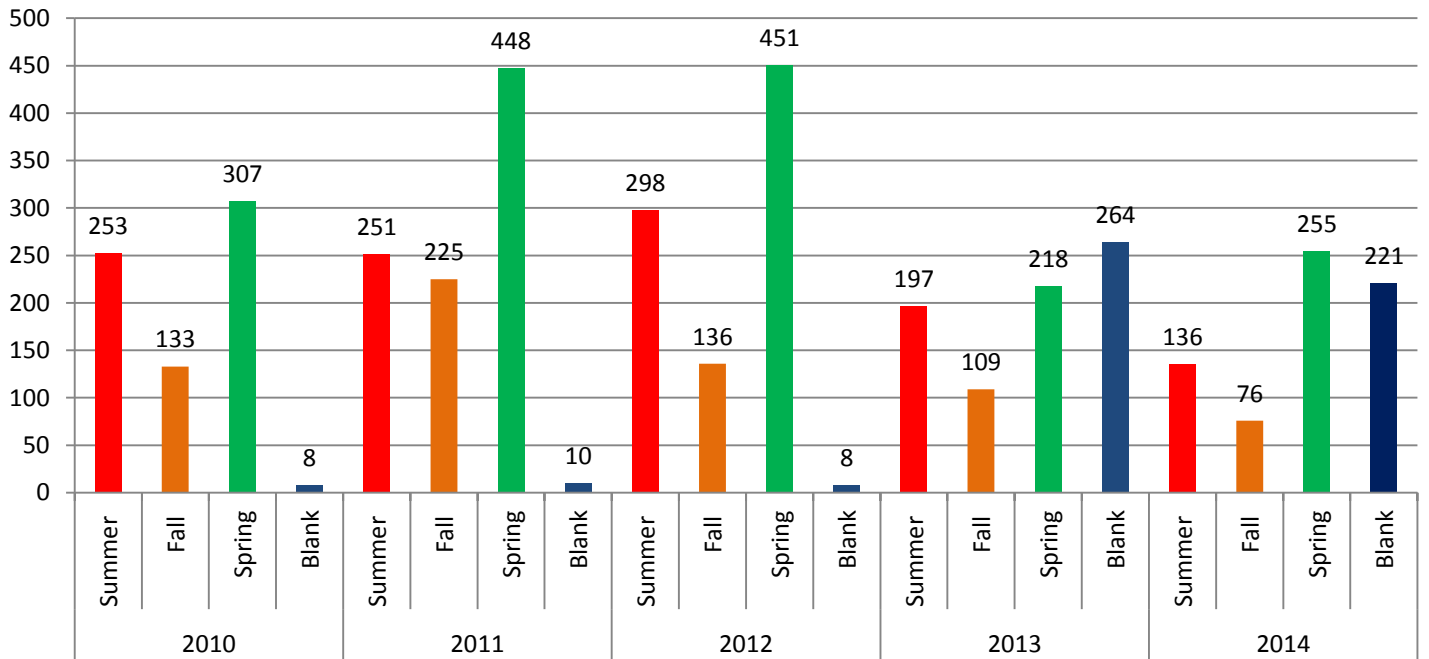
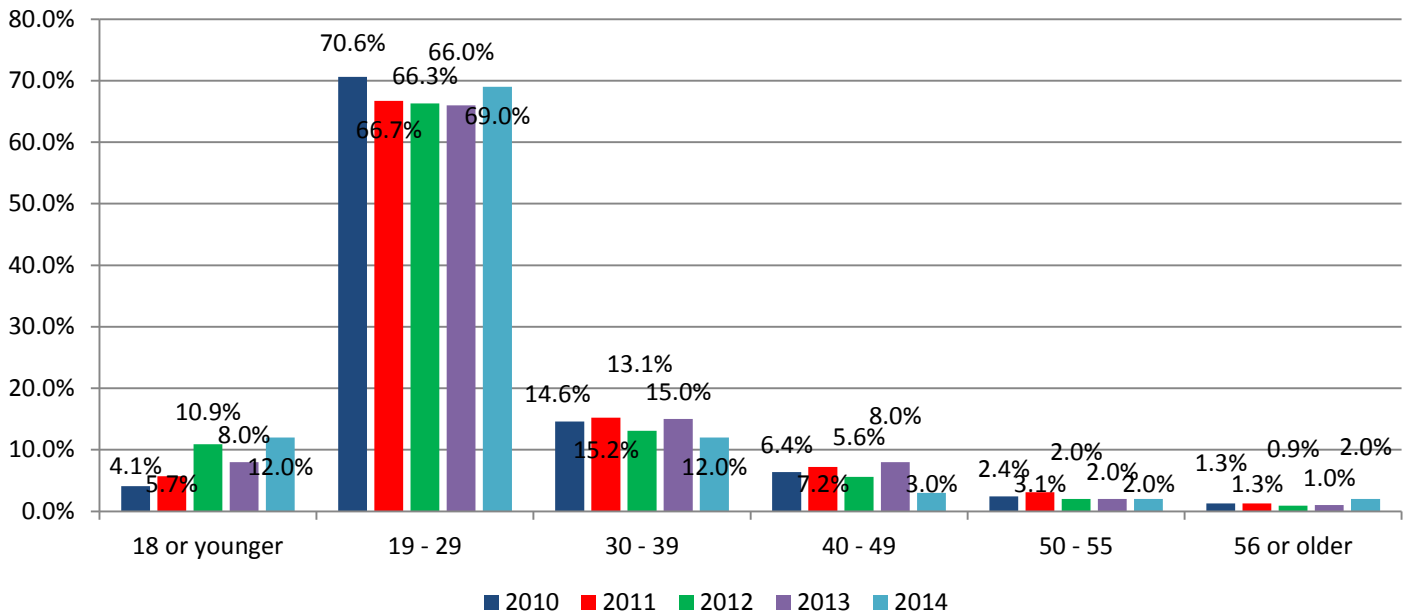


Figure 3

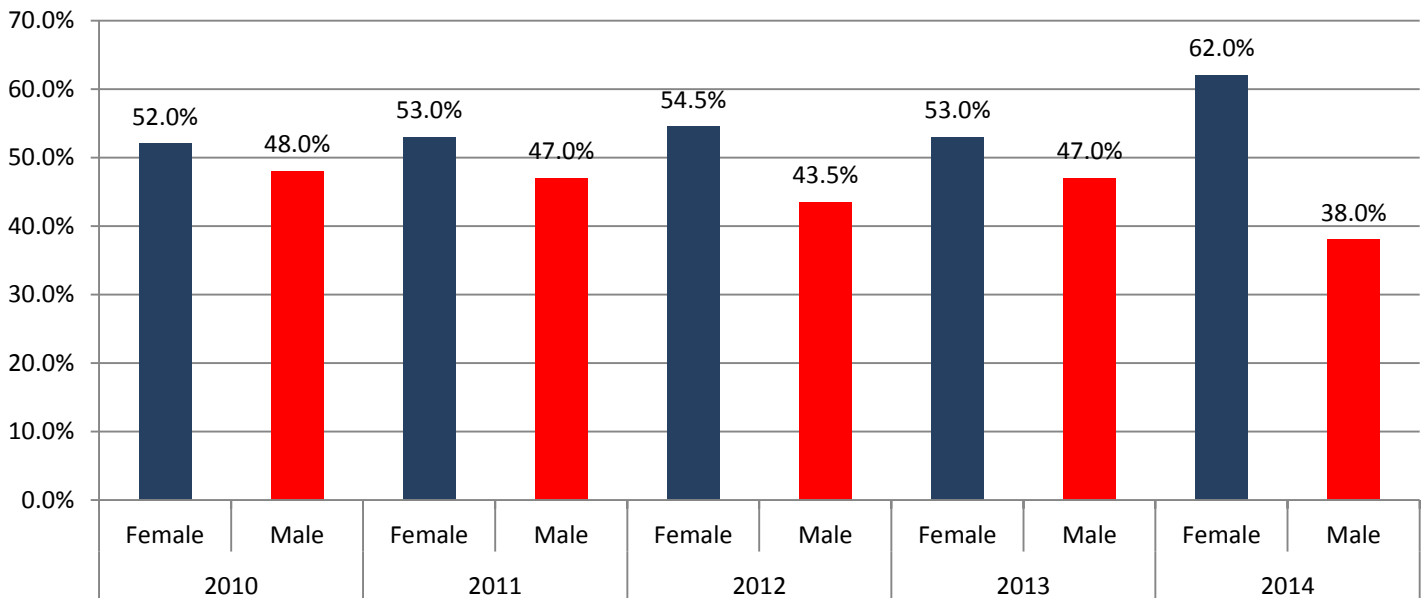
Age



Note. n = 697 (2010); n = 967 (2011); n = 885 (2012); n = 786 (2013); n = 685 (2014).

Figure 4

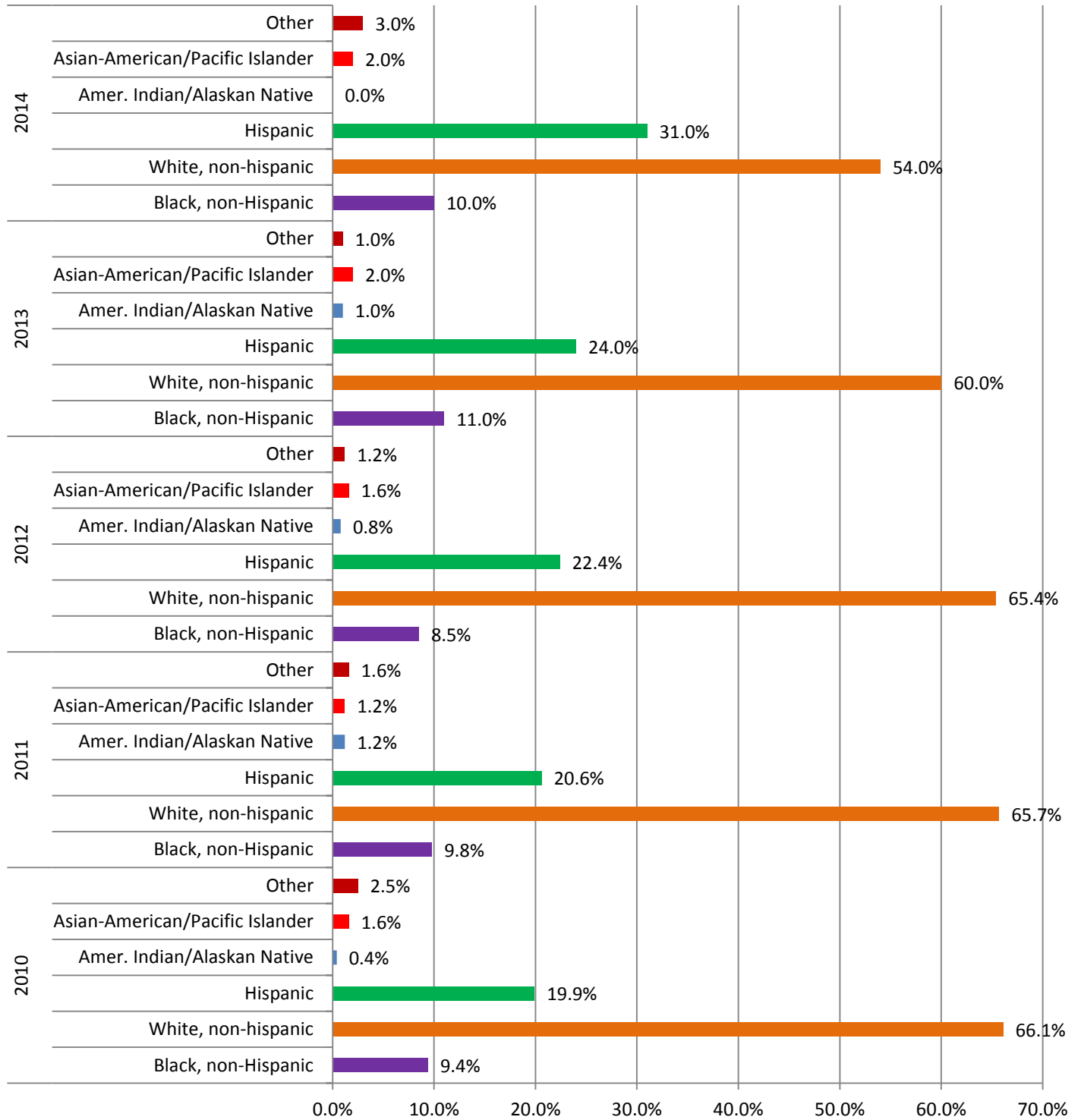
Gender



Note. n = 691 (2010); n = 959 (2011); n = 876 (2012); n = 783 (2013); n = 682 (2014).

Figure 5

Ethnicity



Note. n = 688 (2010); n = 956 (2011); n = 869 (2012); n = 785 (2013); n = 671 (2014).

Figure 6

What are your main reasons for selecting SFSC?

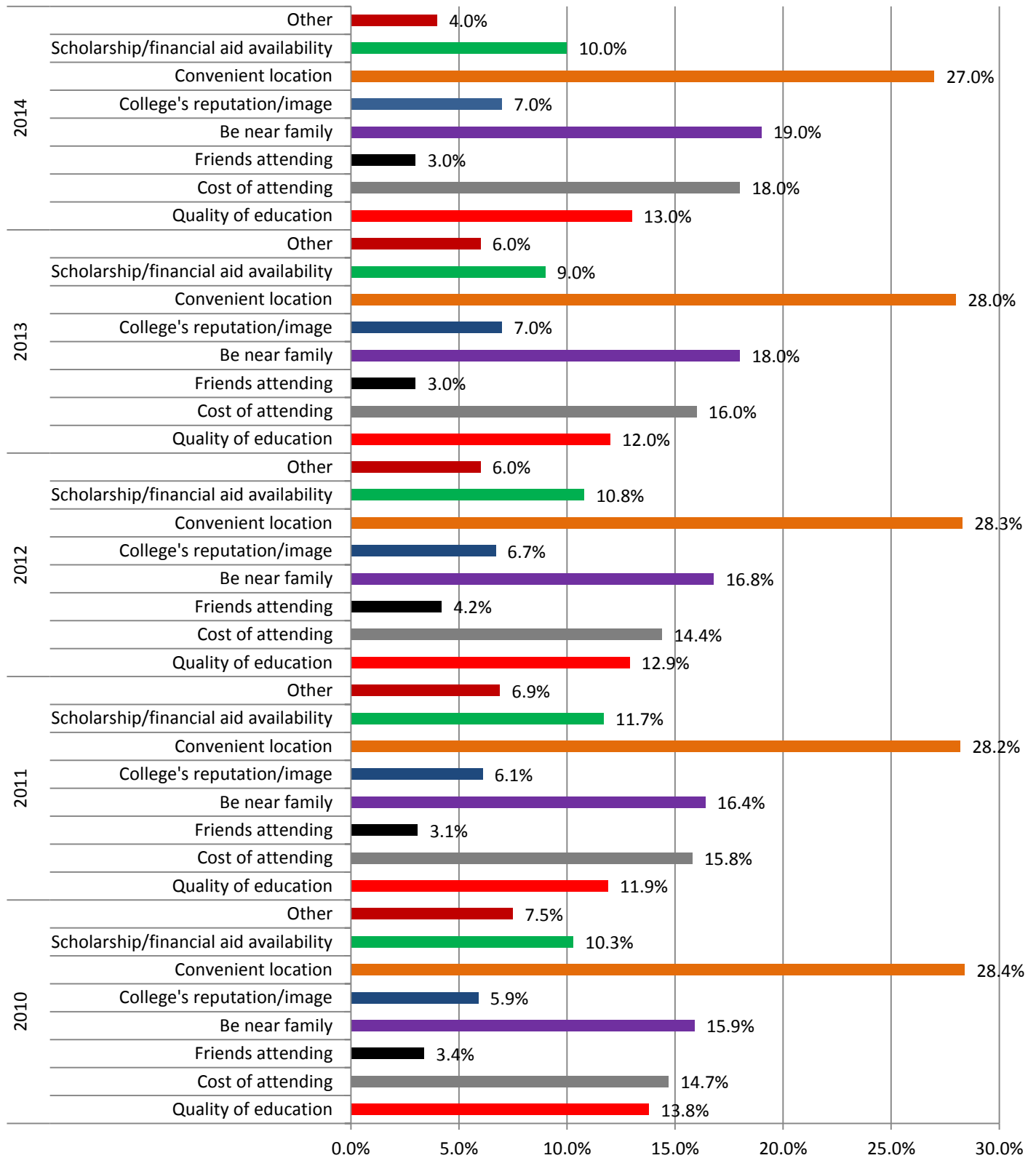
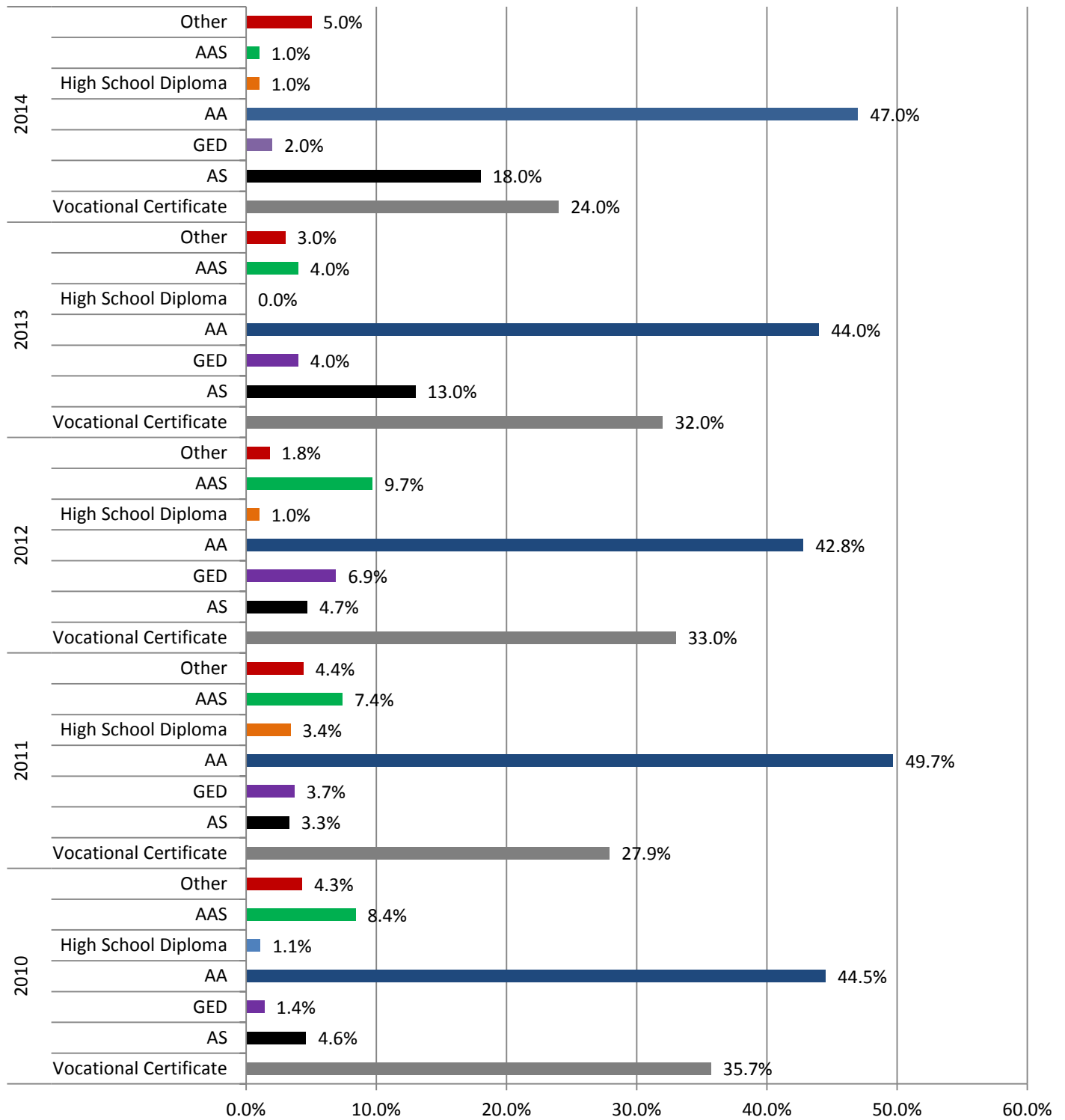


Figure 7

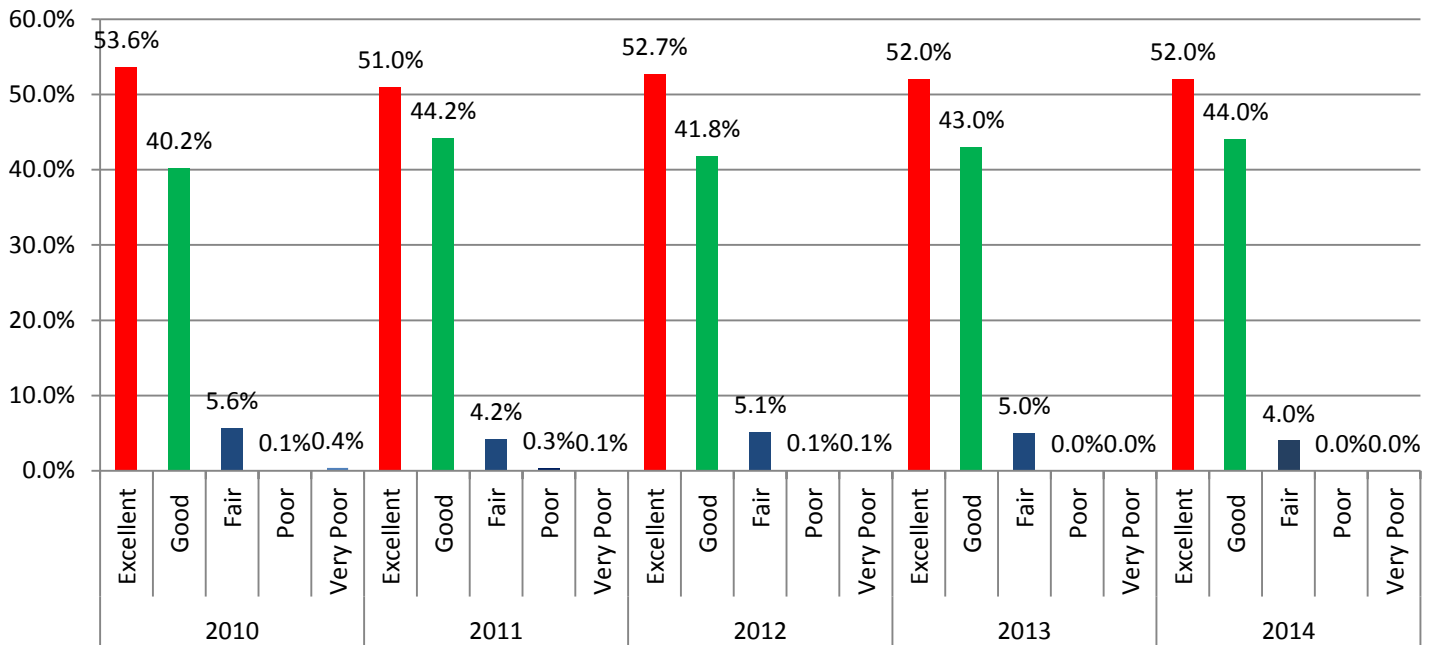
What degree/award are you completing and in what area of study?



Note. n = 701 (2010); n = 911 (2011); n = 823 (2012); n = 437 (2013); n = 479 (2014).

Figure 8

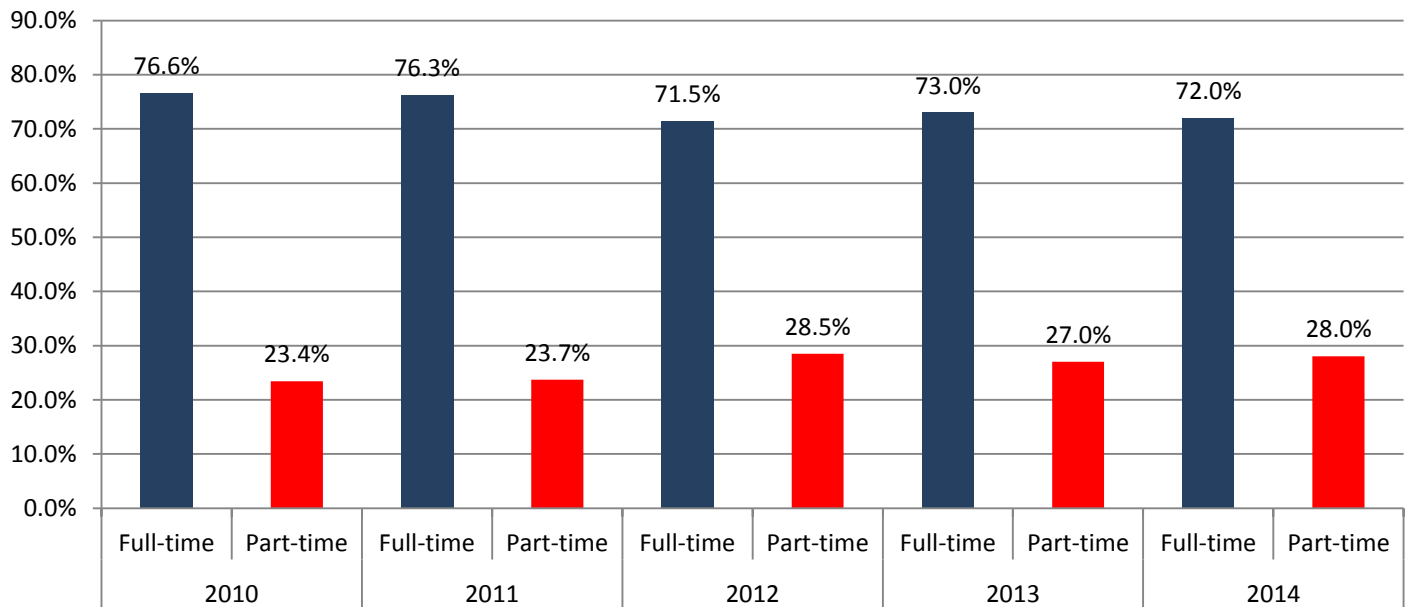
What is the overall impression of the quality of education you received in your area of study?



Note. n = 696 (2010); n = 965 (2011); n = 876 (2012); n = 778 (2013); n = 675 (2014).

Figure 9

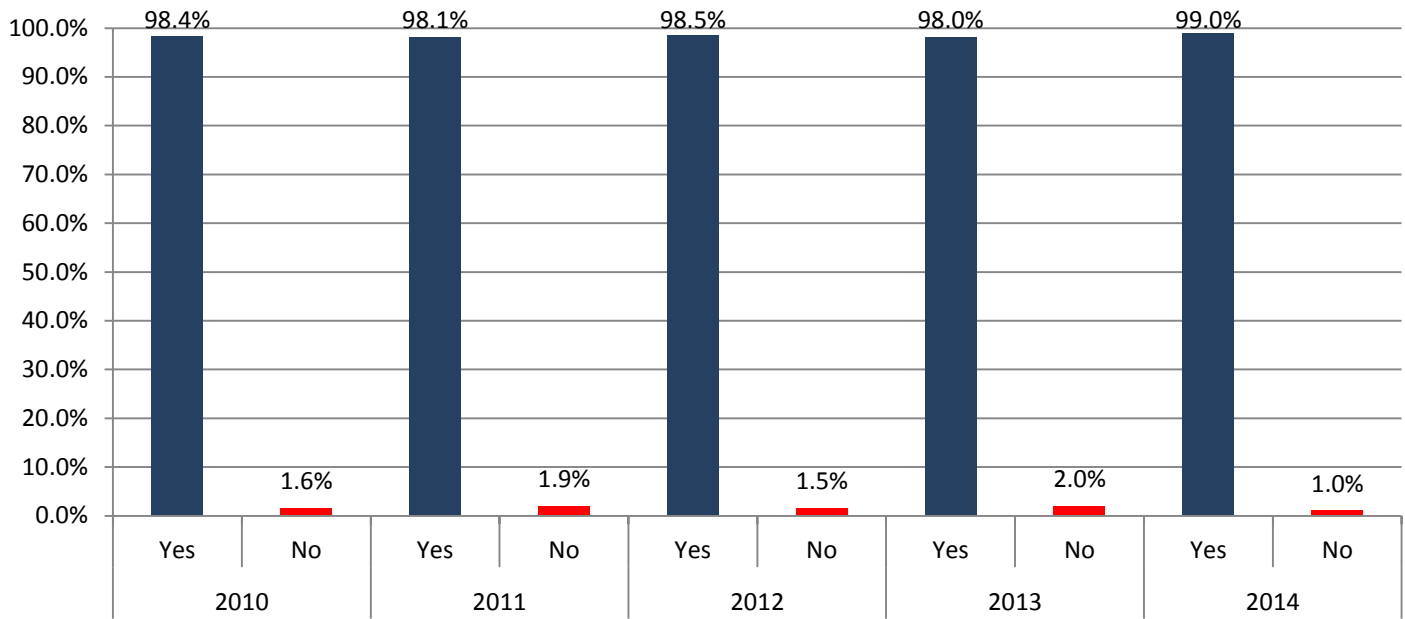
What was your primary enrollment status while attending SFSC?



Note. n = 663 (2010); n = 946 (2011); n = 842 (2012); n = 756 (2013); n = 655 (2014).

Figure 10

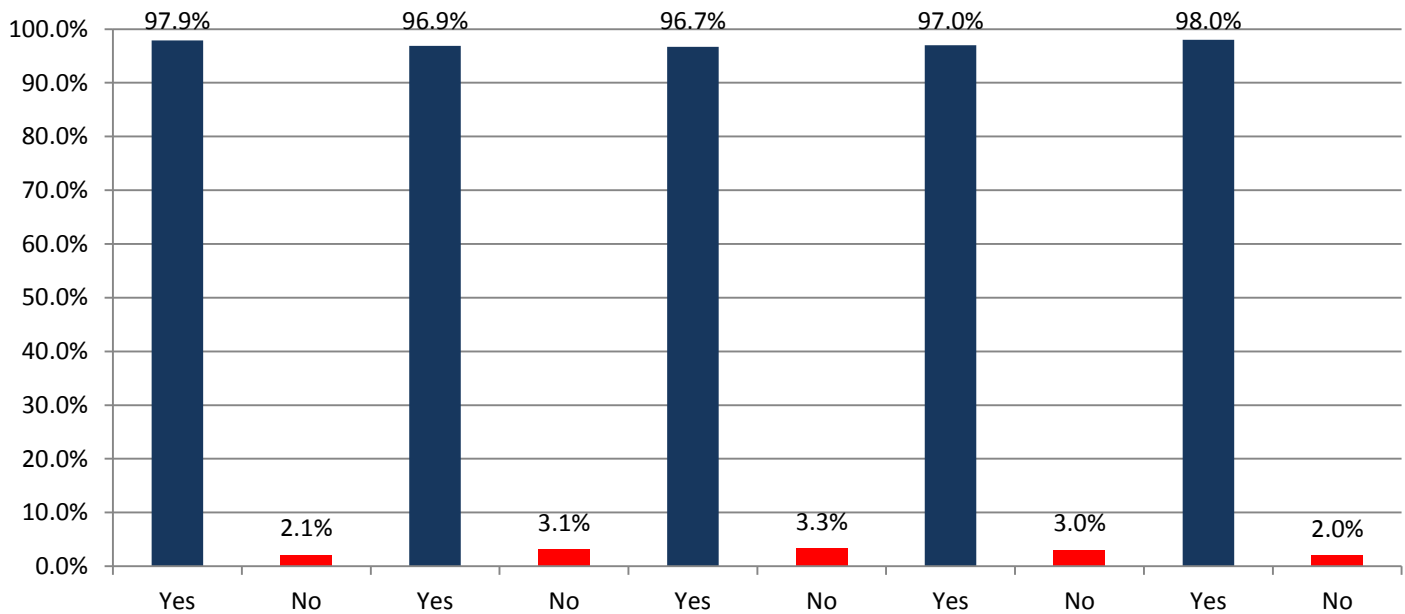
Would you recommend SFSC to others?



Note. n = 694 (2010); n = 965 (2011); n = 878 (2012); n = 781 (2013); n = 678 (2014).

Figure 11

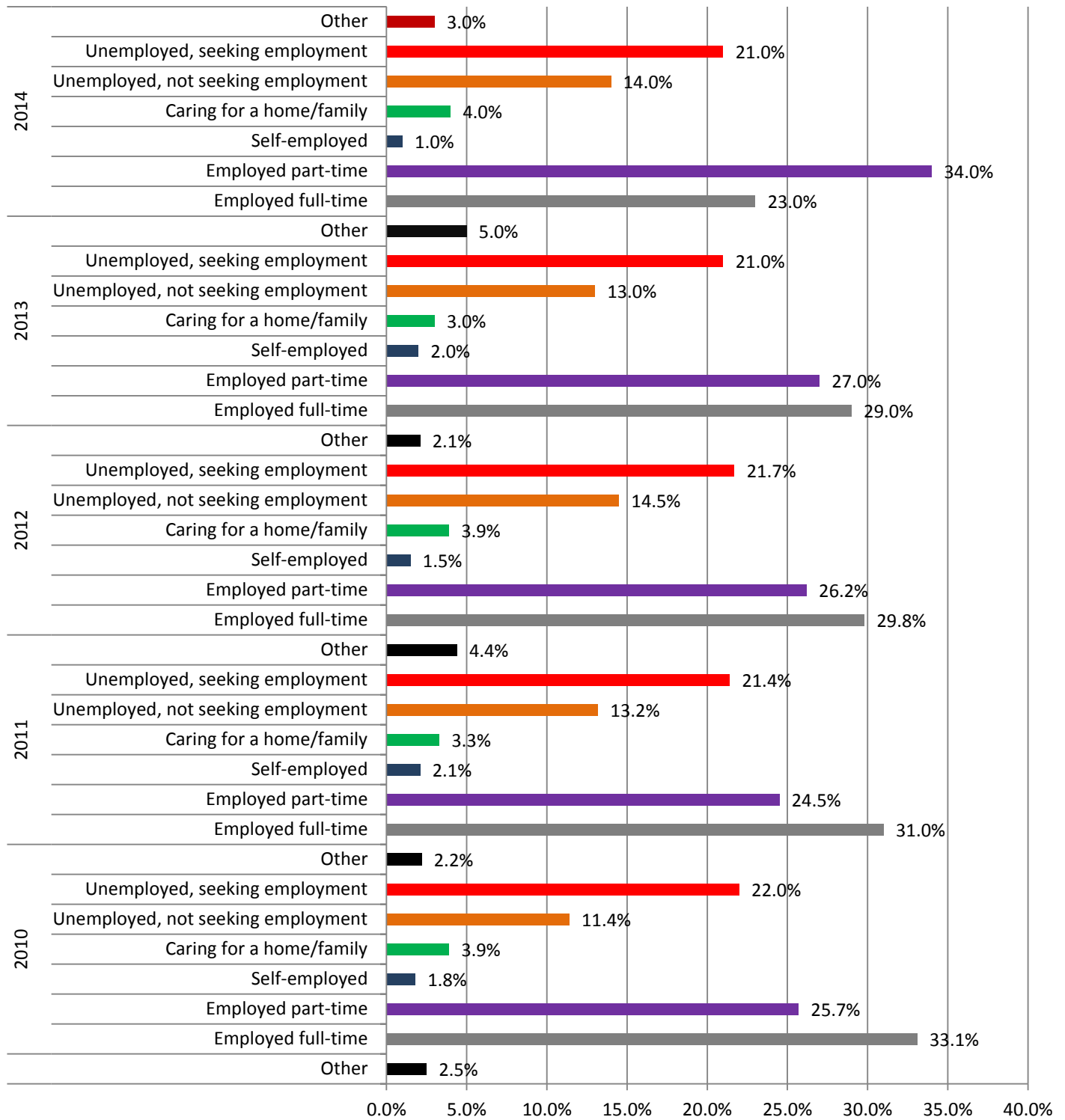
Did you achieve your educational objective at SFSC?



Note. n = 677 (2010); n = 935 (2011); n = 855 (2012); n = 765 (2013); n = 668 (2014).

Figure 12

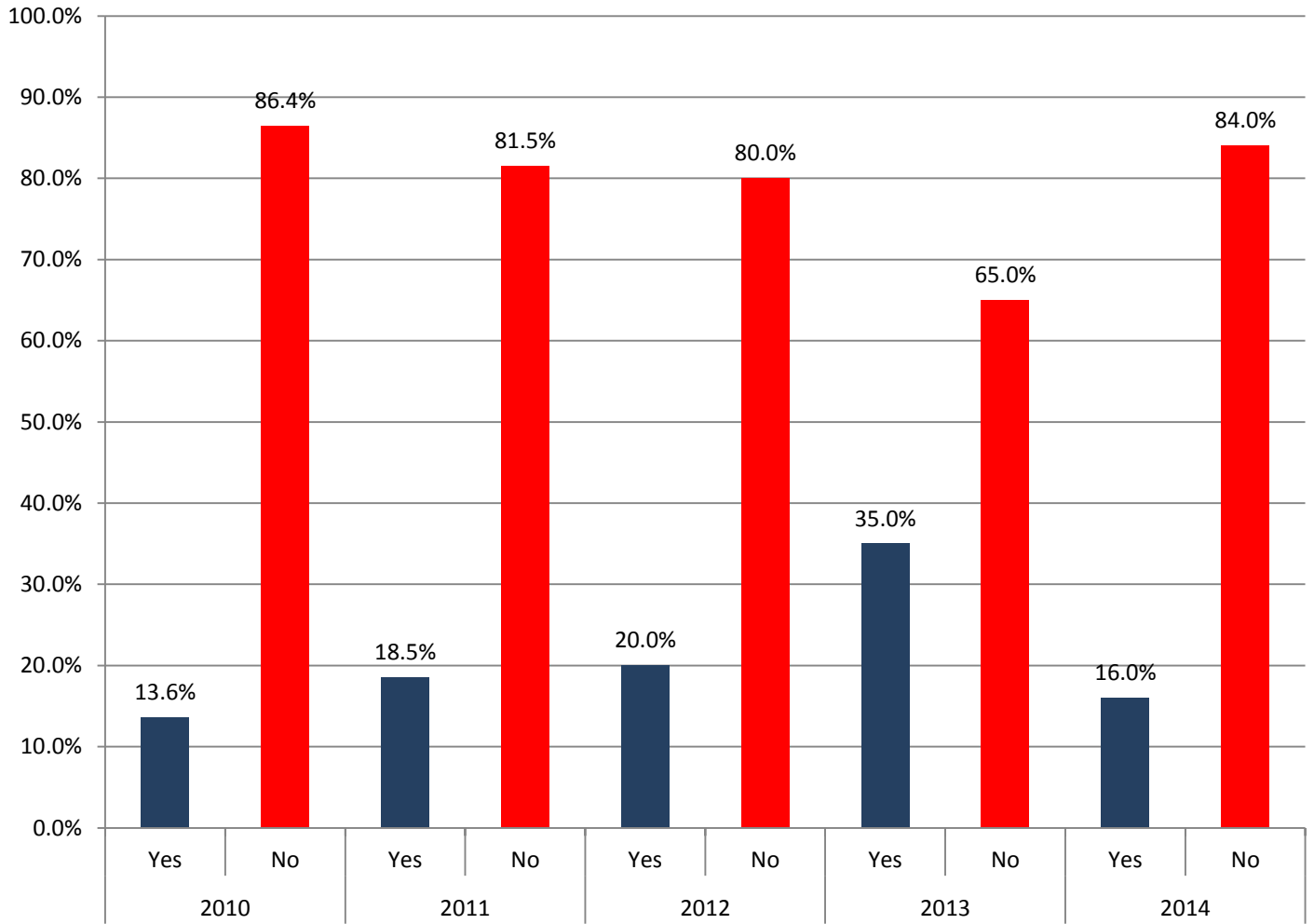
Which of the following best describes your current status?



Note. n = 674 (2010); n = 936 (2011); n = 862 (2012); n = 788 (2013); n = 665 (2014).

Figure 13

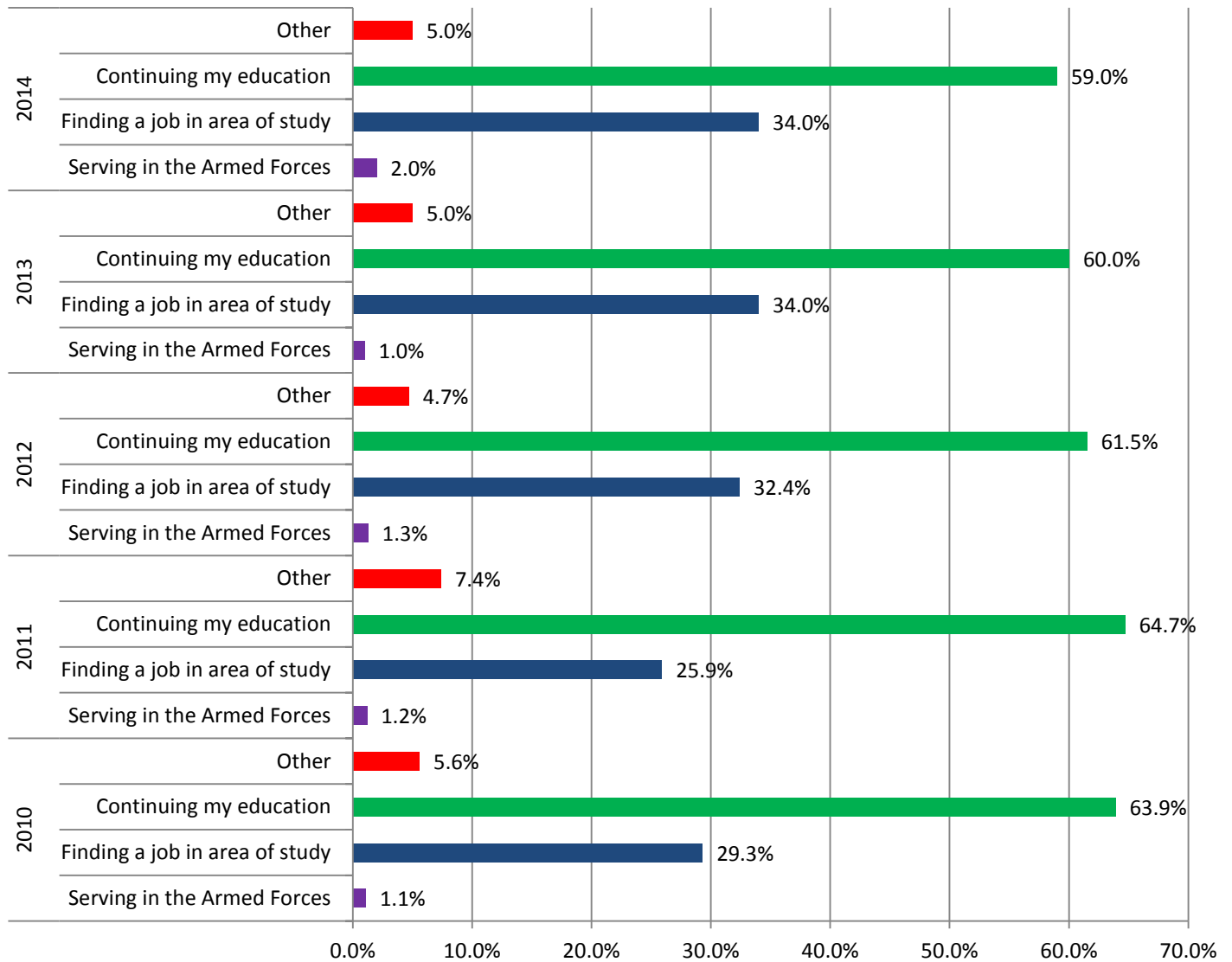
Unemployed, seeking employment: Have you contacted the Campus Career Services?



Note. n = 103 (2010); n = 130 (2011); n = 185 (2012); n = 37 (2013); n = 120 (2014).

Figure 14

Which of the following best describes your future plans?



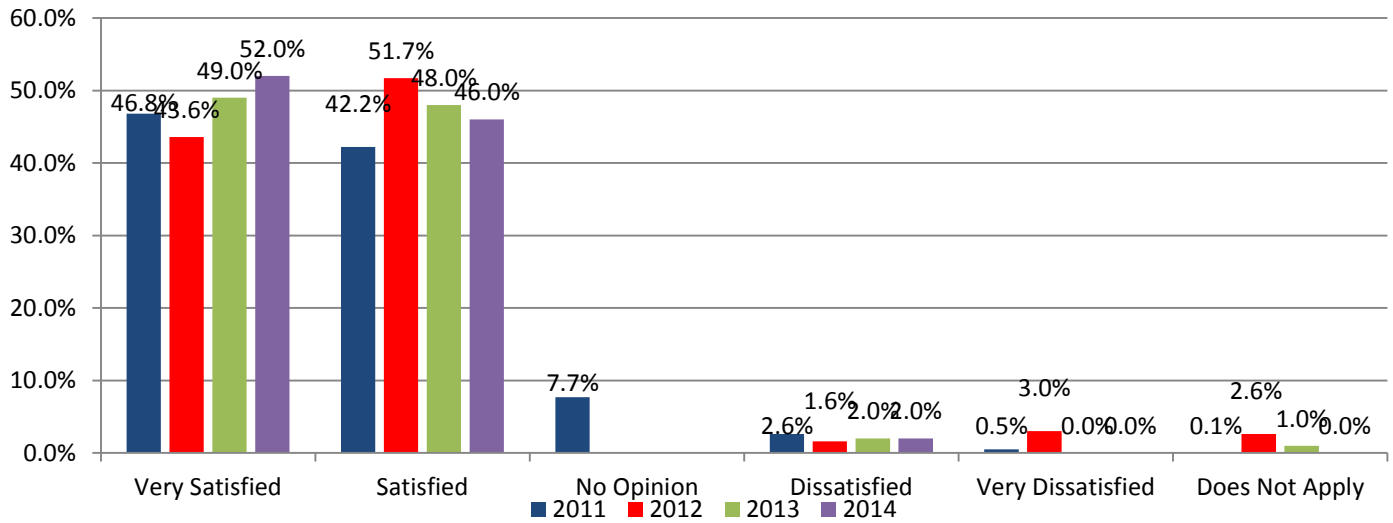
Note. n = 624 (2010); n = 868 (2011); n = 768 (2012); n = 770 (2013); n = 647 (2014).

BASED ON YOUR EDUCATIONAL EXPERIENCE AT SFSC, SELECT YOUR LEVEL OF SATISFACTION WITH THE FOLLOWING:

GENERAL

Figure 15

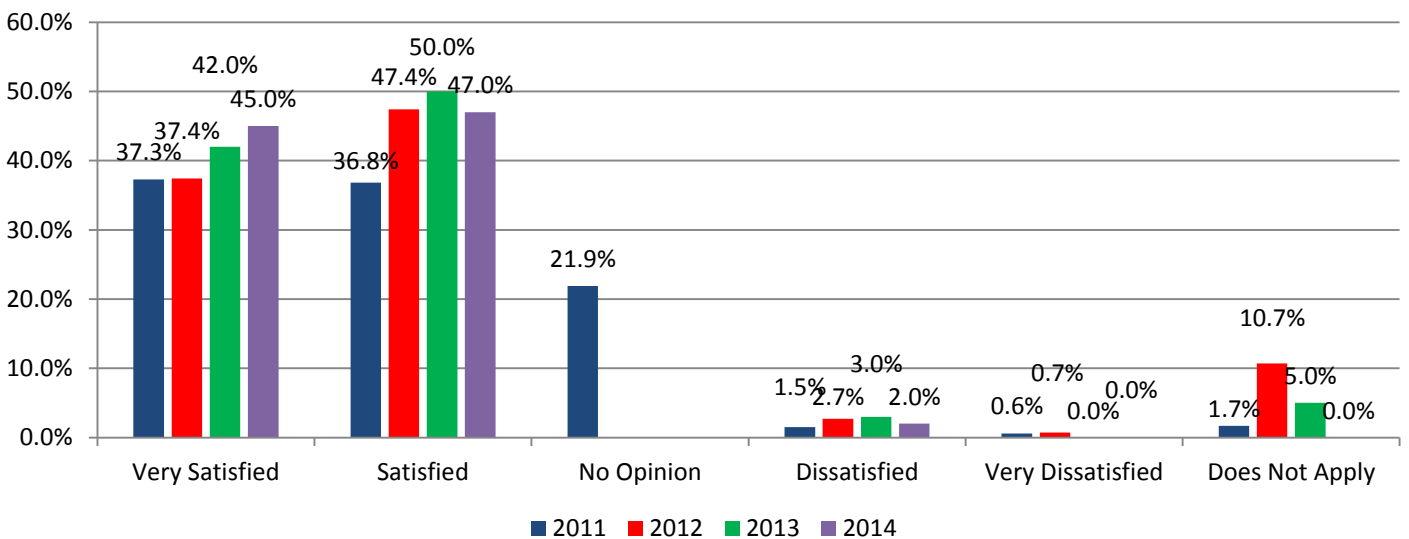
Sensitivity of Administrators/Staff



Note. n = 676 (2010); n = 963 (2011); n = 878 (2012); n = 785 (2013); n = 676 (2014).

Figure 16

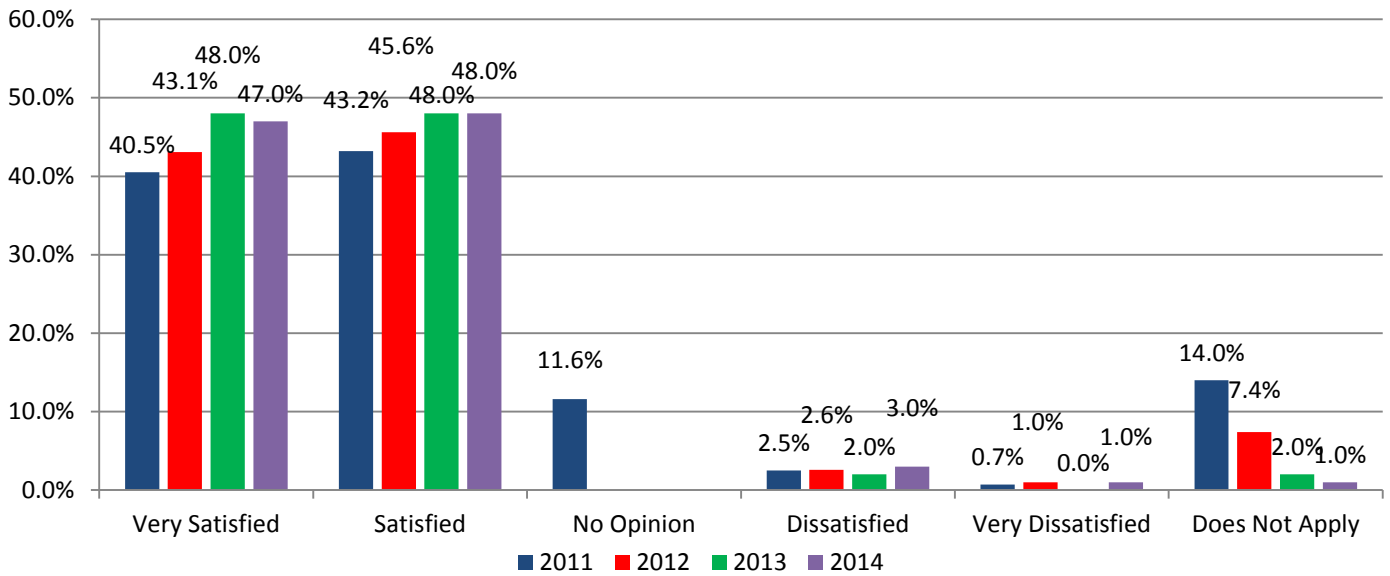
Campus Security



Note. n = 674 (2010); n = 948 (2011); n = 877 (2012); n = 736 (2013); n = 674 (2014).

Figure 17

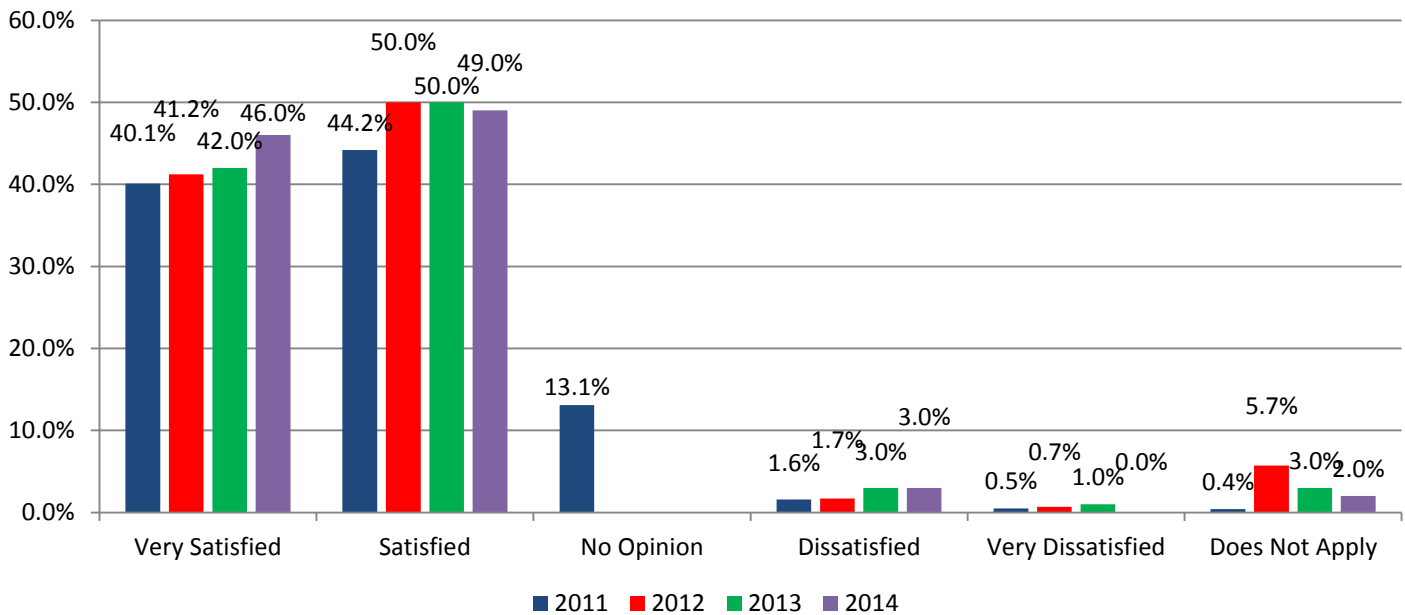
SFSC Website



Note. n = 675 (2010); n = 947 (2011); n = 877 (2012); n = 785 (2013); n = 676 (2014).

Figure 18

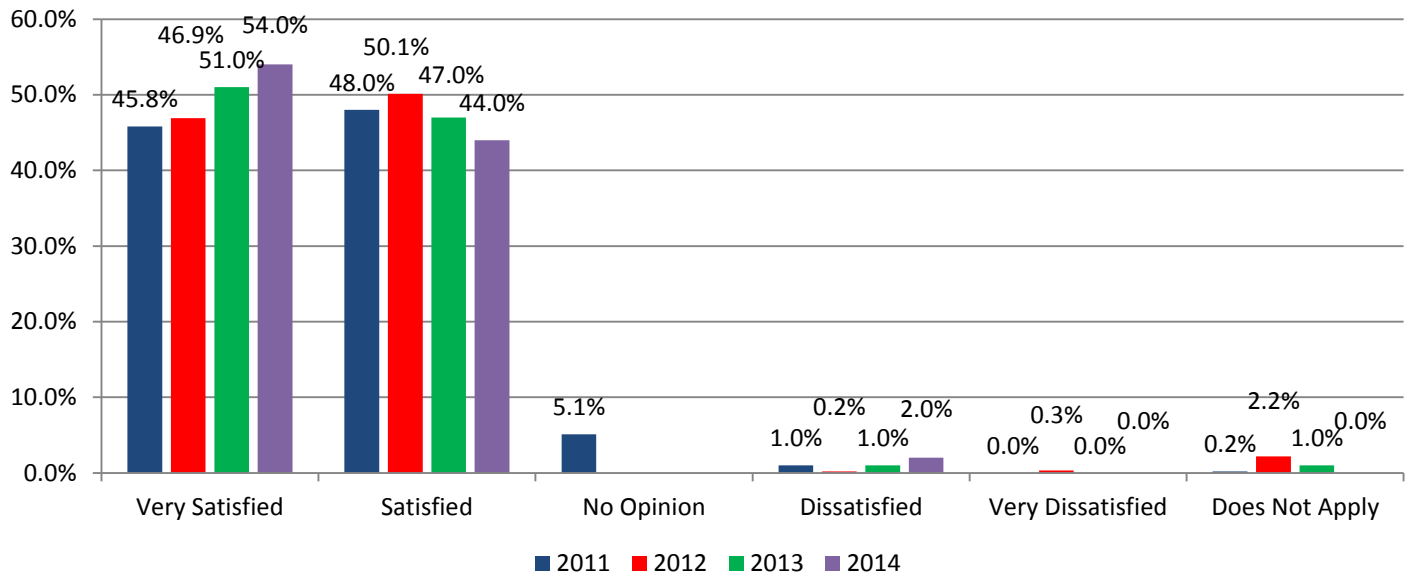
Sense of Belonging at SFSC



Note. n = 676 (2010); n = 942 (2011); n = 876 (2012); n = 735 (2013); n = 675 (2014).

Figure 19

College Overall

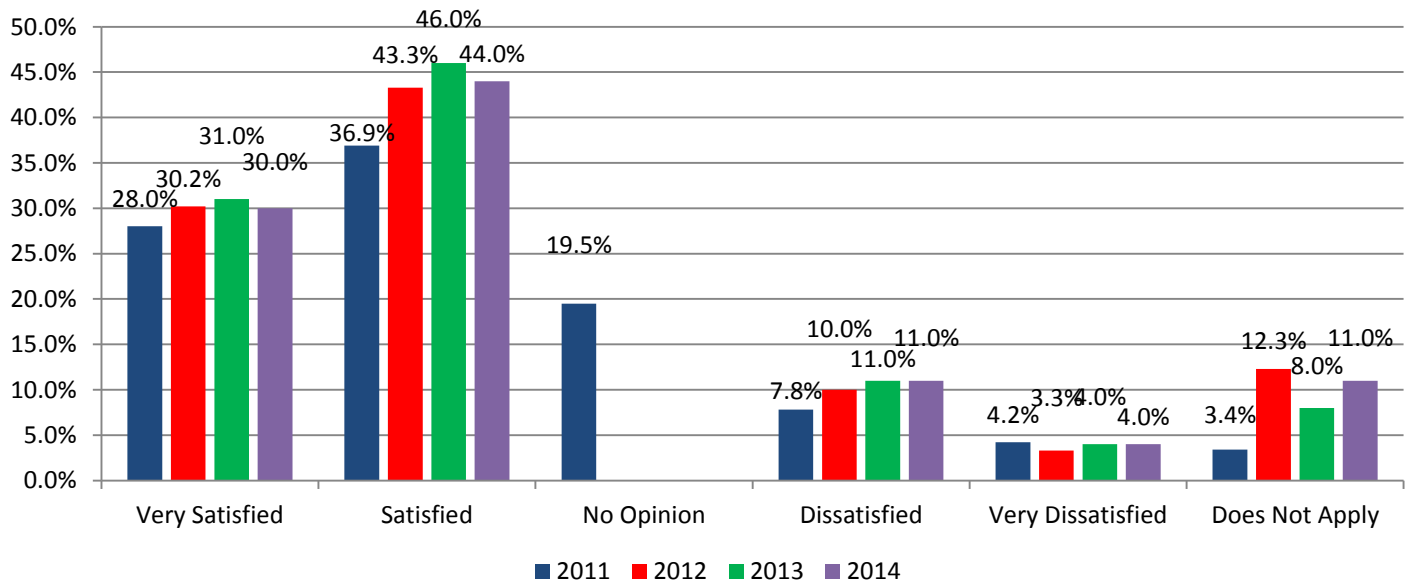


Note. n = 676 (2010); n = 944 (2011); n = 875 (2012); n = 779 (2013); n = 664 (2014).

FACILITIES

Figure 20

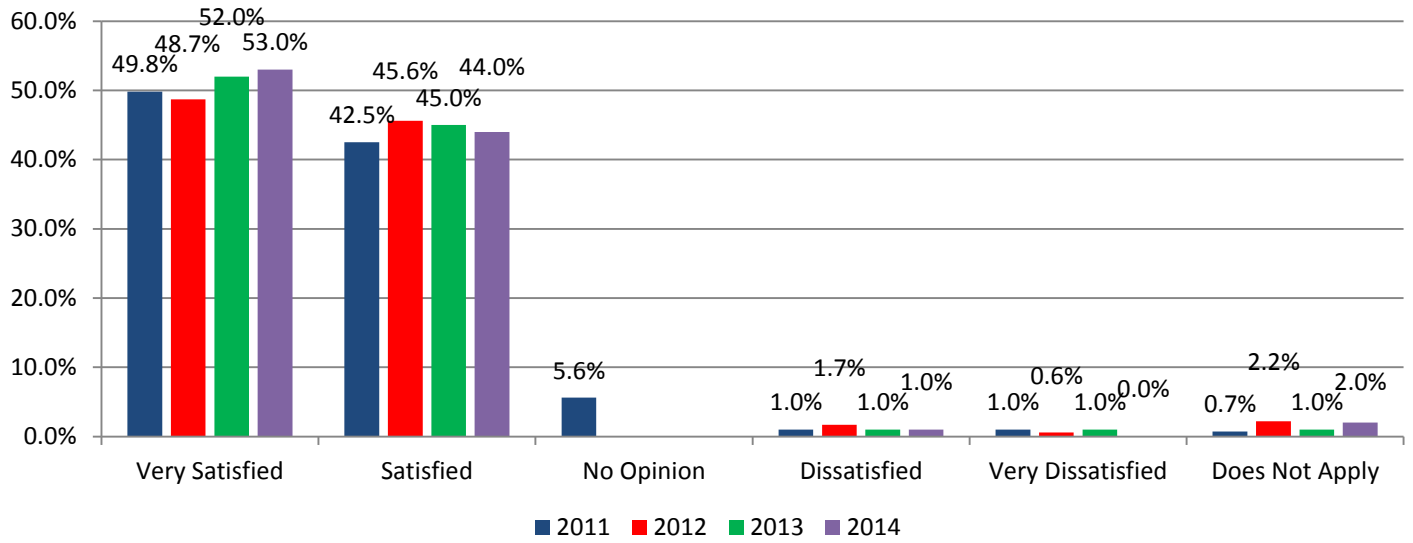
Vending Machines



Note. n = 677 (2010); n = 945 (2011); n = 871 (2012); n = 763 (2013); n = 669 (2014).

Figure 21

College Buildings and Grounds

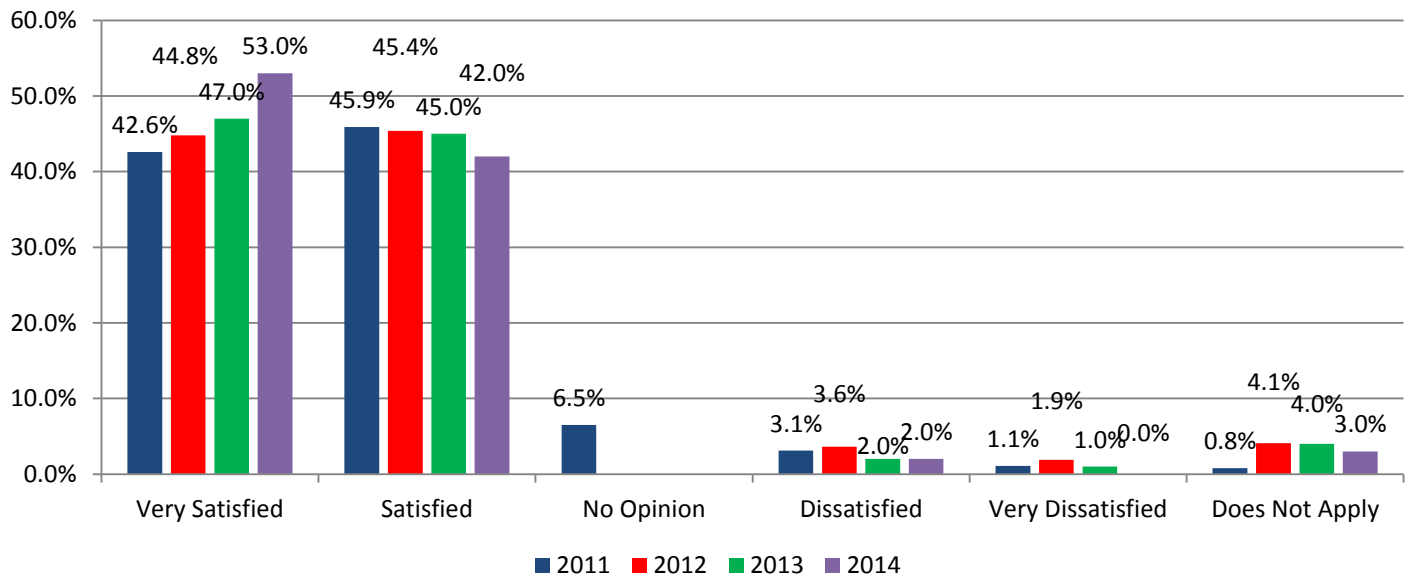


Note. n = 676 (2010); n = 946 (2011); n = 877 (2012); n = 765 (2013); n = 671 (2014).

SERVICES

Figure 22

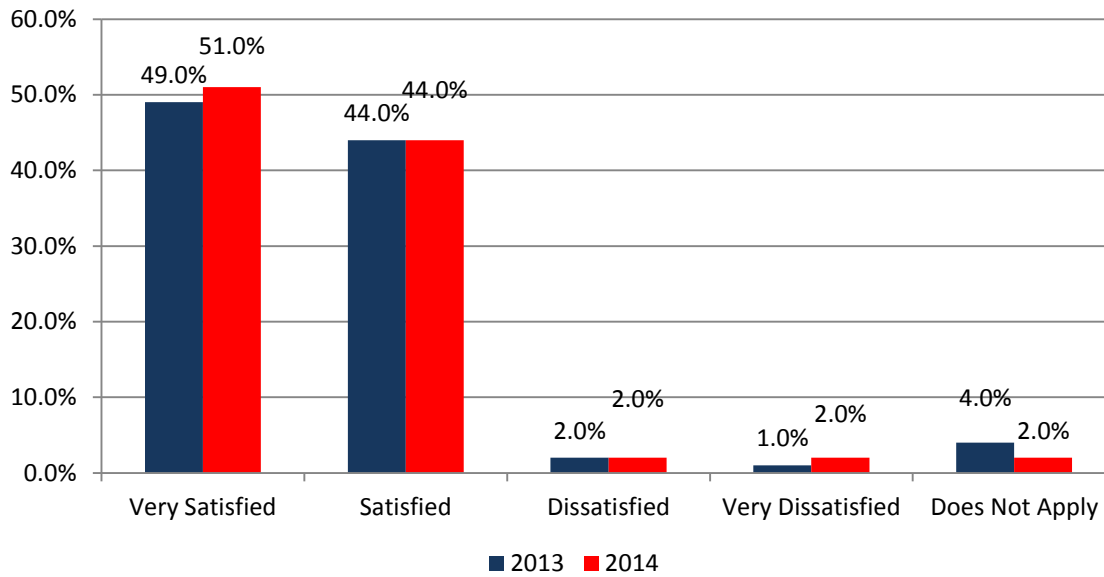
Scheduling/Registration Process



Note. n = 676 (2010); n = 949 (2011); n = 877 (2012); n = 677 (2013); n = 671 (2014).

Figure 23

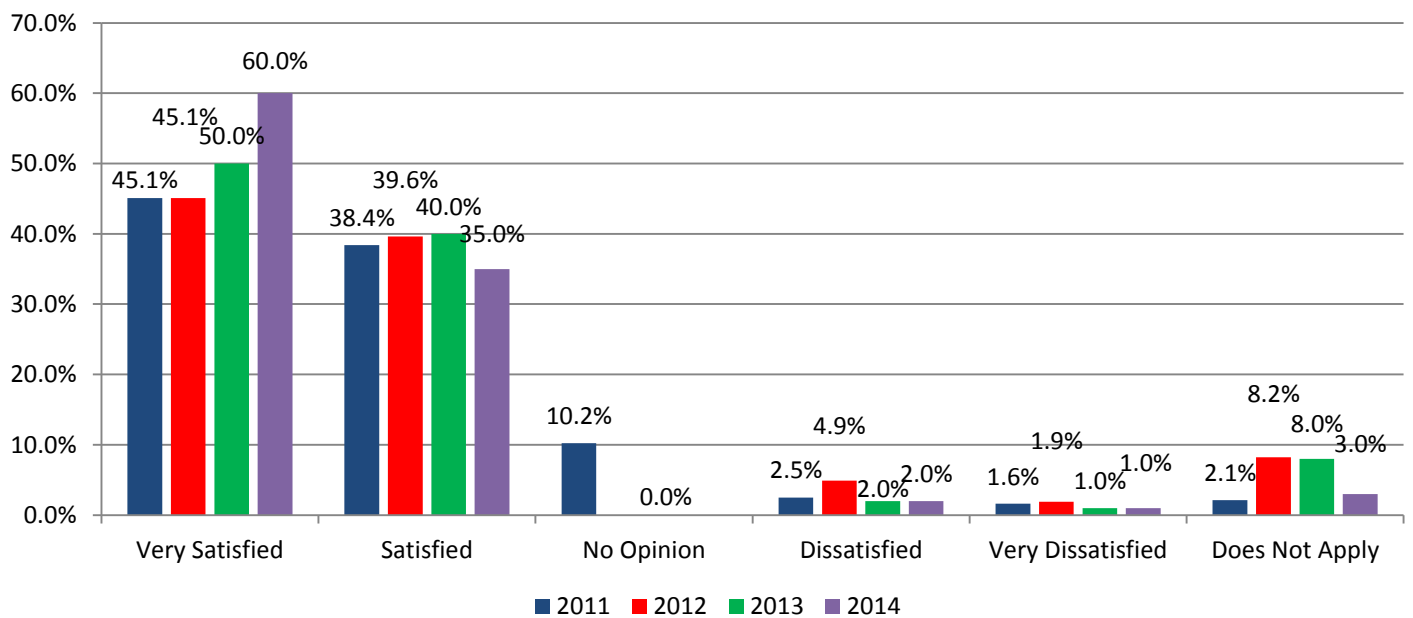
Admissions Process



Note. n = 762 (2013); n = 667 (2014). Item was introduced to GSS in 2013.

Figure 24

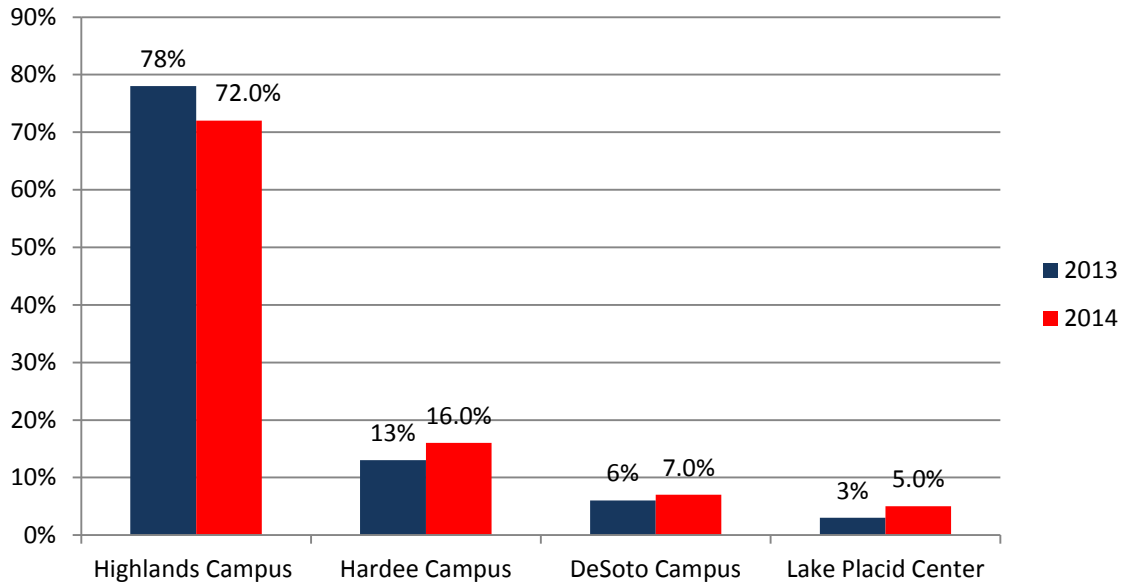
Student Advising/Counseling



Note. n = 677 (2010); n = 947 (2011); n = 879 (2012); n = 758 (2013); n = 666 (2014).

Figure 25

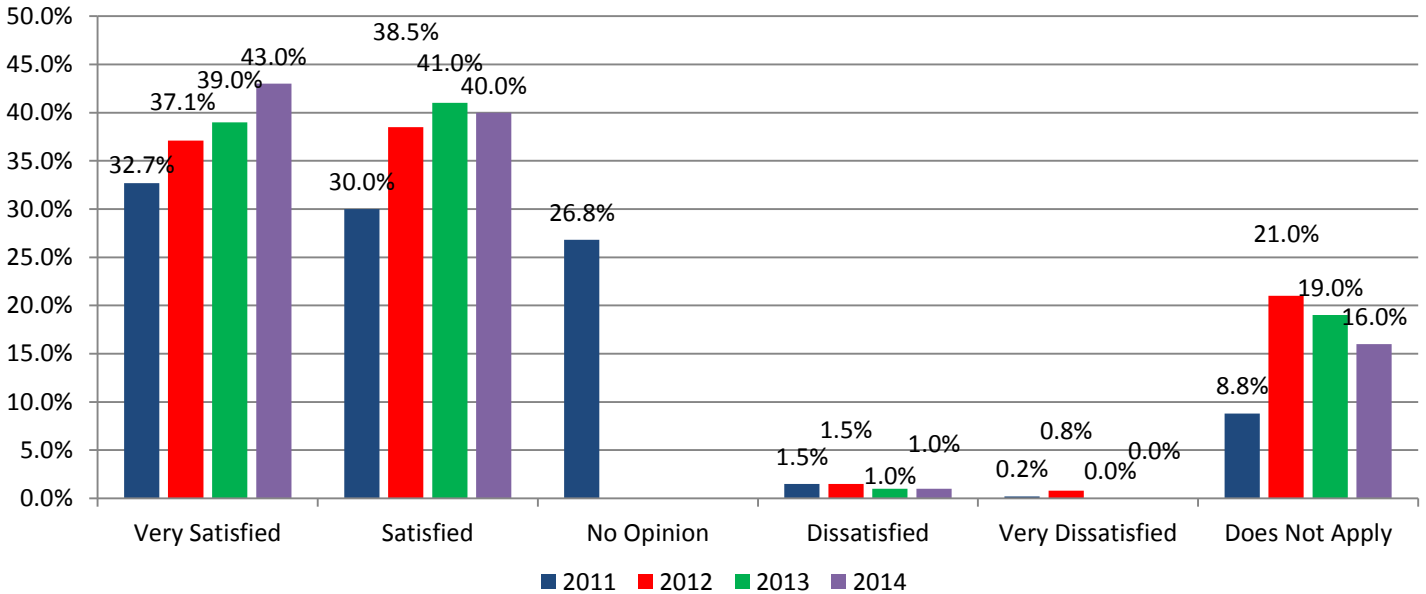
Location where you mostly received counseling/advising



Note. n = 636 (2013); n = 647 (2014). Item was introduced to GSS in 2013.

Figure 26

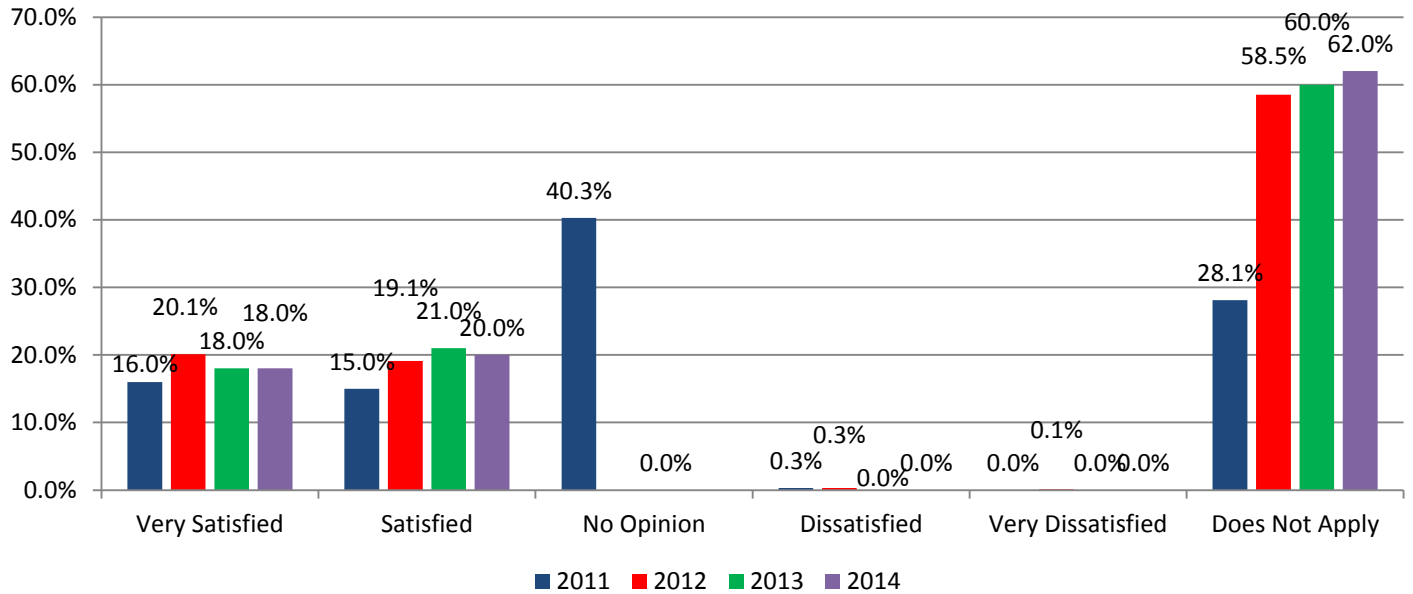
Career Development Center



Note. n = 676 (2010); n = 946 (2011); n = 875 (2012); n = n = 763 (2013); n = 666 (2014). Item was previously identified as "Career Planning and Placement Center".

Figure 27

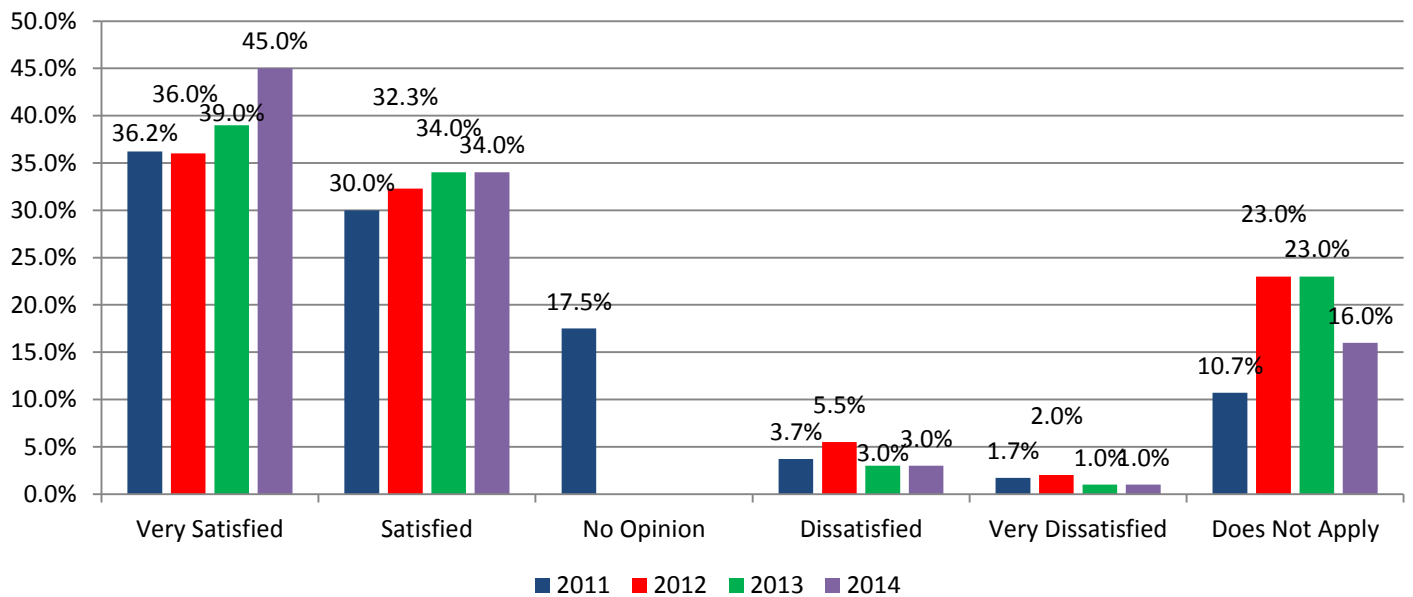
Disabled Student Services



Note. n = 667 (2010); n = 946 (2011); n = 865 (2012); n = 764 (2013); n = 668 (2014).

Figure 28

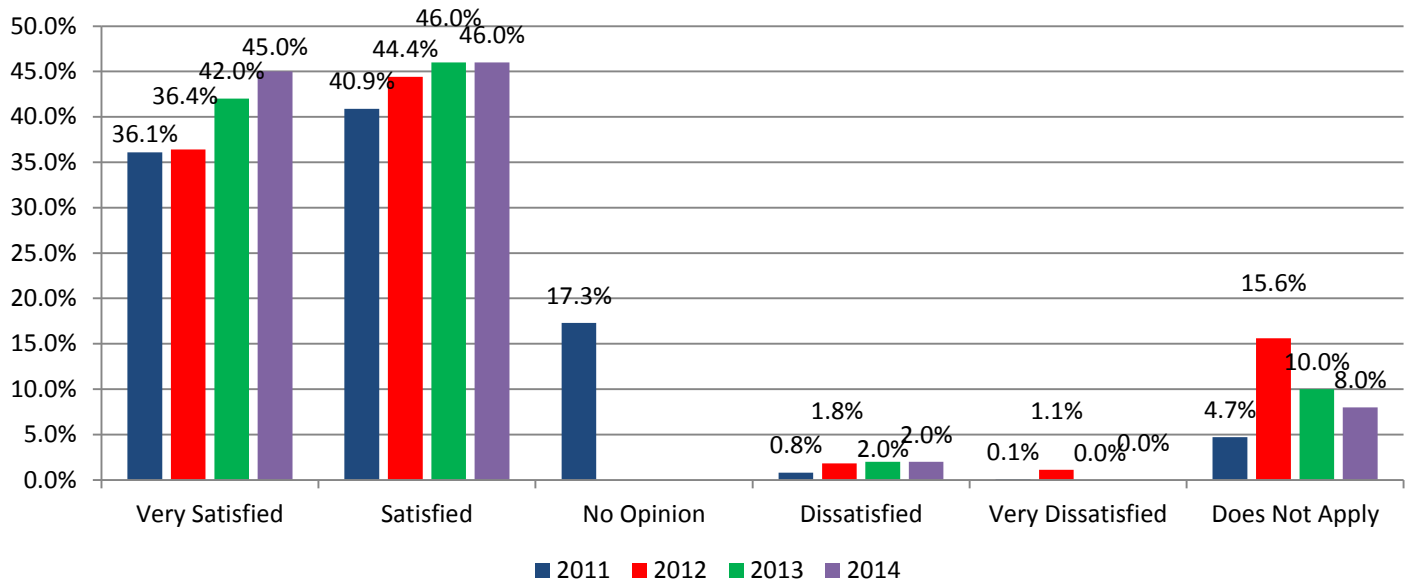
Financial Aid



Note. n = 672 (2010); n = 950 (2011); n = 866 (2012); n = 759 (2013); n = 670 (2014).

Figure 29

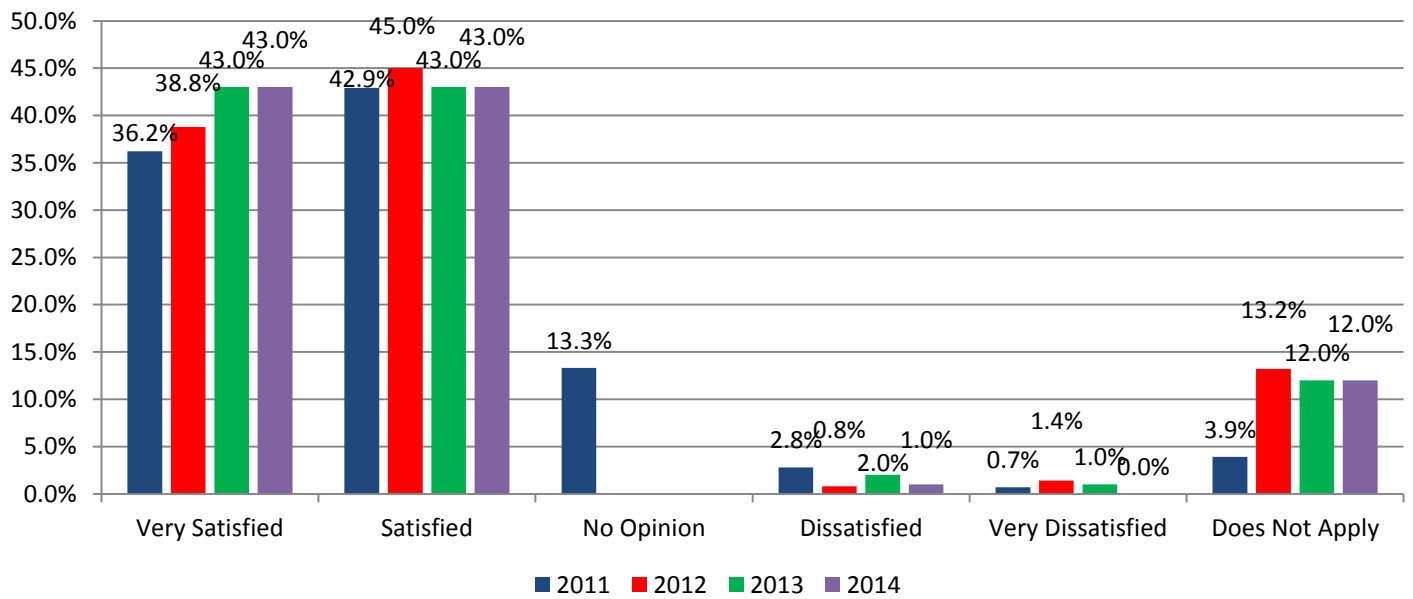
Records/Transcripts



Note. n = 667 (2010); n = 949 (2011); n = 871 (2012); n = 673 (2014).

Figure 30

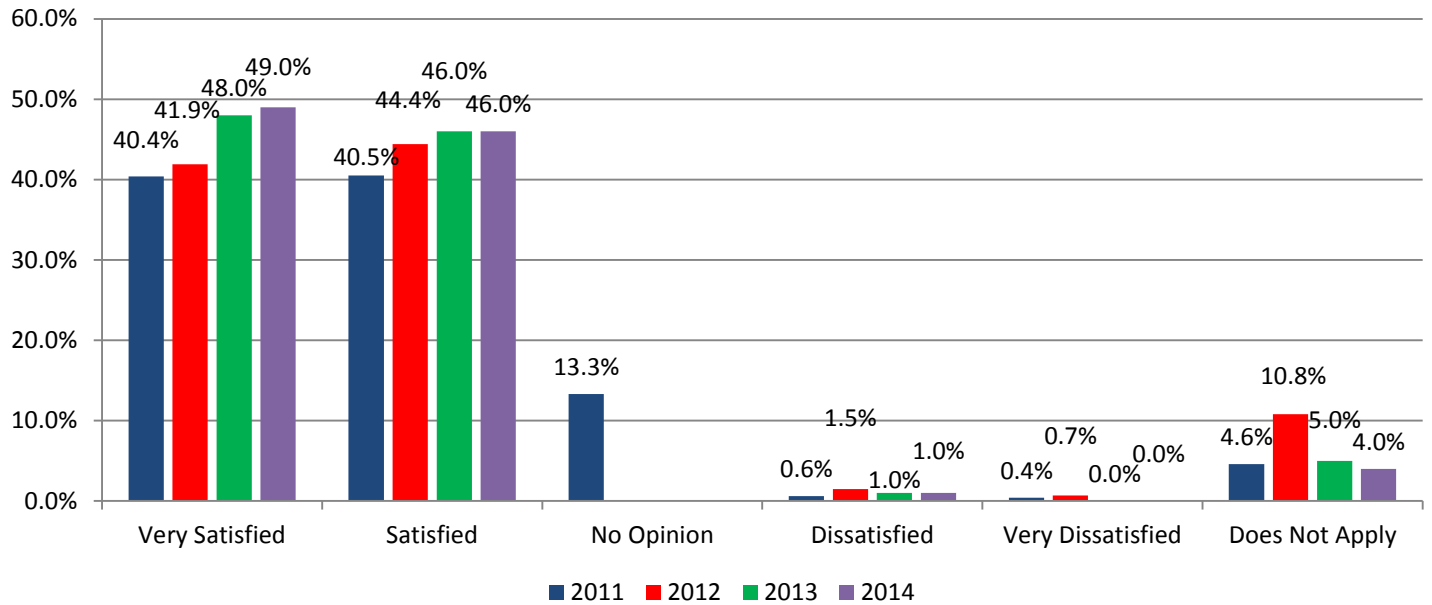
Testing Center



Note. n = 672 (2010); n = 950 (2011); n = 873 (2012); n = 761 (2013); n = 674 (2014).

Figure 31

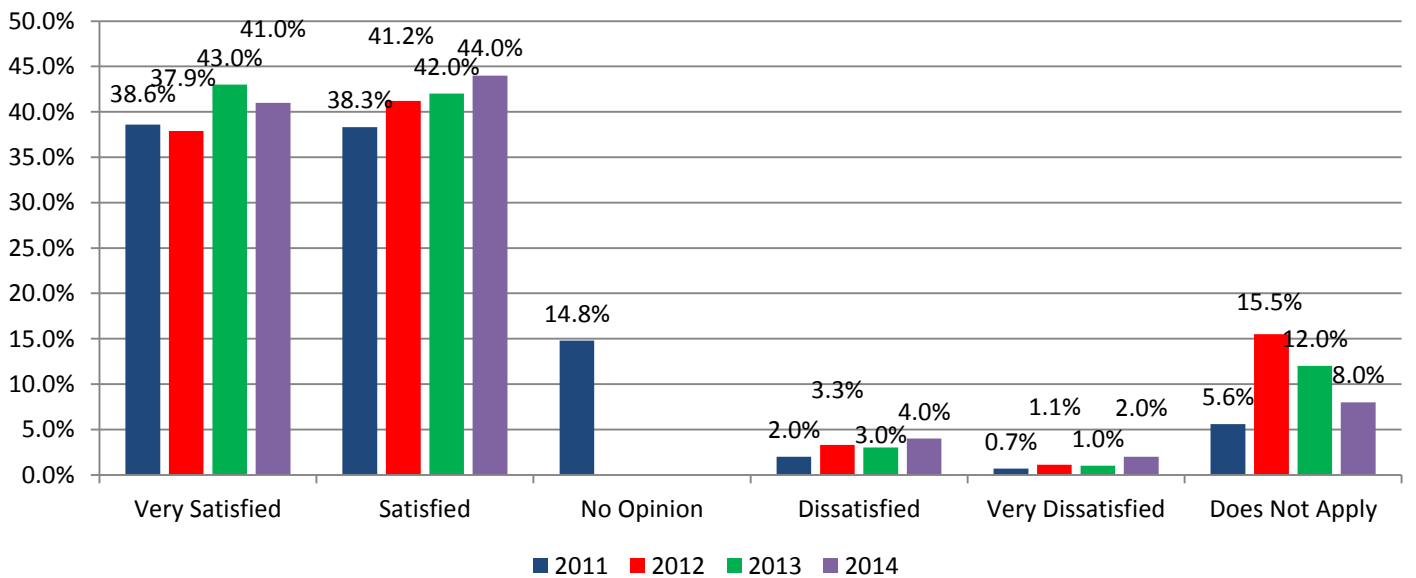
Cashier's Office



Note. n = 671 (2010); n = 952 (2011); n = 871 (2012); n = 764 (2013); n = 671 (2014).

Figure 32

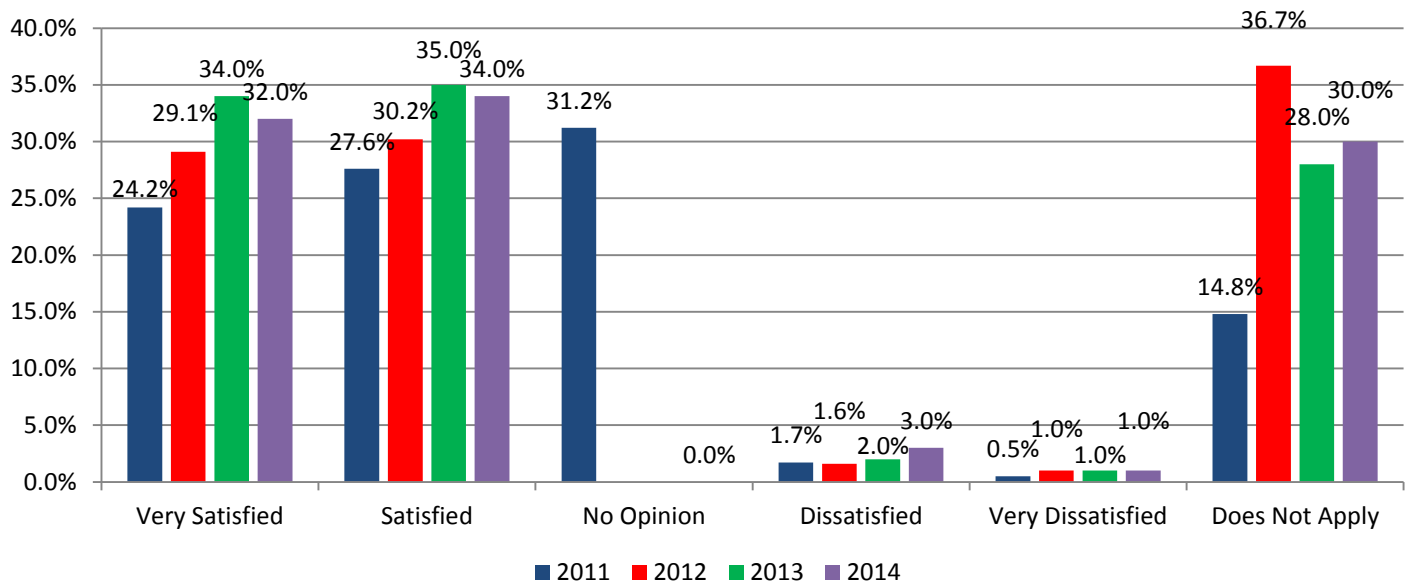
Bookstore



Note. n = 670 (2010); n = 949 (2011); n = 873 (2012); n = 760 (2013); n = 671 (2014).

Figure 33

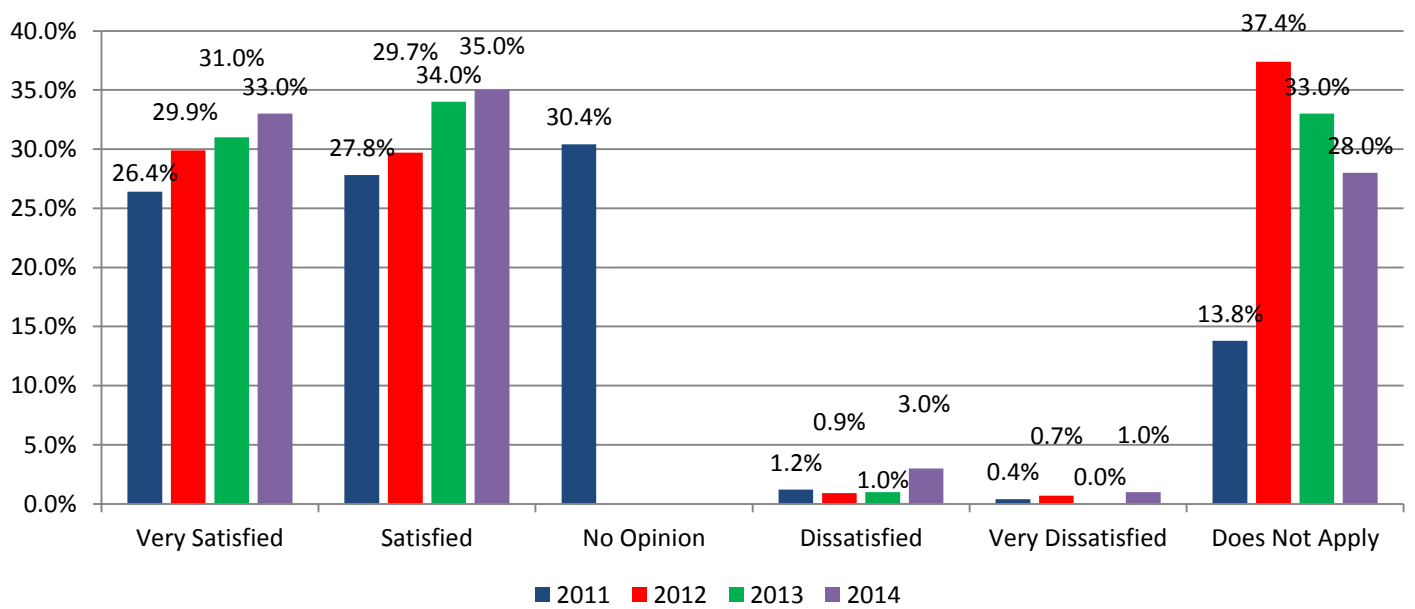
Cafeteria



Note. n = 668 (2010); n = 949 (2011); n = 870 (2012); n = 763 (2013); n = 669 (2014).

Figure 34

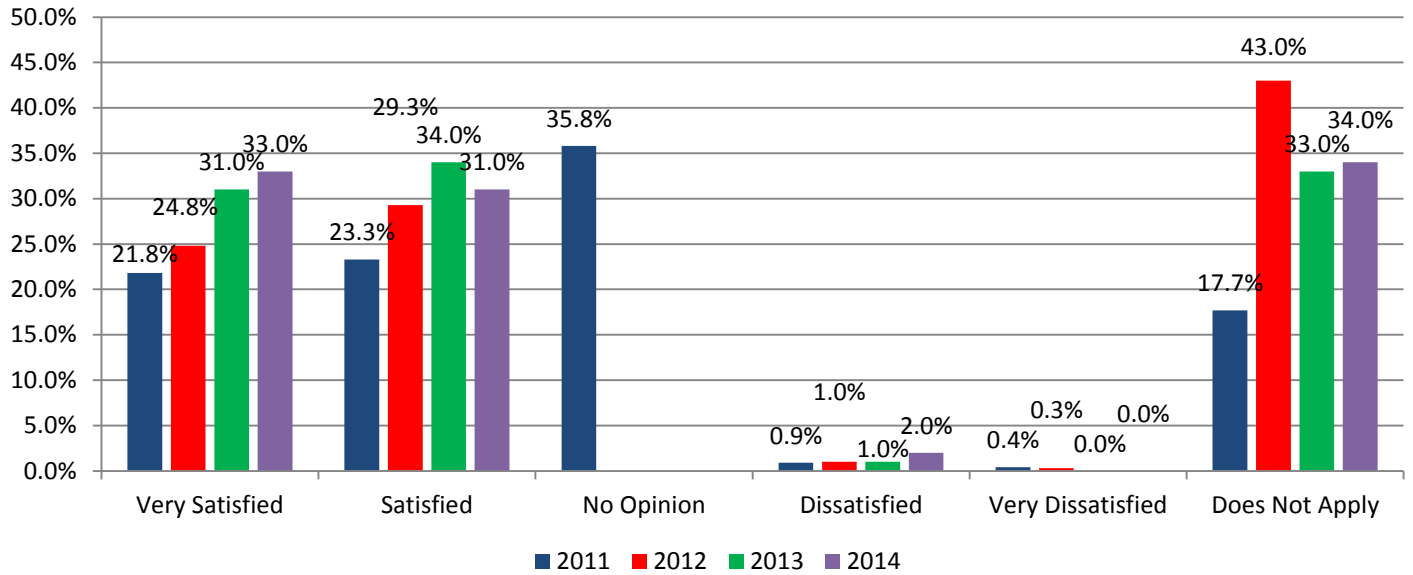
Student Activities



Note. n = 669 (2010); n = 947 (2011); n = 864 (2012); n = 777 (2013); n = 671 (2014).

Figure 35

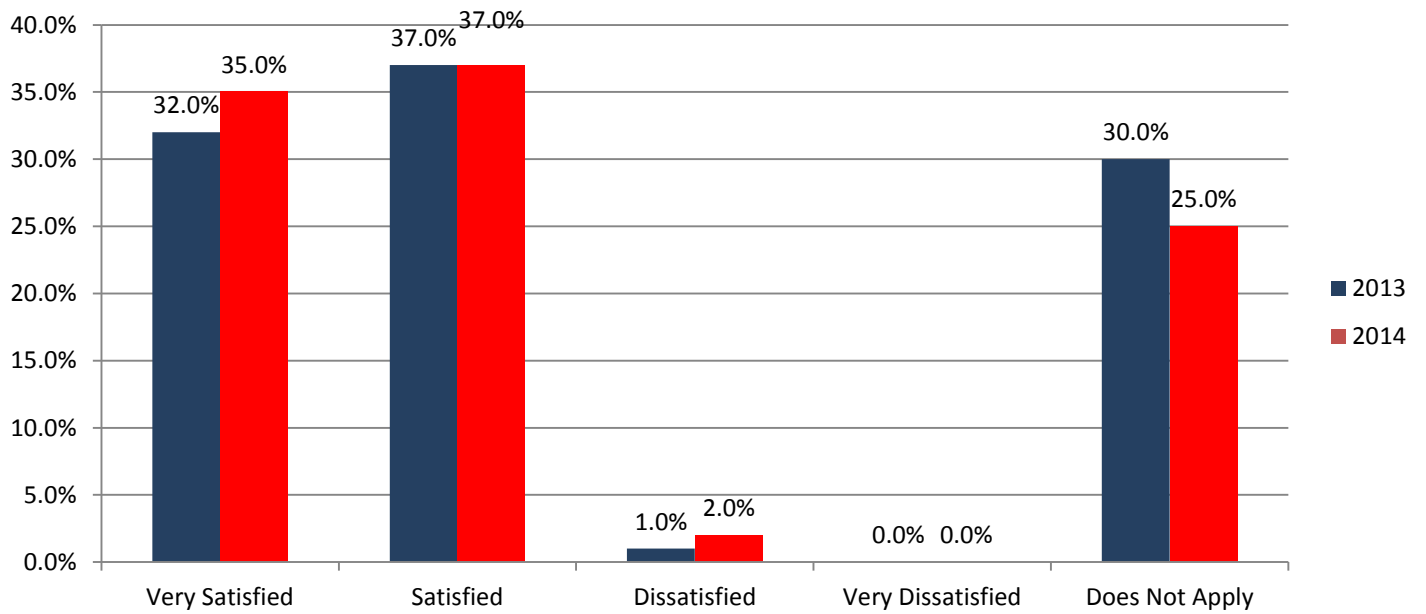
Student Clubs



Note. n = 669 (2010); n = 949 (2011); n = 866 (2012); n = 669 (2014).

Figure 36

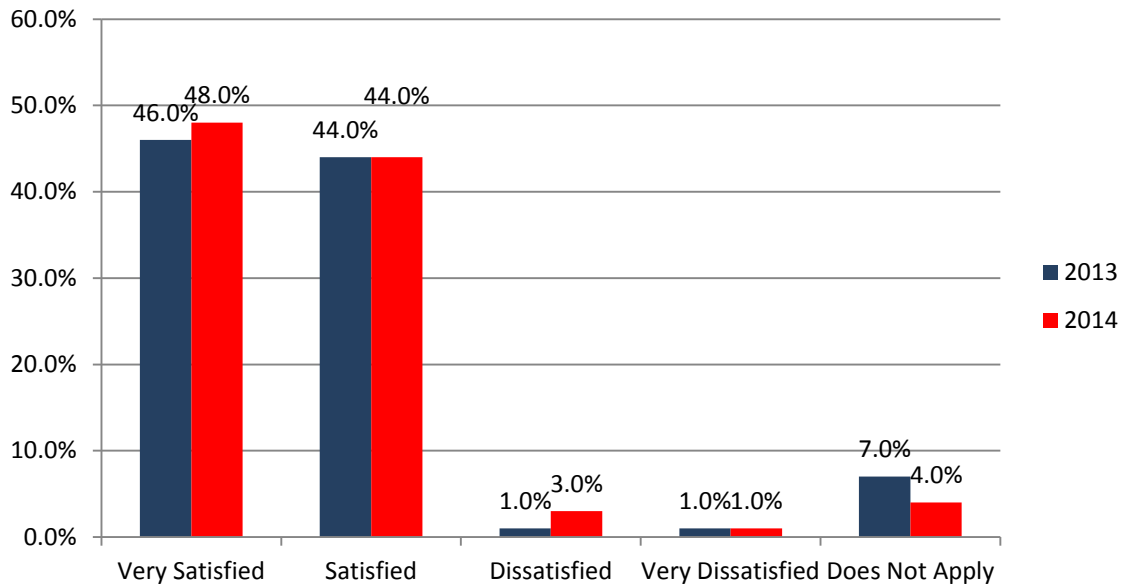
eLearning



Note. n = 675 (2013); n = 666 (2014). Item was introduced to GSS in 2013.

Figure 37

Panther Central

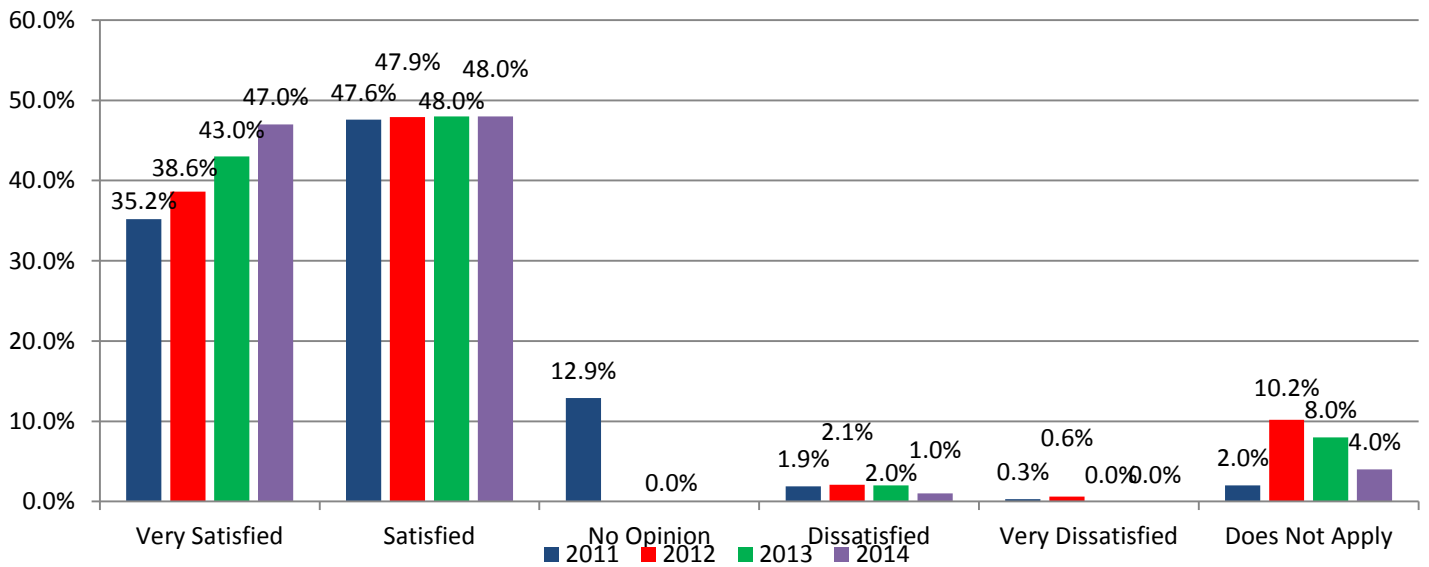


Note. n = 677 (2013); n = 670 (2014). Item was introduced to GSS in 2013.

INSTRUCTION

Figure 38

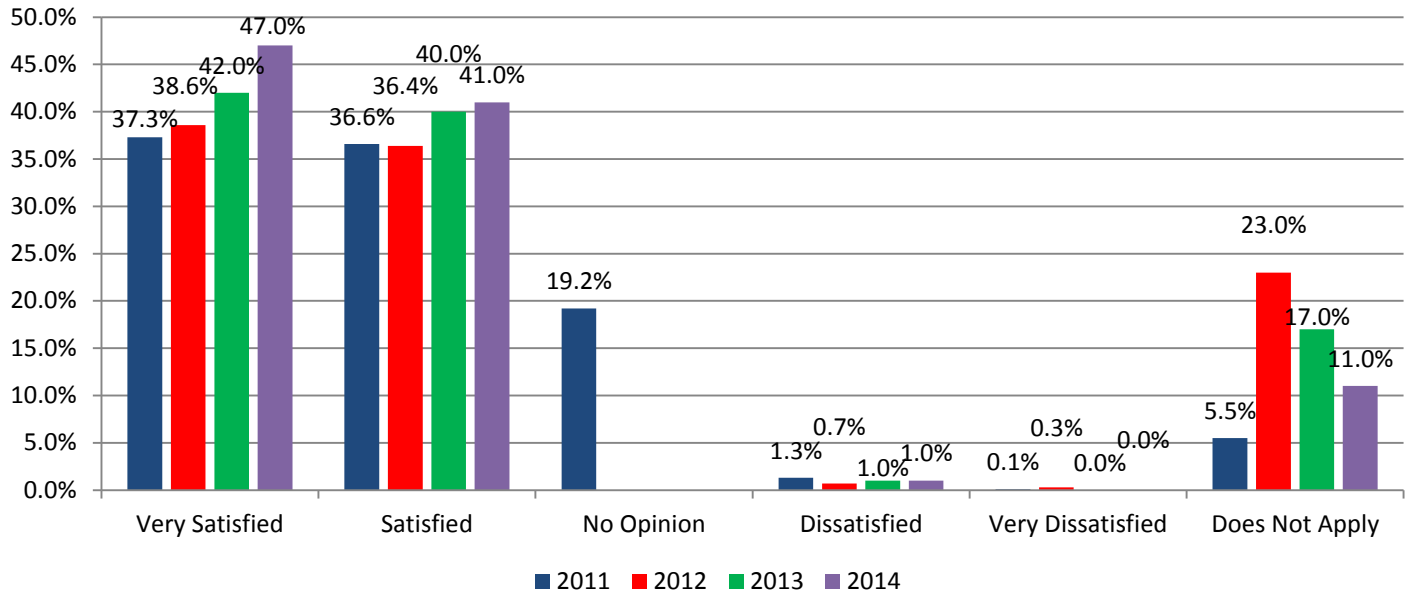
Degree Requirements



Note. n = 668 (2010); n = 945 (2011); n = 860 (2012); n = 773 (2013); n = 670 (2014)

Figure 39

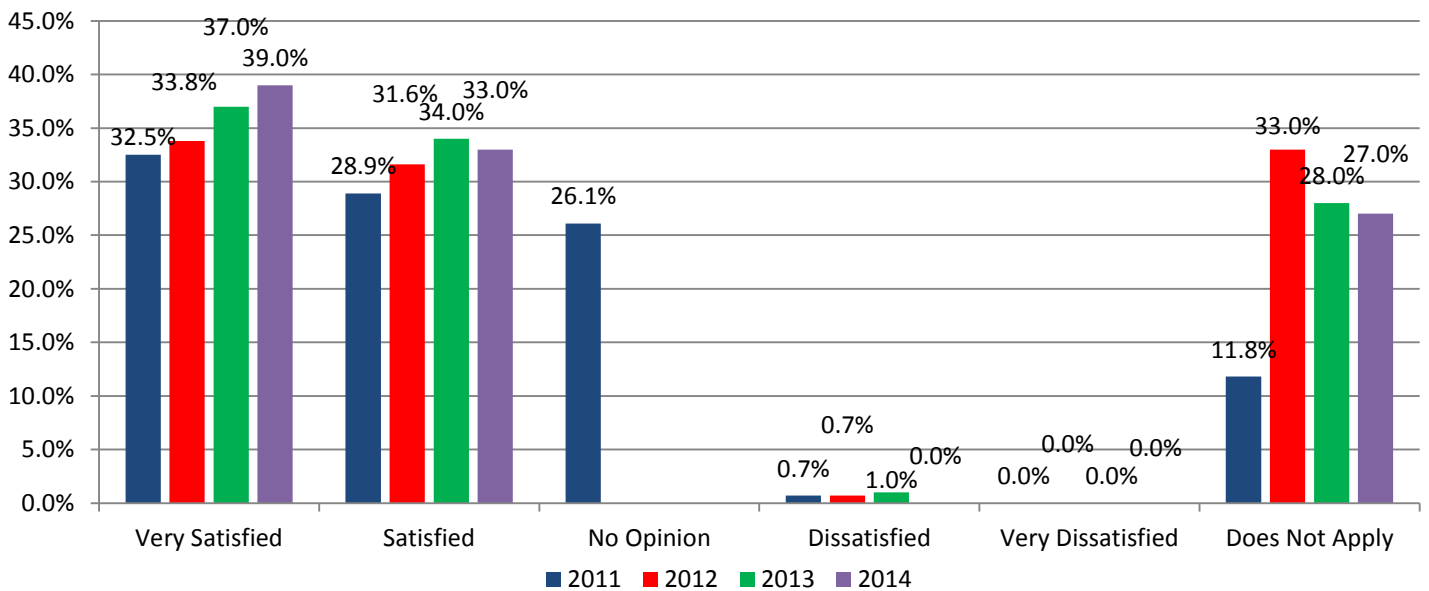
Quality of Library Services



Note. n = 670 (2010); n = 948 (2011); n = 867 (2012); n = 778 (2013); n = 673 (2014)

Figure 40

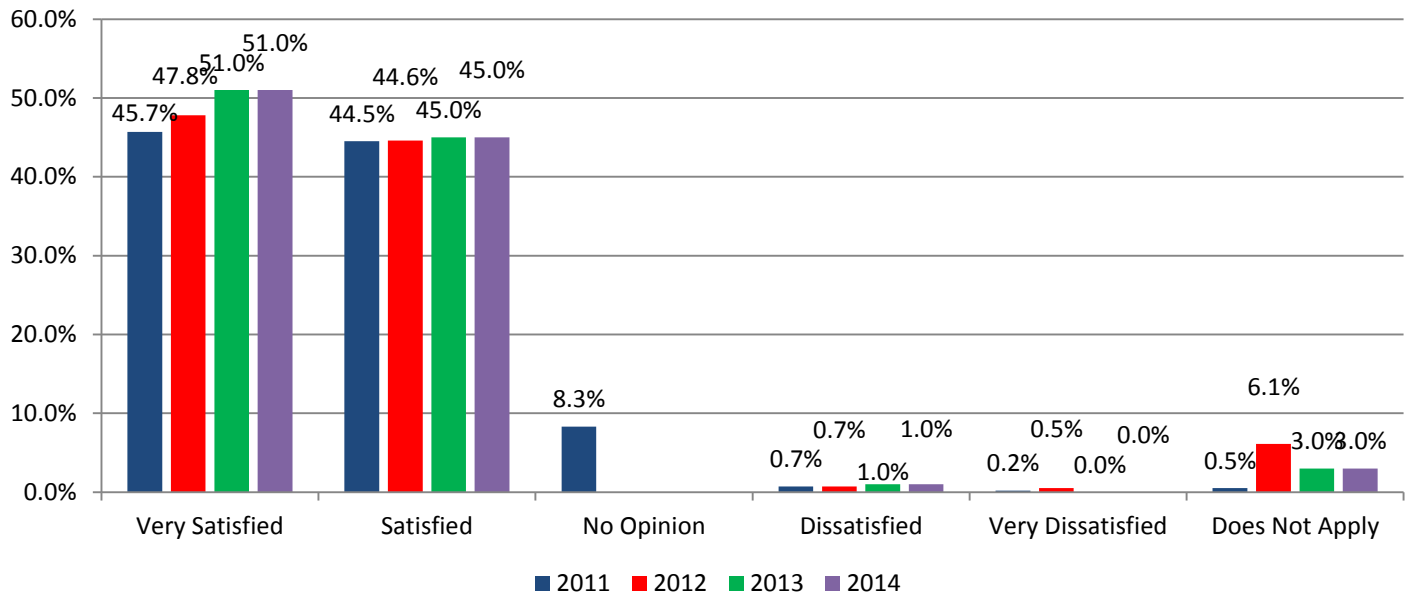
Quality of the Tutoring and Learning Center



Note. n = 668 (2010); n = 946 (2011); n = 870 (2012); n = 776 (2013); n = 673 (2014).

Figure 41

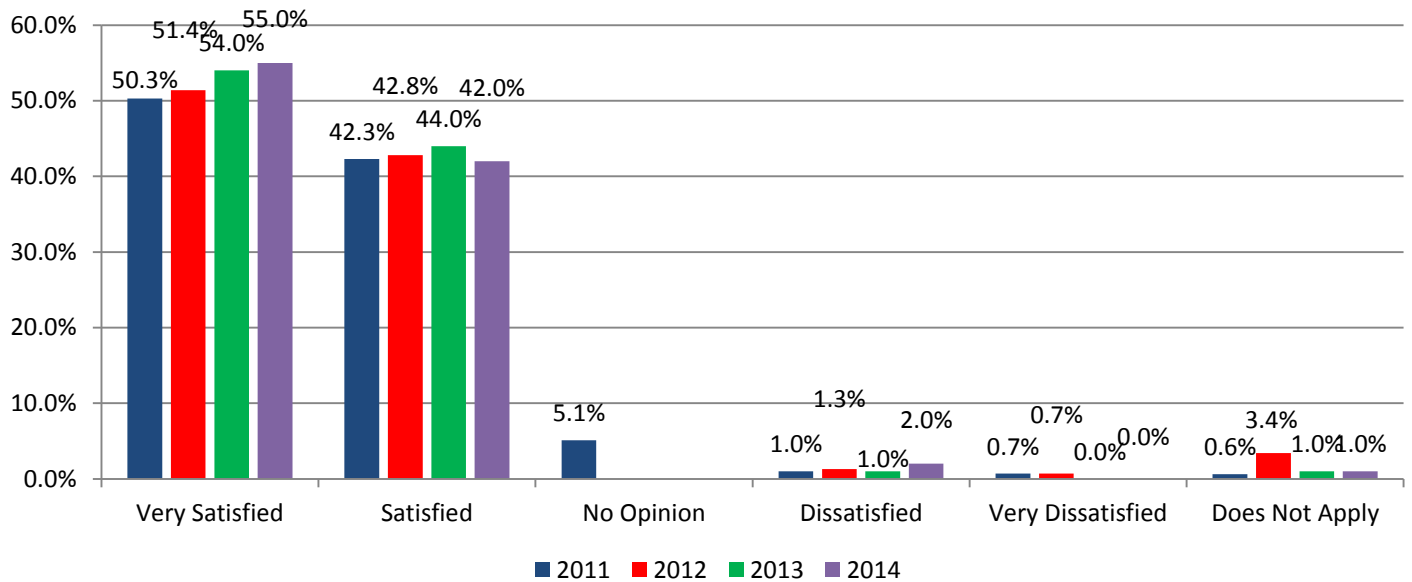
Quality of Instruction



Note. n = 671 (2010); n = 947 (2011); n = 868 (2012); n = 772 (2013); n = 673 (2014).

Figure 42

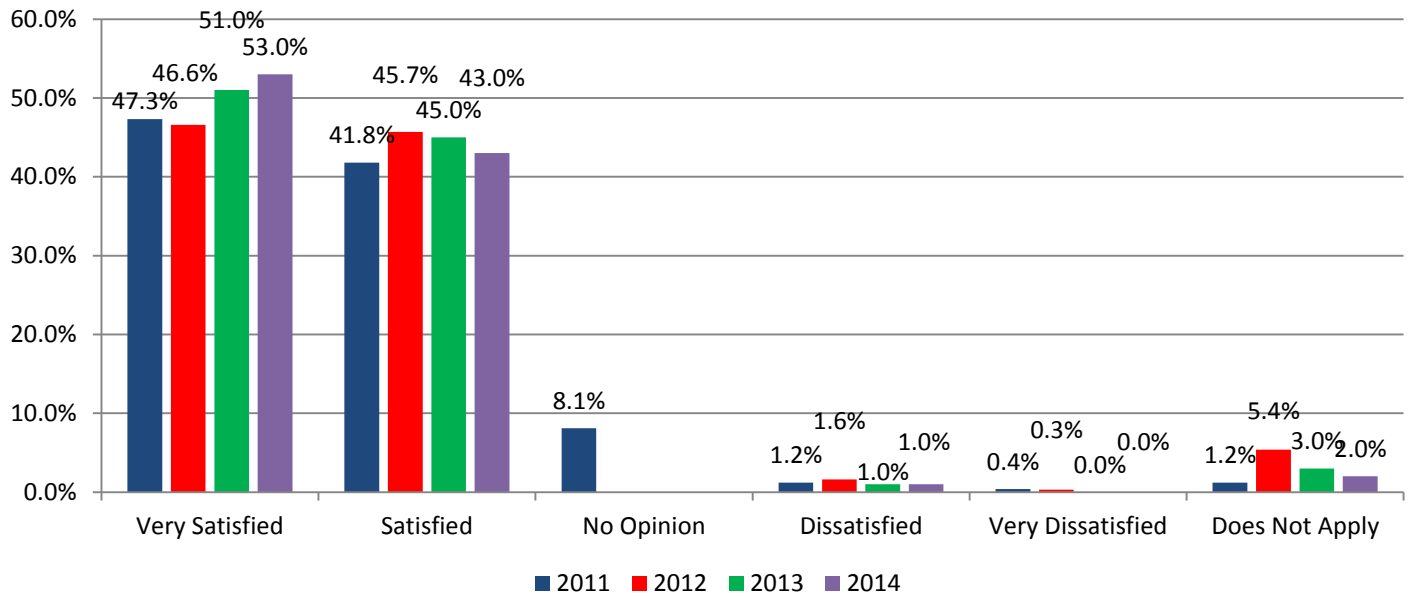
Instructors' Attitudes Toward Students



Note. n = 672 (2010); n = 946 (2011); n = 872 (2012); n = 776 (2013); n = 676 (2014).

Figure 43

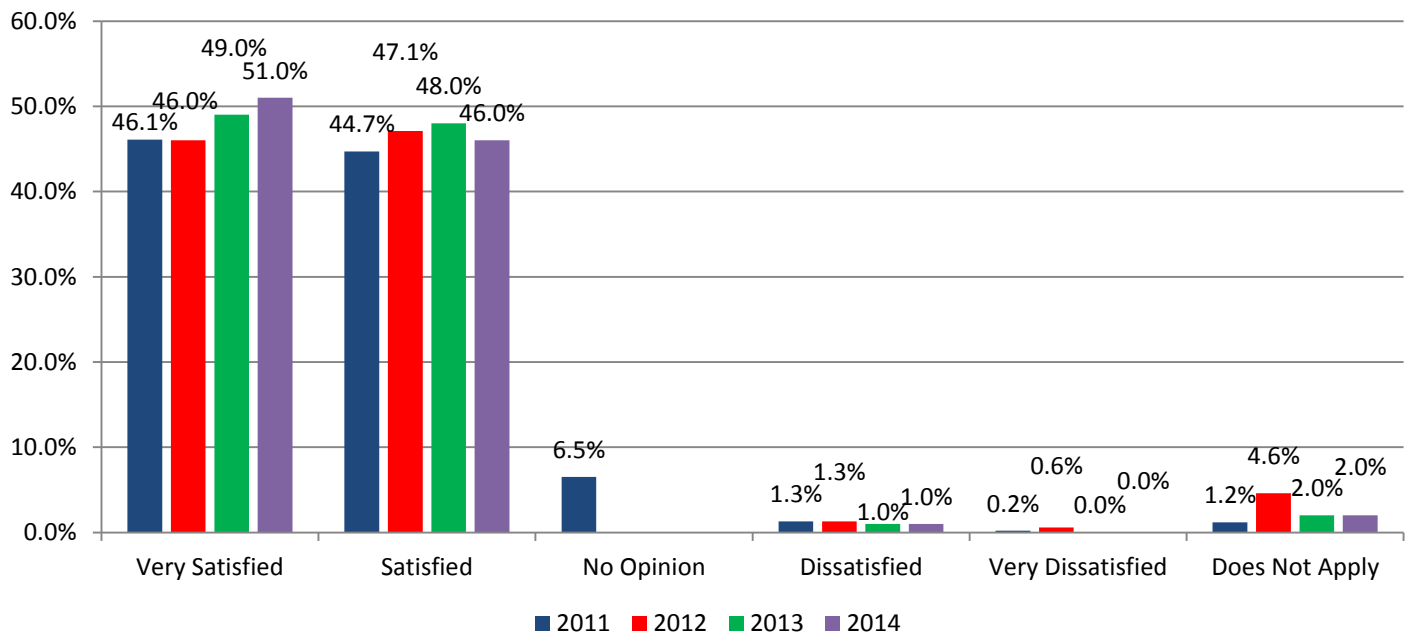
Faculty Availability/Assistance



Note. n = 673 (2010); n = 948 (2011); n = 870 (2012); n = 777 (2013); n = 674 (2014).

Figure 44

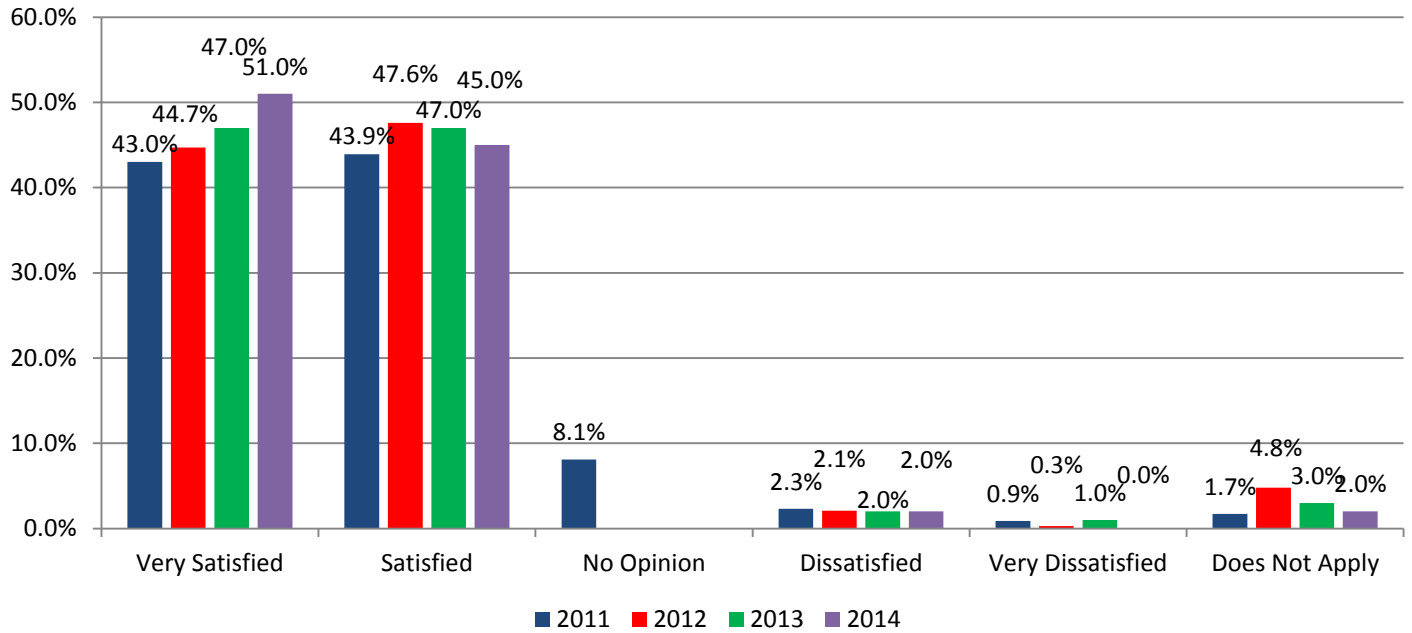
Testing/Grading System



Note. n = 672 (2010); n = 948 (2011); n = 871 (2012); n = 782 (2013); n = 674 (2014).

Figure 45

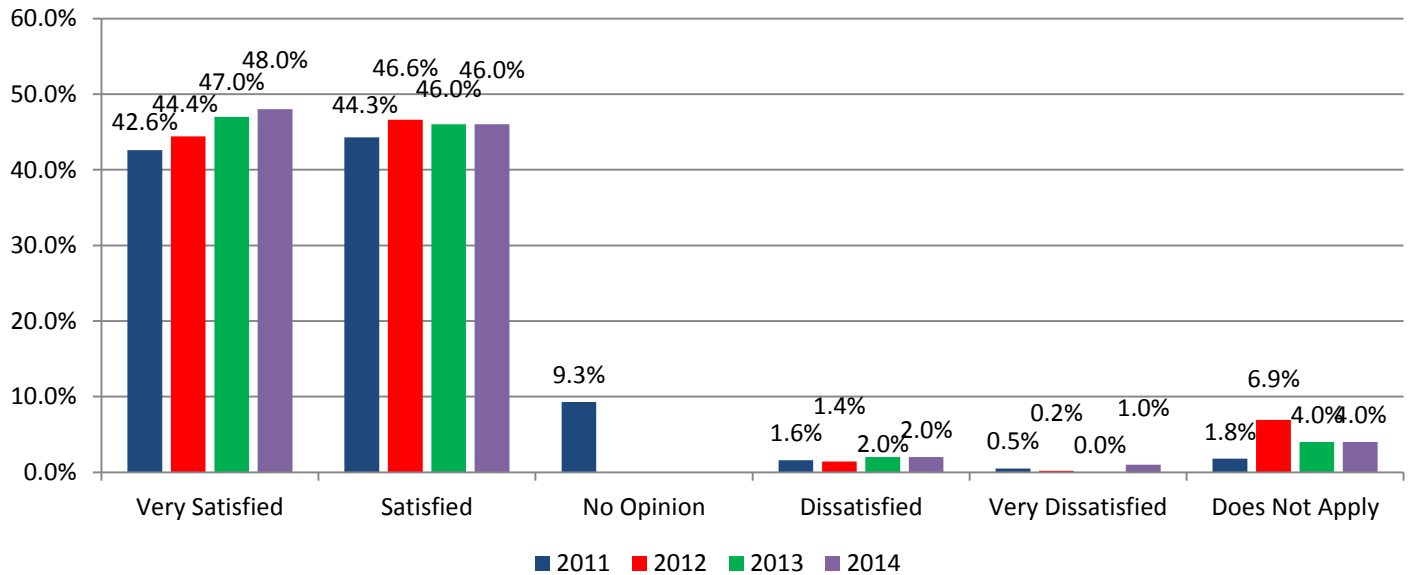
Course Schedule of Classes



Note. n = 673 (2010); n = 948 (2011); n = 871 (2012); n = 780 (2013); n = 673 (2014).

Figure 46

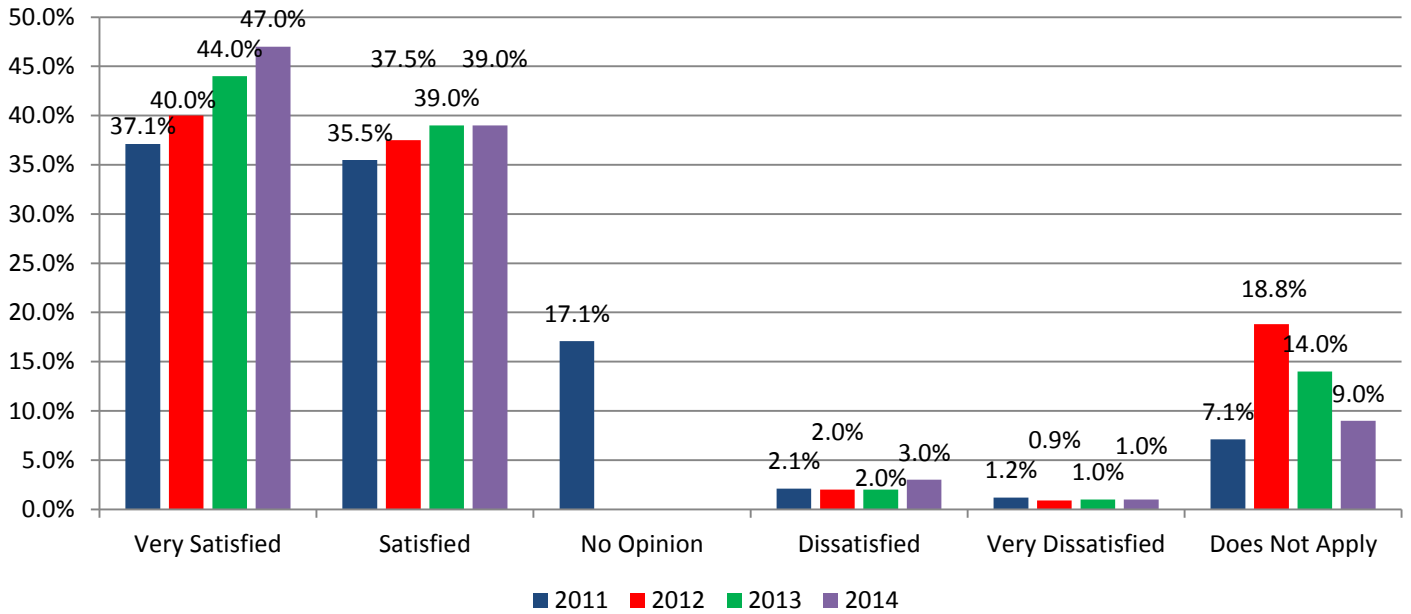
Class Meeting Times



Note. n = 670 (2010); n = 949 (2011); n = 871 (2012); n = 781 (2013); n = 673 (2014).

Figure 47

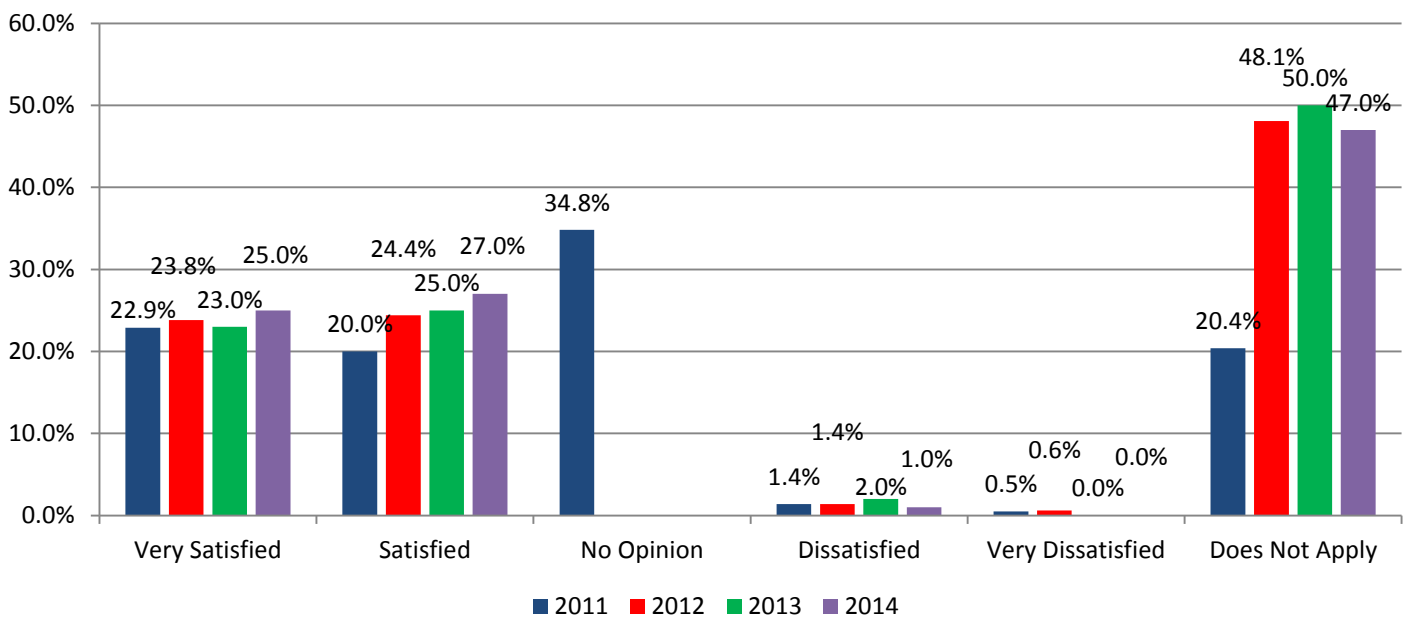
Panther Den



Note. n = 666 (2010); n = 950 (2011); n = 893 (2012); n = 776 (2013); n = 671 (2014).

Figure 48

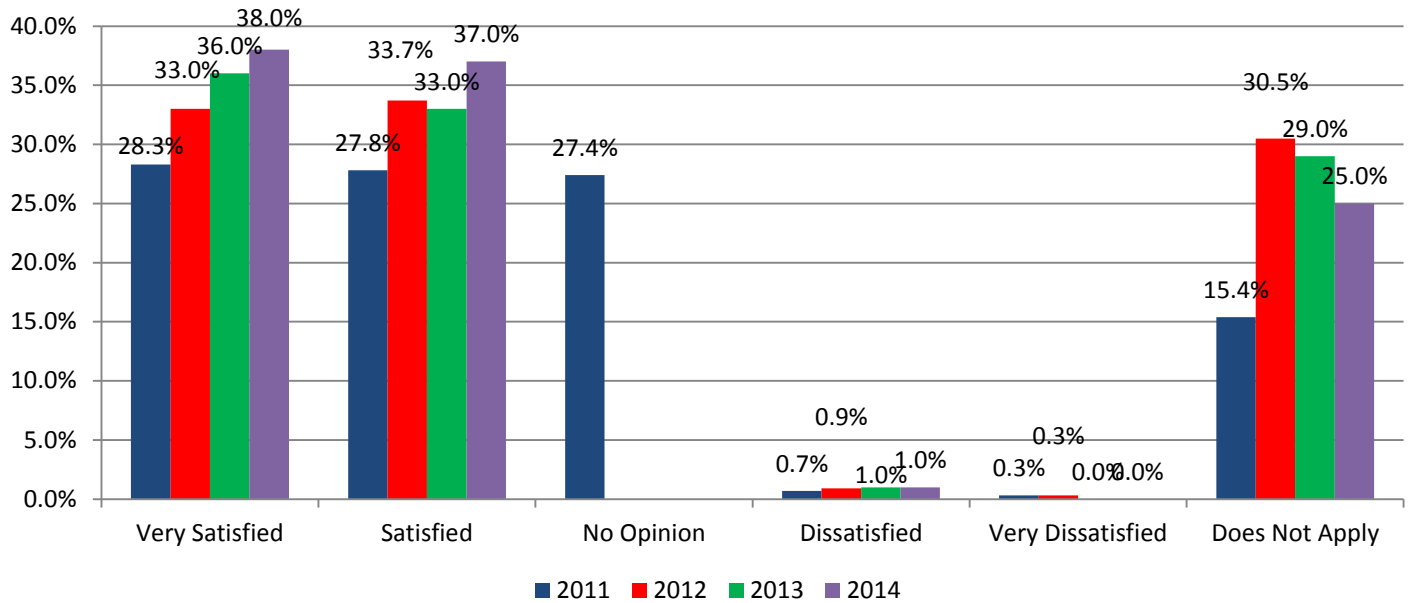
Athletic Programs



Note. n = 667 (2010); n = 948 (2011); n = 887 (2012); n = 778 (2013); n = 666 (2014).

Figure 49

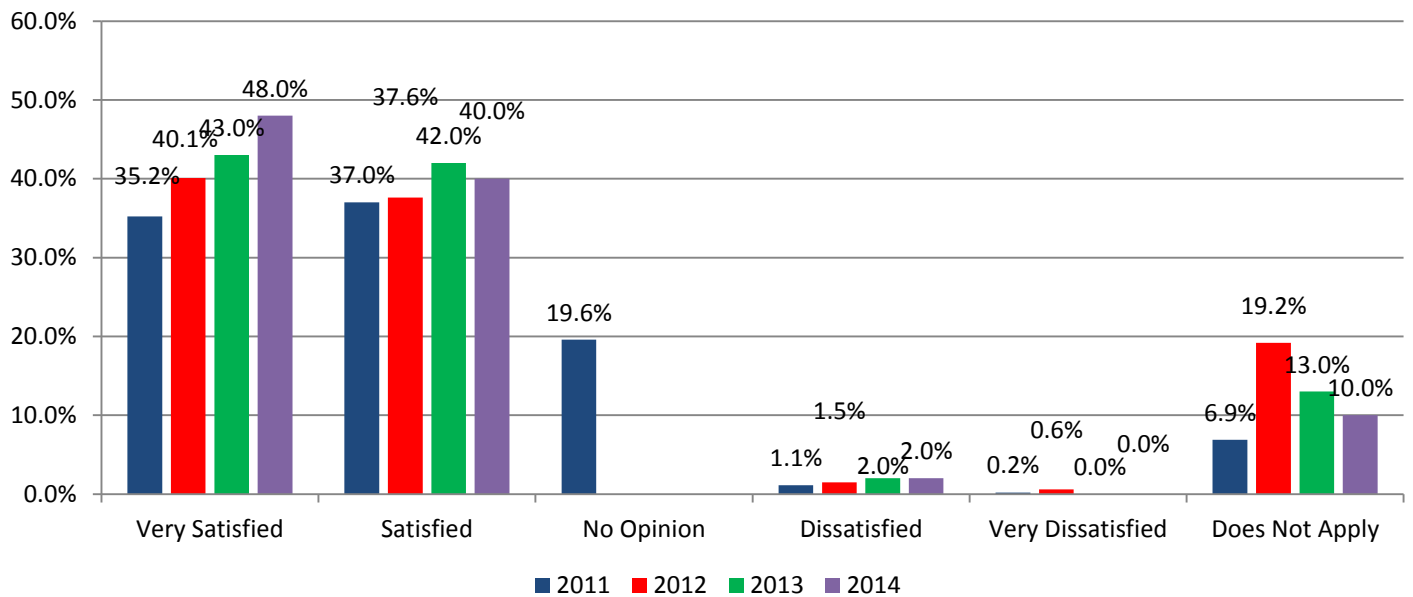
Science Laboratories



Note. n = 668 (2010); n = 948 (2011); n = 886 (2012); n = 770 (2013); n = 668 (2014).

Figure 50

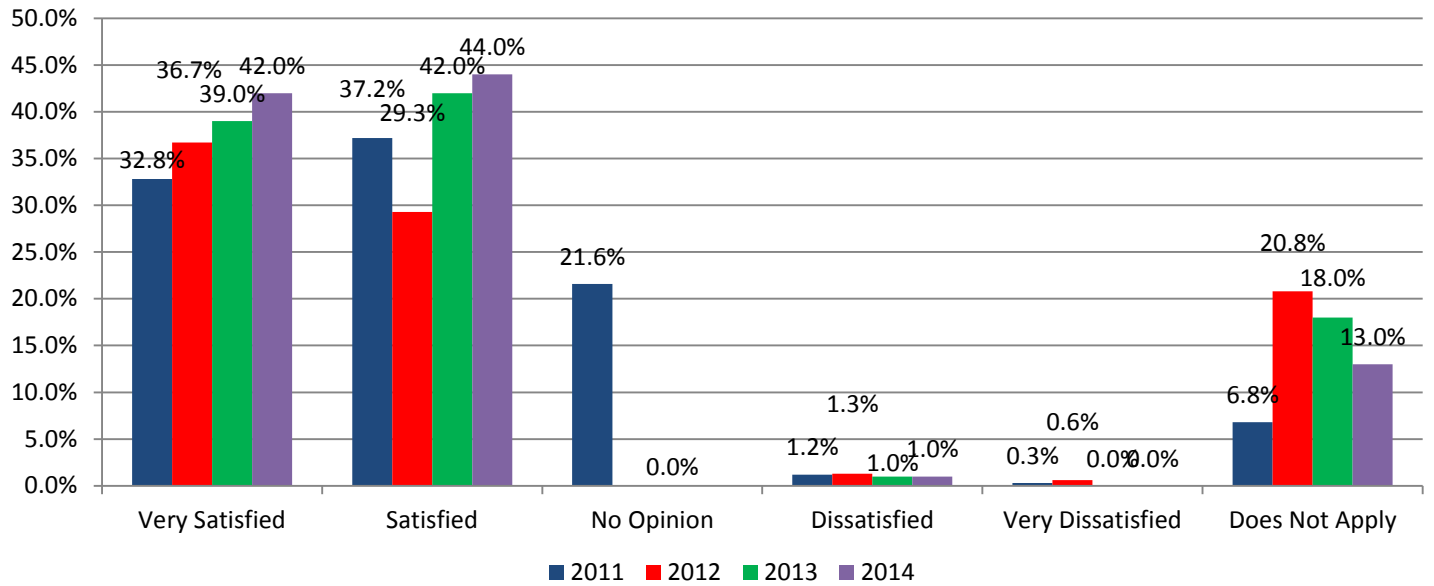
Quiet Places for Study



Note. n = 670 (2010); n = 946 (2011); n = 896 (2012); n = 775 (2013); n = 674 (2014).

Figure 51

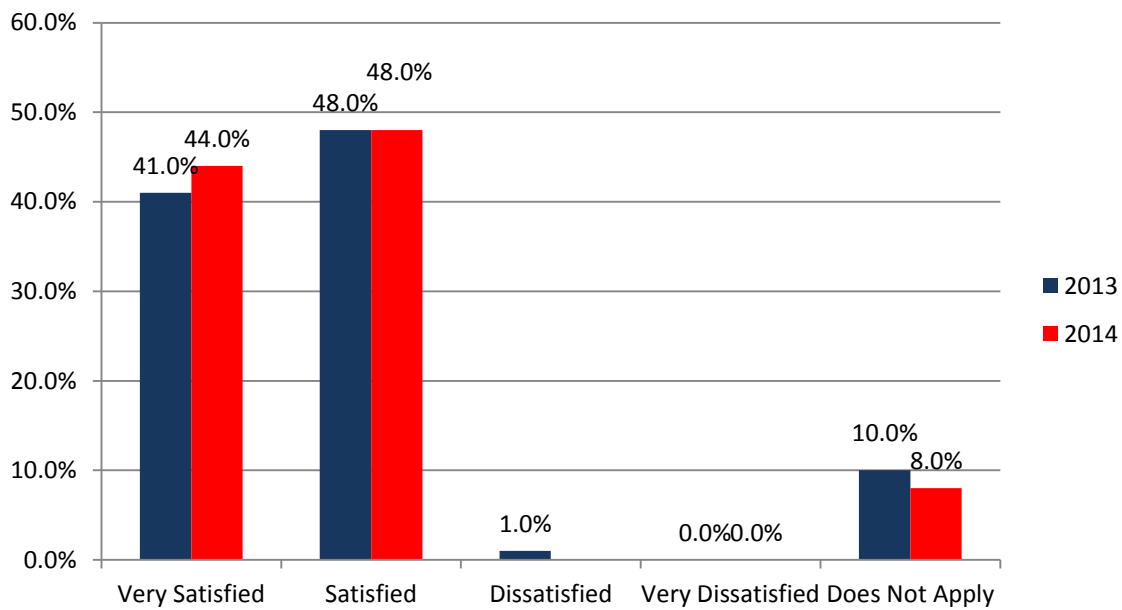
College Catalog



Note. n = 667 (2010); n = 947 (2011); n = 894 (2012); n = 774 (2013); n = 670 (2014).

Figure 52

Student Handbook

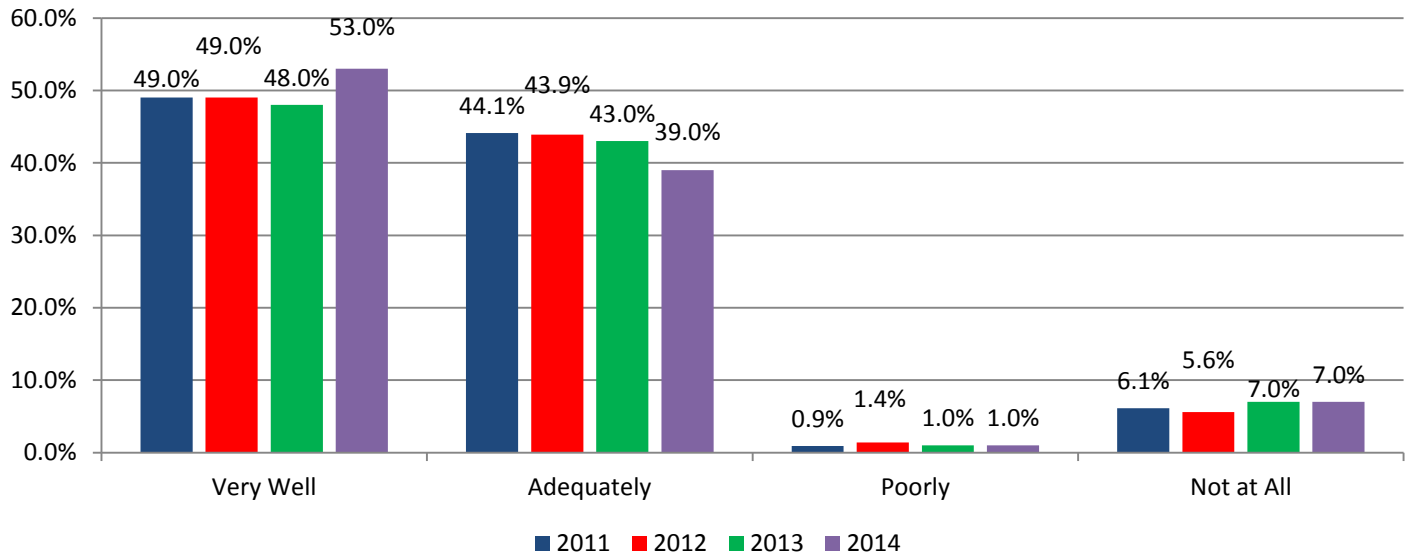


Note. n = 670 (2013); n = 671 (2014). Item was introduced to GSS in 2013.

HOW MUCH DID SFSC ASSIST YOU IN YOUR DEVELOPMENT IN EACH OF THE FOLLOWING AREAS?

Figure 53

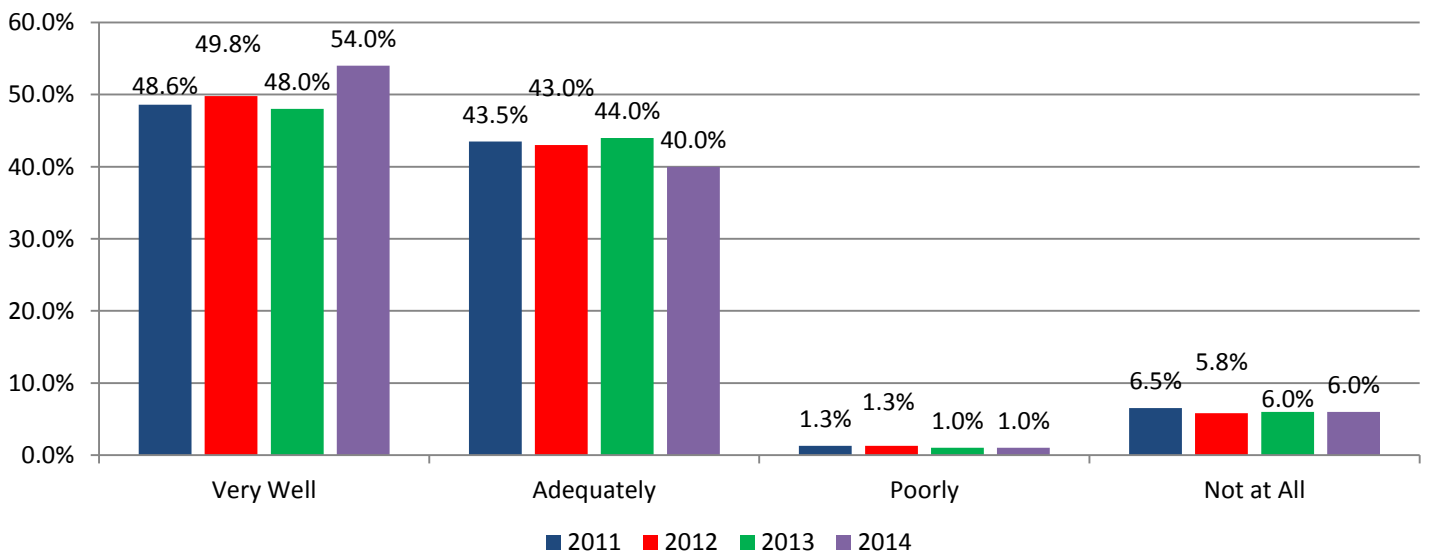
Ability to write effectively?



Note. n = 656 (2010); n = 937 (2011); n = 870 (2012); n = 765 (2013); n = 667 (2014).

Figure 54

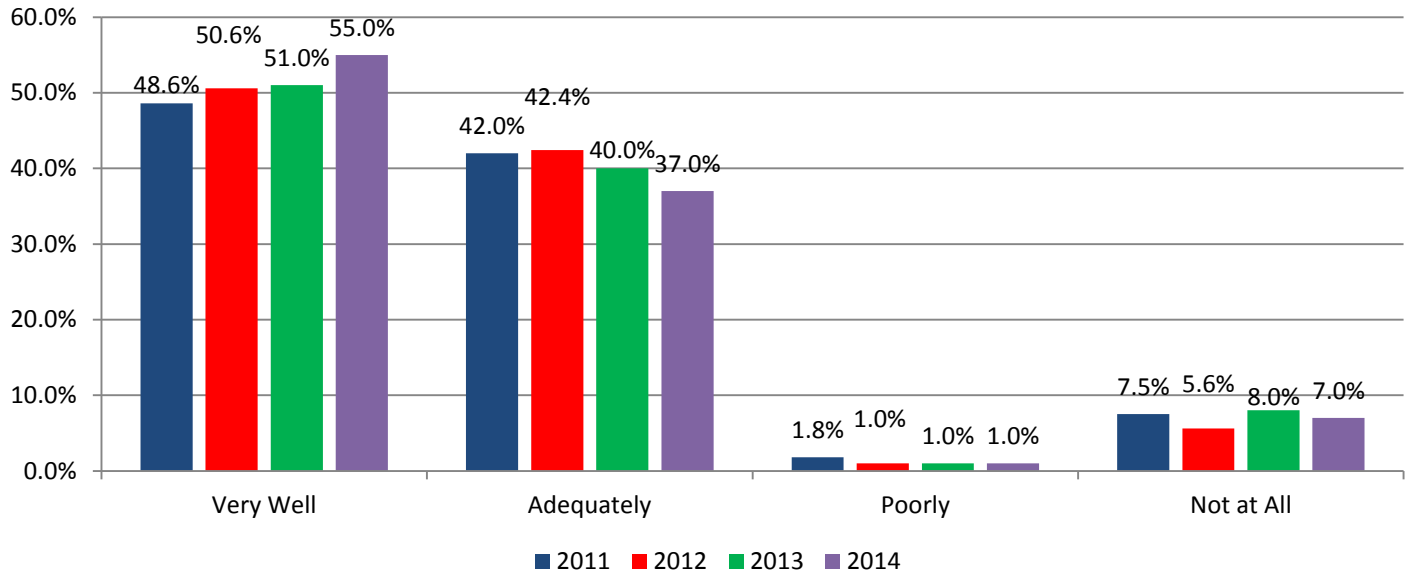
Ability to speak effectively before groups



Note. n = 650 (2010); n = 911 (2011); n = 869 (2012); n = 770 (2013); n = 665 (2014).

Figure 55

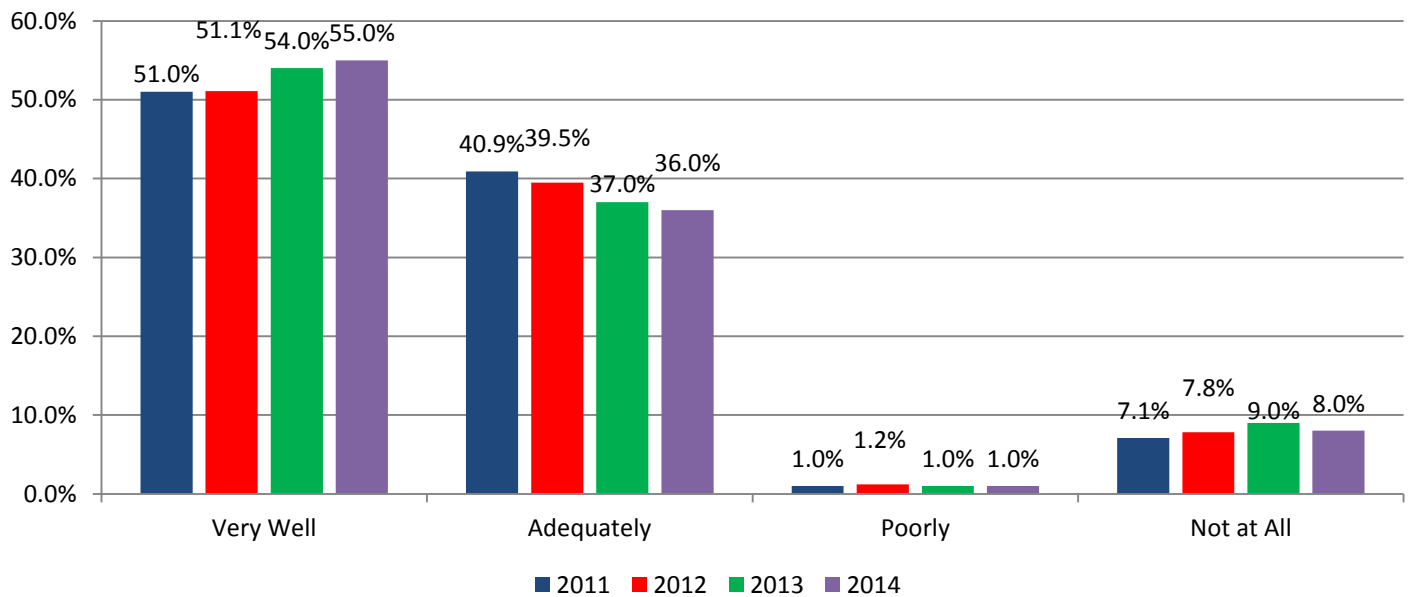
Mathematical computation and reasoning skills



Note. n = 592 (2010); n = 880 (2011); n = 864 (2012); n = 751 (2013); n = 664 (2014).

Figure 56

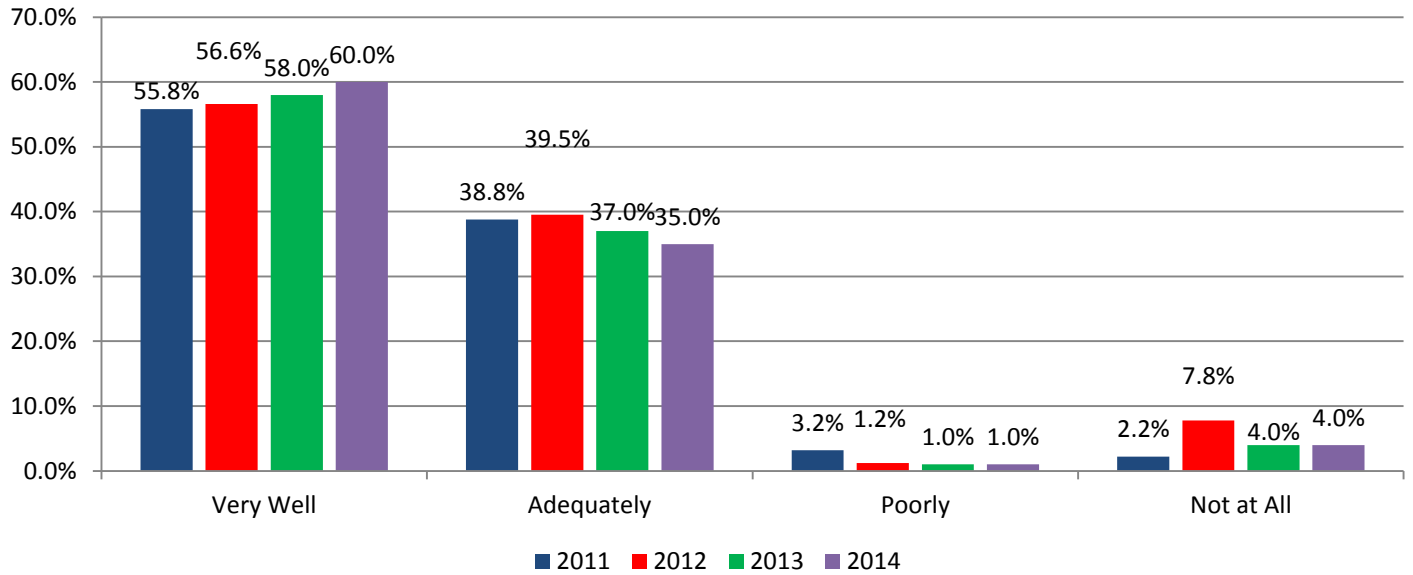
Understanding computer technology



Note. n = 594 (2010); n = 912 (2011); n = 842 (2012); n = 752 (2013); n = 660 (2014).

Figure 57

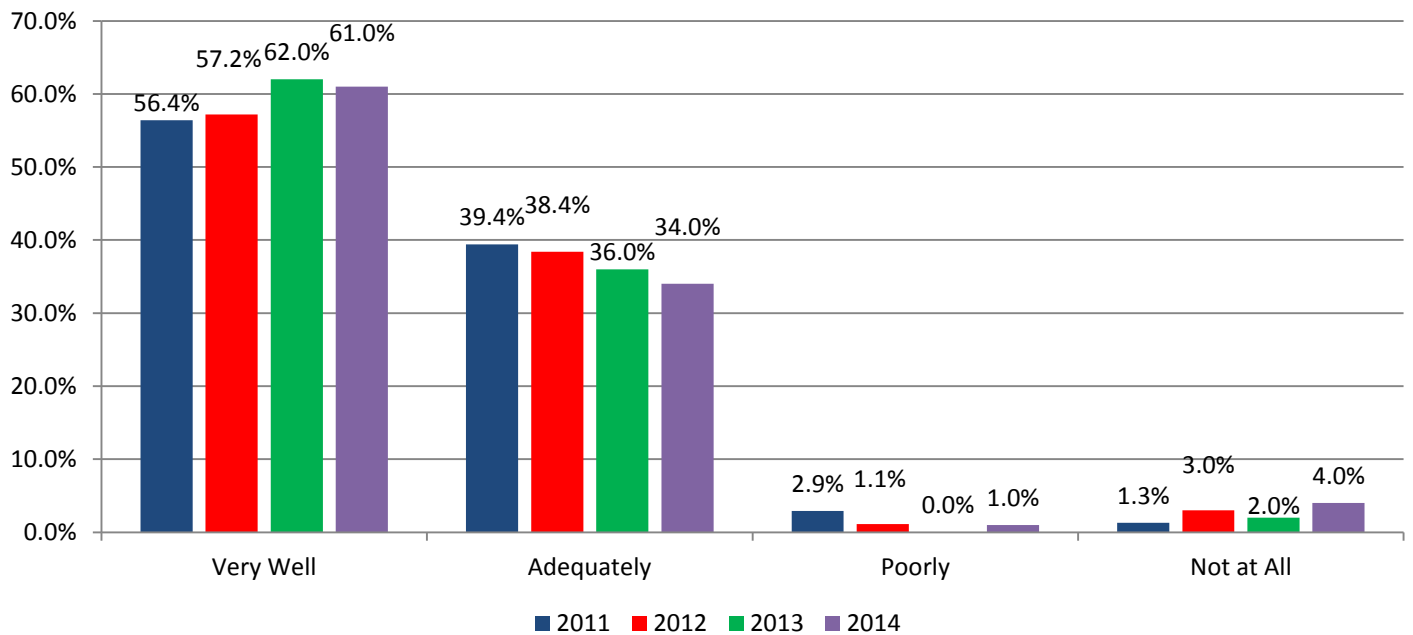
Ability to think critically



Note. n = 660 (2010); n = 943 (2011); n = 846 (2012); n = 771 (2013); n = 664 (2014).

Figure 58

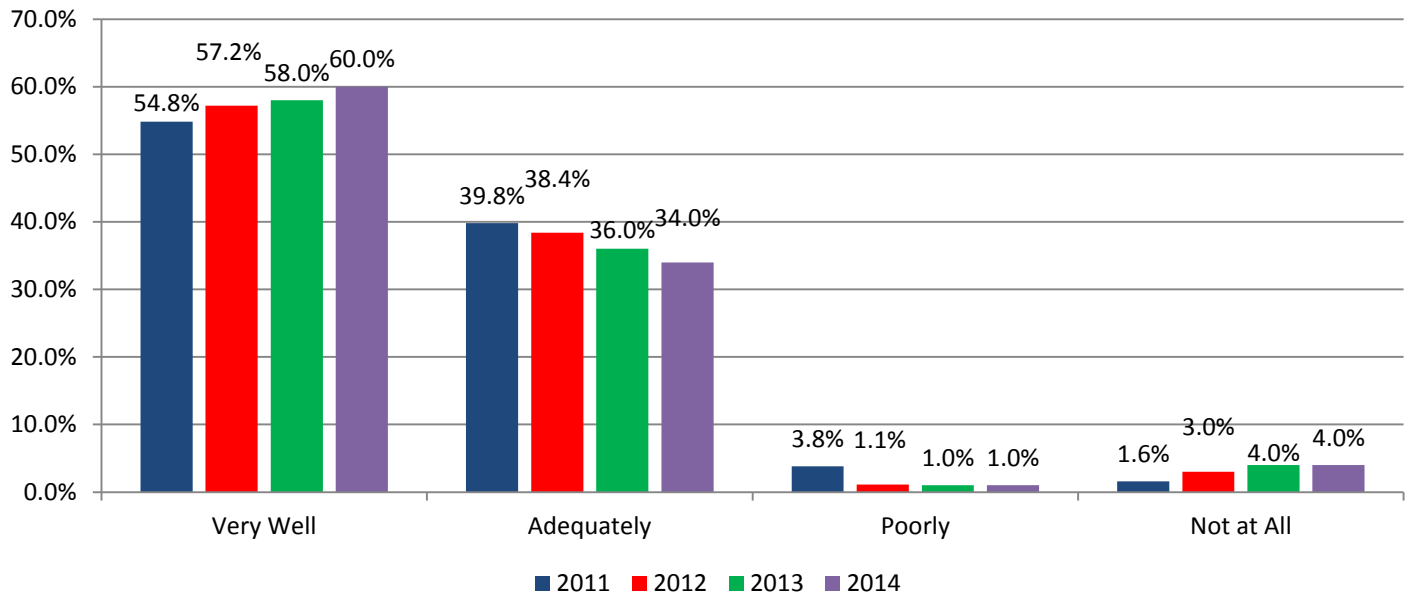
Ability to analyze and solve problems



Note. n = 660 (2010); n = 941 (2011); n = 880 (2012); n = 101 (2013); n = 663 (2014).

Figure 59

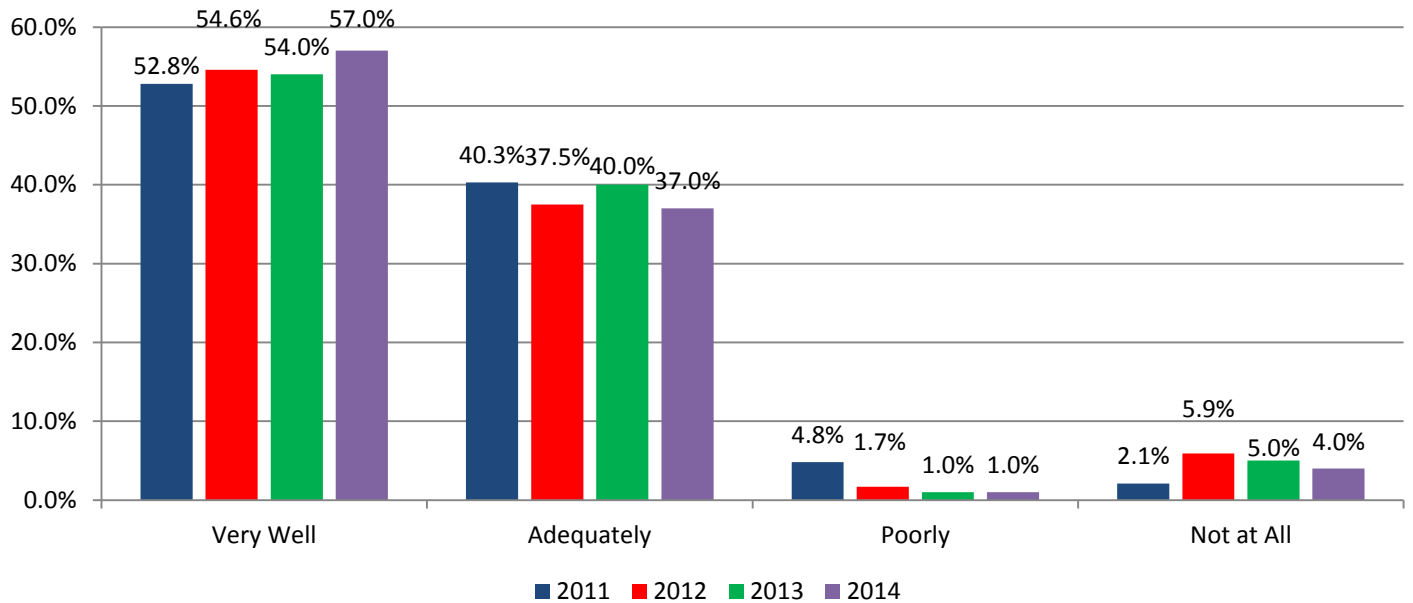
Self-confidence



Note. n = 664 (2010); n = 947 (2011); n = 885 (2012); n = 768 (2013); n = 665 (2014).

Figure 60

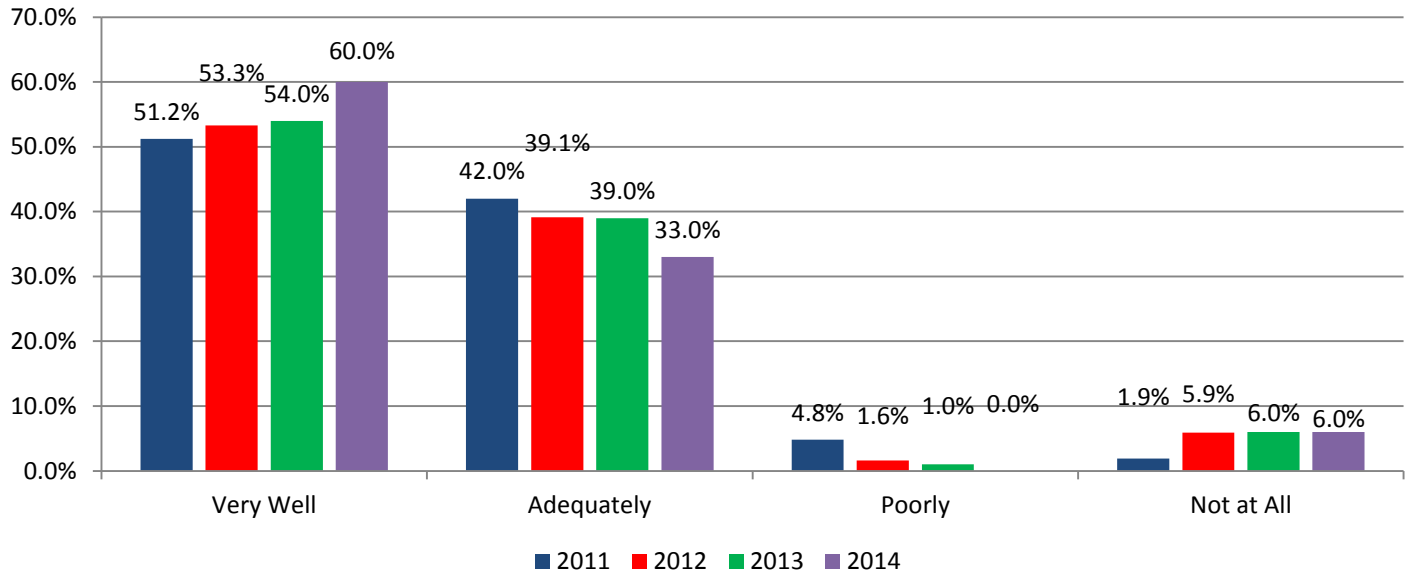
Developing leadership skills



Note. n = 663 (2010); n = 942 (2011); n = 882 (2012); n = 766 (2013); n = 663 (2014).

Figure 61

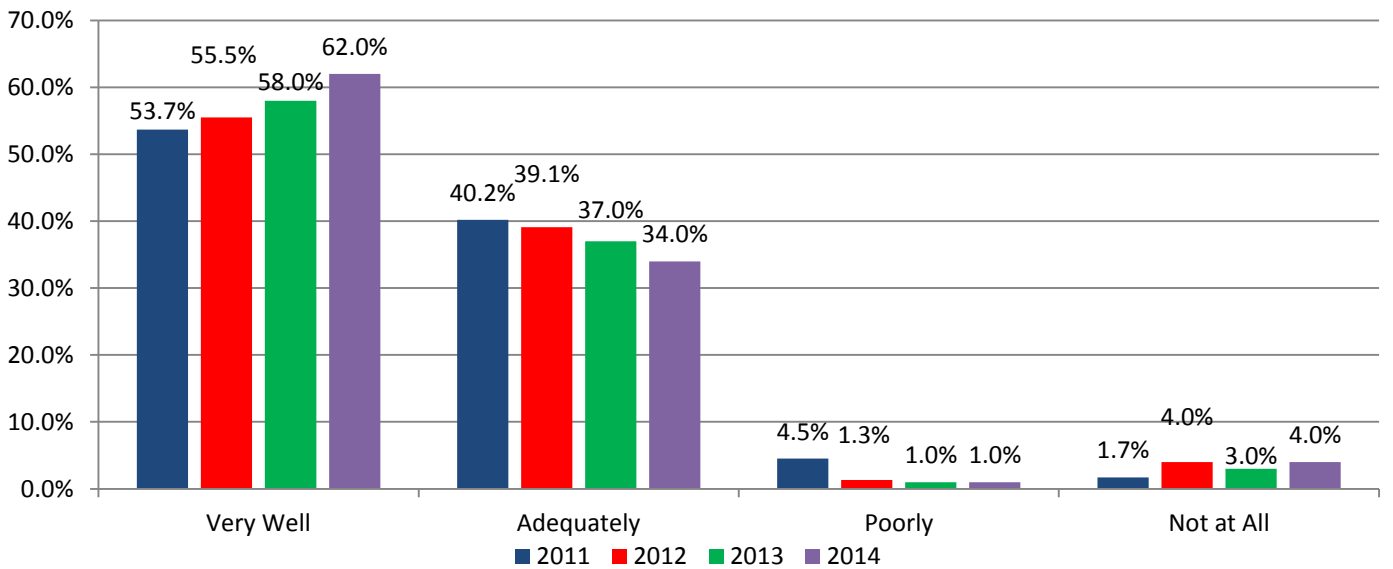
Recognizing cultural and ethnic differences



Note. n = 659 (2010); n = 939 (2011); n = 878 (2012); n = 762 (2013); n = 665 (2014). Item was previously worded as “understanding cultural differences”.

Figure 62

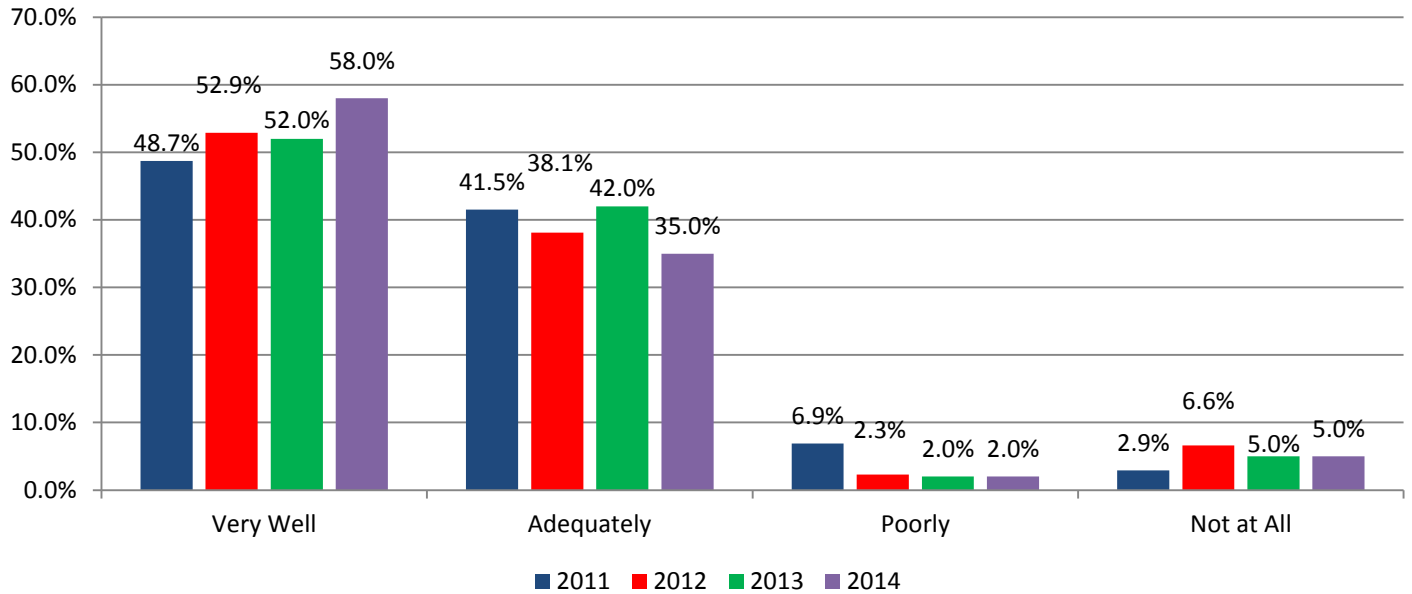
Work cooperatively as a team member



Note. n = 666 (2010); n = 941 (2011); n = 879 (2012); n = 765 (2013); n = 661 (2014).

Figure 63

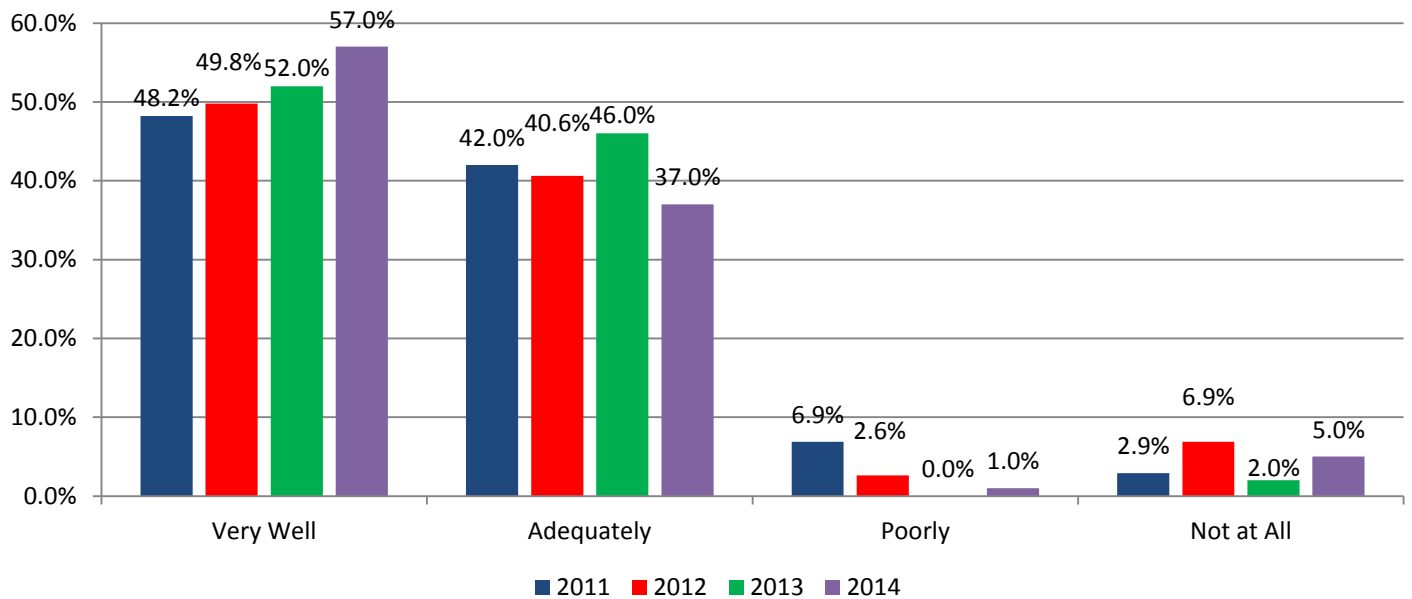
Career planning preparation



Note. n = 642 (2010); n = 934 (2011); n = 879 (2012); n = 756 (2013); n = 659 (2014).

Figure 64

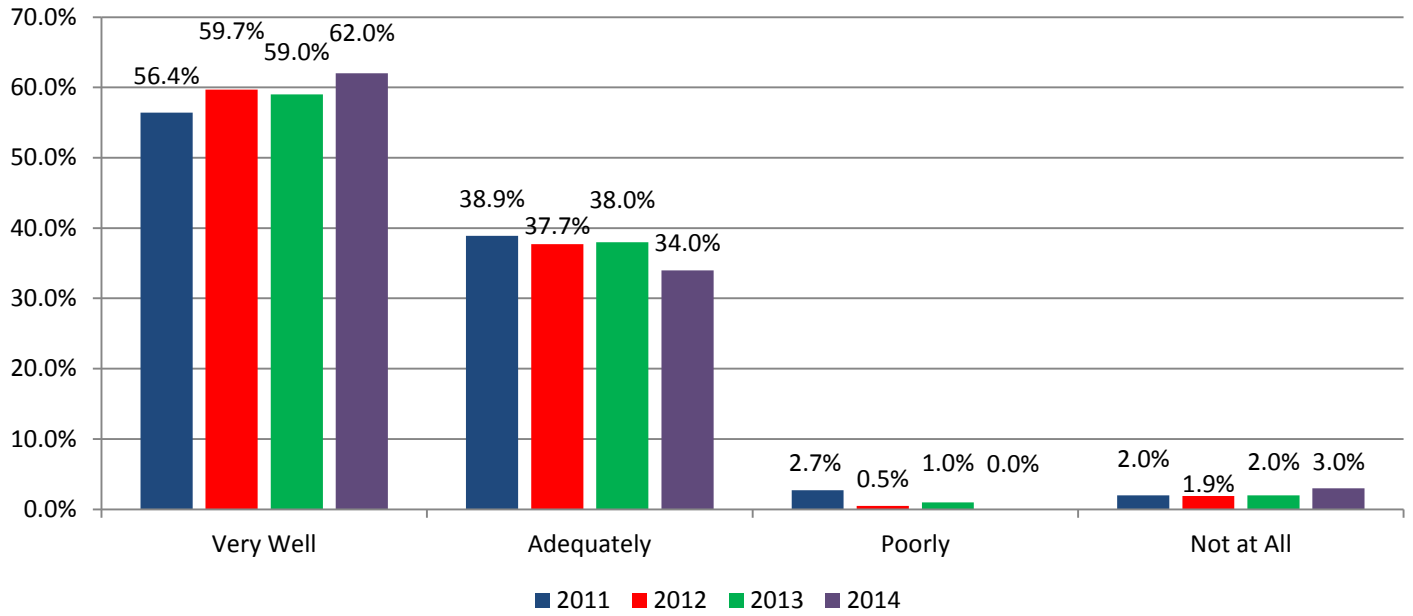
Employability skills preparation



Note. n = 647 (2010); n = 926 (2011); n = 870 (2012); n = 91 (2013); n = 661 (2014).

Figure 65

Apply knowledge learned in classes



Note. n = 664 (2010); n = 936 (2011); n = 864 (2012); n = 750 (2013); n = 661 (2014).

ITEM/DOMAIN RANKINGS

The following table ranks each item according to overall satisfaction for GSS domains A through D. Valid percentages were reported. Ranks are in descending order (highest satisfaction receives a rank of one). Values in parentheses represent previous year rankings.

A. GENERAL						
Item	Description	Overall Satisfaction (2014)	Overall Satisfaction (2013)	Δ	Rank Overall (Out of 37)	Rank within Doman
1	Sensitivity of Administration/Staff	98.00%	97.98%	0.02%	16 (14)	2 (2)
2	Campus Security	96.84%	96.84%	0.00%	28 (28)	4 (4)
3	SFSC Web Site	95.96%	97.96%	-2.00%	30 (16)	5 (3)
4	Sense of Belonging at SFSC	96.94%	94.85%	2.09%	26 (35)	3 (5)
5	College Overall	98.00%	98.99%	-0.99%	15 (2)	1 (1)
B. FACILITIES						
1	Vending Machines	83.15%	83.70%	-0.55%	37 (37)	2 (2)
2	College Building and Grounds	98.98%	97.98%	1.00%	4 (15)	1 (1)
C. SERVICES						
1	Career Development Center	98.81%	98.77%	0.04%	12 (11)	4 (2)
2	Admissions Process	96.94%	96.88%	0.06%	26 (25)	9 (9)
3	Student Advising/Counseling	97.94%	97.83%	0.11%	20 (17)	5 (4)
4	Disabled Student Services	100.00%	97.50%	2.50%	1 (21)	1 (7)
5	Financial Aid	94.05%	94.81%	-0.76%	35 (36)	14 (15)
6	Records/Transcripts	98.91%	97.78%	1.14%	9 (18)	3 (5)
7	Testing Center	97.73%	97.73%	0.00%	24 (19)	7 (6)
8	Cashier's Office	98.96%	98.95%	0.01%	7 (6)	2 (1)
9	Bookstore	92.39%	96.59%	-4.20%	36 (31)	15 (13)
10	Cafeteria	94.29%	95.83%	-1.55%	34 (34)	13 (14)
11	Student Activities	94.44%	97.01%	-2.57%	33 (23)	12 (8)
12	Student Clubs	96.97%	96.67%	0.30%	25 (30)	8 (12)
13	eLearning	96.00%	98.57%	-2.57%	29 (13)	10 (3)
14	Panther Central	95.83%	96.77%	-0.94%	31 (19)	11 (11)
15	Scheduling/Registration Process	97.94%	96.84%	1.10%	21 (27)	6 (10)
D. INSTRUCTION						
1	Degree Requirements	98.96%	98.91%	0.05%	7 (7)	5 (5)
2	Quality of Library Services	98.88%	98.80%	0.08%	10 (9)	6 (7)
3	Quality of the Tutoring and Learning Center	98.63%	98.61%	0.02%	13 (12)	8 (9)
4	Quality of Instruction	98.97%	98.97%	0.00%	6 (4)	4 (3)
5	Instructors' Attitude Toward Students	97.98%	98.99%	-1.01%	17 (1)	10 (1)
6	Faculty Availability/Assistance	97.96%	98.97%	-1.01%	18 (4)	11 (3)
7	Testing/Grading System	98.98%	98.98%	0.00%	4 (3)	3 (2)
8	Course Schedule of Classes	97.96%	96.91%	1.05%	18 (24)	11 (12)
9	Class Meeting Times	97.92%	96.88%	1.04%	22 (26)	13 (13)
10	D2L (Panther Den)	94.51%	96.51%	-2.01%	32 (32)	15 (14)
11	Athletic Programs	98.11%	96.00%	2.11%	14(33)	9 (15)
12	Science Laboratories	100.00%	97.18%	2.82%	2 (22)	1 (11)
13	Quiet Places for Study	97.78%	97.70%	0.08%	23 (20)	14 (10)
14	College Catalog	98.85%	98.78%	0.07%	11 (10)	7 (8)
15	Student Handbook	100.00%	98.89%	1.11%	3 (8)	2 (6)

The following table ranks each item according to satisfaction (i.e., very satisfied plus satisfied) for all items across domains (general, facilities, services, and instruction). Valid percentages were reported; percentages are in descending order.

Description	Overall Satisfaction
Disabled Student Services	100.00%
Science Laboratories	100.00%
Student Handbook	100.00%
College Building and Grounds	98.98%
Testing/Grading System	98.98%
Quality of Instruction	98.97%
Cashier's Office	98.96%
Degree Requirements	98.96%
Records/Transcripts	98.91%
Quality of Library Services	98.88%
College Catalog	98.85%
Career Development Center	98.81%
Quality of the Tutoring and Learning Center	98.63%
Athletic Programs	98.11%
College Overall	98.00%
Sensitivity of Administration/Staff	98.00%
Instructors' Attitude Toward Students	97.98%
Faculty Availability/Assistance	97.96%
Course Schedule of Classes	97.96%
Student Advising/Counseling	97.94%
Scheduling/Registration Process	97.94%
Class Meeting Times	97.92%
Quiet Places for Study	97.78%
Testing Center	97.73%
Student Clubs	96.97%
Sense of Belonging at SFSC	96.94%
Admissions Process	96.94%
Campus Security	96.84%
eLearning	96.00%
SFSC Web Site	95.96%
Panther Central	95.83%
D2L (Panther Den)	94.51%
Student Activities	94.44%
Cafeteria	94.29%
Financial Aid	94.05%
Bookstore	92.39%
Vending Machines	83.15%
Mean Satisfaction Score	97.15% (97.24%)
Standard Deviation	.03 (.03)
Median Satisfaction Score	97.96% (97.73%)
Mann-Whitney U (U=640.5)	p > .05