

Intake Survey - 2008
District

1. Getting Information over the Phone

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 39 | 12.0% | 20 | 6.3% | 27 | 8.5% | 37 | 11.6% | 27 | 8.5% |
| 2 | 29 | 8.9% | 25 | 7.9% | 27 | 8.5% | 28 | 8.8% | 28 | 8.8% |
| 3 | 66 | 20.2% | 50 | 15.8% | 61 | 19.2% | 65 | 20.4% | 62 | 19.6% |
| 4 | 85 | 26.1% | 95 | 30.0% | 83 | 26.1% | 91 | 28.5% | 102 | 32.2% |
| 5- Excellent | 107 | 32.8% | 127 | 40.1% | 120 | 37.7% | 98 | 30.7% | 98 | 30.9% |
| Total: | 326 | 100.0% | 317 | 100.0% | 318 | 100.0% | 319 | 100.0% | 317 | 100.0% |

2. Getting Information from the website

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 7 | 1.6% | 4 | 1.2% | 12 | 2.9% | 18 | 4.3% | 5 | 1.2% |
| 2 | 12 | 2.8% | 10 | 2.9% | 15 | 3.6% | 16 | 3.8% | 11 | 2.6% |
| 3 | 35 | 8.2% | 43 | 12.4% | 55 | 13.2% | 51 | 12.2% | 52 | 12.5% |
| 4 | 126 | 29.6% | 96 | 27.7% | 142 | 34.0% | 137 | 32.9% | 161 | 38.7% |
| 5- Excellent | 245 | 57.6% | 194 | 55.9% | 194 | 46.4% | 195 | 46.8% | 187 | 45.0% |
| Total: | 425 | 100.0% | 347 | 100.0% | 418 | 100.0% | 417 | 100.0% | 416 | 100.0% |

3. Application Process

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 20 | 4.3% | 14 | 3.4% | 19 | 4.2% | 23 | 5.1% | 28 | 6.0% |
| 2 | 17 | 3.7% | 16 | 3.9% | 23 | 5.0% | 23 | 5.1% | 17 | 3.7% |
| 3 | 63 | 13.5% | 47 | 11.4% | 64 | 14.0% | 61 | 13.5% | 69 | 14.9% |
| 4 | 136 | 29.2% | 119 | 28.7% | 136 | 29.8% | 125 | 27.7% | 142 | 30.7% |
| 5- Excellent | 229 | 49.2% | 218 | 52.7% | 214 | 46.9% | 219 | 48.6% | 207 | 44.7% |
| Total: | 465 | 100.0% | 414 | 100.0% | 456 | 100.0% | 451 | 100.0% | 463 | 100.0% |

4. Advising

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 9 | 2.5% | 12 | 3.4% | 12 | 3.6% | 16 | 4.5% | 8 | 2.3% |
| 2 | 30 | 8.3% | 20 | 5.6% | 22 | 6.5% | 19 | 5.3% | 23 | 6.6% |
| 3 | 61 | 16.8% | 48 | 13.5% | 39 | 11.6% | 51 | 14.3% | 50 | 14.2% |
| 4 | 95 | 26.2% | 70 | 19.7% | 89 | 26.4% | 95 | 26.7% | 97 | 27.6% |
| 5- Excellent | 168 | 46.3% | 206 | 57.9% | 175 | 51.9% | 175 | 49.2% | 173 | 49.3% |
| Total: | 363 | 100.0% | 356 | 100.0% | 337 | 100.0% | 356 | 100.0% | 351 | 100.0% |

5. Testing

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 0.7% | 7 | 2.6% | 2 | 0.8% | 2 | 0.7% | 3 | 1.1% |
| 2 | 3 | 1.1% | 14 | 5.1% | 8 | 3.0% | 4 | 1.5% | 6 | 2.3% |
| 3 | 33 | 11.9% | 31 | 11.4% | 25 | 9.5% | 27 | 10.0% | 26 | 9.8% |
| 4 | 81 | 29.1% | 66 | 24.2% | 73 | 27.8% | 71 | 26.4% | 85 | 32.1% |
| 5- Excellent | 159 | 57.2% | 155 | 56.8% | 155 | 58.9% | 165 | 61.3% | 145 | 54.7% |
| Total: | 278 | 100.0% | 273 | 100.0% | 263 | 100.0% | 269 | 100.0% | 265 | 100.0% |

6. Financial Aid

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 26 | 10.3% | 21 | 8.4% | 32 | 13.2% | 37 | 14.7% | 23 | 9.2% |
| 2 | 21 | 8.3% | 22 | 8.8% | 18 | 7.4% | 22 | 8.8% | 25 | 10.0% |
| 3 | 38 | 15.1% | 36 | 14.5% | 44 | 18.2% | 39 | 15.5% | 47 | 18.9% |
| 4 | 56 | 22.2% | 54 | 21.7% | 52 | 21.5% | 56 | 22.3% | 58 | 23.3% |
| 5- Excellent | 111 | 44.0% | 116 | 46.6% | 96 | 39.7% | 97 | 38.6% | 96 | 38.6% |
| Total: | 252 | 100.0% | 249 | 100.0% | 242 | 100.0% | 251 | 100.0% | 249 | 100.0% |

7. Career Center

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 3 | 3.4% | 4 | 4.5% | 3 | 3.4% | 3 | 3.4% | 3 | 3.4% |
| 2 | 2 | 2.2% | 1 | 1.1% | 1 | 1.1% | 2 | 2.3% | 2 | 2.3% |
| 3 | 14 | 15.7% | 13 | 14.6% | 17 | 19.3% | 12 | 13.8% | 13 | 14.8% |
| 4 | 25 | 28.1% | 22 | 24.7% | 23 | 26.1% | 24 | 27.6% | 25 | 28.4% |
| 5- Excellent | 45 | 50.6% | 49 | 55.1% | 44 | 50.0% | 46 | 52.9% | 45 | 51.1% |
| Total: | 89 | 100.0% | 89 | 100.0% | 88 | 100.0% | 87 | 100.0% | 88 | 100.0% |

8. Orientation

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 13 | 3.8% | 9 | 2.7% | 8 | 2.5% | 8 | 2.4% | 8 | 2.4% |
| 2 | 12 | 3.5% | 5 | 1.5% | 7 | 2.2% | 22 | 6.5% | 9 | 2.7% |
| 3 | 41 | 12.0% | 33 | 9.8% | 29 | 9.1% | 35 | 10.4% | 42 | 12.5% |
| 4 | 94 | 27.6% | 87 | 25.9% | 88 | 27.5% | 94 | 27.9% | 105 | 31.3% |
| 5- Excellent | 181 | 53.1% | 202 | 60.1% | 188 | 58.8% | 178 | 52.8% | 172 | 51.2% |
| Total: | 341 | 100.0% | 336 | 100.0% | 320 | 100.0% | 337 | 100.0% | 336 | 100.0% |

9. Registration

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 17 | 3.7% | 13 | 3.0% | 16 | 3.6% | 18 | 4.0% | 11 | 2.4% |
| 2 | 14 | 3.1% | 19 | 4.4% | 20 | 4.5% | 18 | 4.0% | 20 | 4.4% |
| 3 | 66 | 14.5% | 59 | 13.8% | 74 | 16.7% | 74 | 16.3% | 68 | 15.0% |
| 4 | 129 | 28.3% | 108 | 25.3% | 116 | 26.1% | 123 | 27.1% | 134 | 29.6% |
| 5- Excellent | 230 | 50.4% | 228 | 53.4% | 218 | 49.1% | 221 | 48.7% | 219 | 48.5% |
| Total: | 456 | 100.0% | 427 | 100.0% | 444 | 100.0% | 454 | 100.0% | 452 | 100.0% |

10. On which campus did you complete most of the steps involved between applying and registering for classes?

| | # | % |
|-------------|-----|--------|
| Belle Glade | 11 | 2.3% |
| Boca Raton | 129 | 27.1% |
| Lake Worth | 218 | 45.8% |
| PB Gardens | 94 | 19.7% |
| N/A | 26 | 5.5% |
| Total: | 478 | 100.8% |

11. Are you...?

| | # | % |
|--------|-----|--------|
| Male | 127 | 26.8% |
| Female | 347 | 73.2% |
| Total | 474 | 100.0% |

12. What was your age on August 31, 2008?

| | # | % |
|------------|-----|--------|
| Under 18 | 171 | 35.9% |
| 18-20 | 157 | 33.0% |
| 21-24 | 33 | 6.9% |
| 25-29 | 32 | 6.7% |
| 30-34 | 21 | 4.4% |
| 35-39 | 21 | 4.4% |
| 40-49 | 26 | 5.5% |
| 50 or over | 15 | 3.2% |
| Total | 476 | 100.0% |

13. What is your racial/ethnic background?

| | # | % |
|-----------------------------------|------------|---------------|
| American Indian or Alaskan Native | 2 | 0.4% |
| Asian | 20 | 4.2% |
| Black or African American | 84 | 17.7% |
| Hawaiian or Pacific Islander | 2 | 0.4% |
| Hispanic or Latino | 82 | 17.3% |
| White | 256 | 54.0% |
| Other (please specify: | 28 | 5.9% |
| Total | 474 | 100.0% |

14. Is English your primary language? (i.e., the lanuguage you use more than 50 % of the time)?

| | # | % |
|--------------|------------|---------------|
| Yes | 417 | 87.6% |
| No | 59 | 12.4% |
| Total | 476 | 100.0% |

15. What was your primary education goal when you applied to PBCC?

| | # | % |
|--|------------|---------------|
| To complete an associate degree, then transfer to a university (AA program) | 326 | 68.2% |
| To take a few courses, then transfer to a university without receiving an associate degree | 20 | 4.2% |
| To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program) | 53 | 11.1% |
| To complete a vocational or technical program (vocational certificate) | 22 | 4.6% |
| To take a few courses, but not to earn a degree or certificate | 8 | 1.7% |
| To take courses related to my job (Corporate & Continuing Education) | 6 | 1.3% |
| To take courses for self-improvement | 11 | 2.3% |
| I was not sure of my educational goals when I applied | 8 | 1.7% |
| Other (please specify: | 24 | 5.0% |
| Total: | 478 | 100.0% |

Intake Survey - 2008

Belle Glade

1. Getting Information over the Phone

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 14.3% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 14.3% |
| 2 | 0 | 0.0% | 1 | 14.3% | 1 | 14.3% | 2 | 28.6% | 0 | 0.0% |
| 3 | 2 | 28.6% | 0 | 0.0% | 1 | 14.3% | 1 | 14.3% | 1 | 14.3% |
| 4 | 2 | 28.6% | 3 | 42.9% | 0 | 0.0% | 2 | 28.6% | 3 | 42.9% |
| 5- Excellent | 2 | 28.6% | 3 | 42.9% | 5 | 71.4% | 2 | 28.6% | 2 | 28.6% |
| Total: | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% | 7 | 100.0% |

2. Getting Information from the website

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3 | 1 | 16.7% | 0 | 0.0% | 2 | 33.3% | 1 | 16.7% | 1 | 16.7% |
| 4 | 1 | 16.7% | 1 | 20.0% | 1 | 16.7% | 1 | 16.7% | 3 | 50.0% |
| 5- Excellent | 4 | 66.7% | 4 | 80.0% | 3 | 50.0% | 4 | 66.7% | 2 | 33.3% |
| Total: | 6 | 100.0% | 5 | 100.0% | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |

3. Application Process

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 1 | 9.1% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 10.0% |
| 4 | 1 | 9.1% | 1 | 11.1% | 3 | 30.0% | 2 | 22.2% | 2 | 20.0% |
| 5- Excellent | 9 | 81.8% | 8 | 88.9% | 7 | 70.0% | 7 | 77.8% | 7 | 70.0% |
| Total: | 11 | 100.0% | 9 | 100.0% | 10 | 100.0% | 9 | 100.0% | 10 | 100.0% |

4. Advising

| 1 - Poor 2 3 4 5- Excellent Total: | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|---|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 0 | 0.0% | 1 | 16.7% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 1 | 16.7% | 0 | 0.0% | 1 | 16.7% | 1 | 16.7% | 1 | 16.7% |
| | 5 | 83.3% | 5 | 83.3% | 5 | 83.3% | 5 | 83.3% | 5 | 83.3% |
| | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |

5. Testing

| 1 - Poor 2 3 4 5- Excellent Total: | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|---|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 0 | 0.0% | 1 | 14.3% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| | 3 | 42.9% | 2 | 28.6% | 3 | 50.0% | 2 | 33.3% | 2 | 40.0% |
| | 4 | 57.1% | 4 | 57.1% | 3 | 50.0% | 4 | 66.7% | 3 | 60.0% |
| | 7 | 100.0% | 7 | 100.0% | 6 | 100.0% | 6 | 100.0% | 5 | 100.0% |

6. Financial Aid

| 1 - Poor 2 3 4 5- Excellent Total: | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|---|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| | 1 | 16.7% | 1 | 16.7% | 1 | 16.7% | 2 | 33.3% | 1 | 16.7% |
| | 1 | 16.7% | 1 | 16.7% | 0 | 0.0% | 0 | 0.0% | 1 | 16.7% |
| | 1 | 16.7% | 0 | 0.0% | 1 | 16.7% | 0 | 0.0% | 0 | 0.0% |
| | 1 | 16.7% | 1 | 16.7% | 2 | 33.3% | 2 | 33.3% | 3 | 50.0% |
| | 2 | 33.3% | 3 | 50.0% | 2 | 33.3% | 2 | 33.3% | 1 | 16.7% |
| | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% | 6 | 100.0% |

7. Career Center

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3 | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% | 1 | 33.3% |
| 4 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 5- Excellent | 2 | 66.7% | 2 | 66.7% | 2 | 66.7% | 2 | 66.7% | 2 | 66.7% |
| Total: | 3 | 100.0% | 3 | 100.0% | 3 | 100.0% | 3 | 100.0% | 3 | 100.0% |

8. Orientation

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3 | 1 | 20.0% | 1 | 20.0% | 1 | 20.0% | 1 | 20.0% | 1 | 20.0% |
| 4 | 1 | 20.0% | 1 | 20.0% | 0 | 0.0% | 1 | 20.0% | 0 | 0.0% |
| 5- Excellent | 3 | 60.0% | 3 | 60.0% | 4 | 80.0% | 3 | 60.0% | 4 | 80.0% |
| Total: | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% | 5 | 100.0% |

9. Registration

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 3 | 0 | 0.0% | 0 | 0.0% | 1 | 10.0% | 0 | 0.0% | 0 | 0.0% |
| 4 | 1 | 10.0% | 1 | 10.0% | 1 | 10.0% | 0 | 0.0% | 1 | 9.1% |
| 5- Excellent | 9 | 90.0% | 9 | 90.0% | 8 | 80.0% | 9 | 100.0% | 10 | 90.9% |
| Total: | 10 | 100.0% | 10 | 100.0% | 10 | 100.0% | 9 | 100.0% | 11 | 100.0% |

11. Are you...?

| | # | % |
|--------|----|--------|
| Male | 4 | 36.4% |
| Female | 7 | 63.6% |
| Total | 11 | 100.0% |

12. What was your age on August 31, 2008?

| | # | % |
|------------|----|--------|
| Under 18 | 4 | 36.4% |
| 18-20 | 3 | 27.3% |
| 21-24 | 1 | 9.1% |
| 25-29 | 1 | 9.1% |
| 30-34 | 0 | 0.0% |
| 35-39 | 1 | 9.1% |
| 40-49 | 0 | 0.0% |
| 50 or over | 1 | 9.1% |
| Total | 11 | 100.0% |

13. What is your racial/ethnic background?

| | # | % |
|-----------------------------------|----|--------|
| American Indian or Alaskan Native | 0 | 0.0% |
| Asian | 0 | 0.0% |
| Black or African American | 1 | 9.1% |
| Hawaiian or Pacific Islander | 0 | 0.0% |
| Hispanic or Latino | 4 | 36.4% |
| White | 4 | 36.4% |
| Other (please specify: | 2 | 18.2% |
| Total | 11 | 100.0% |

14. Is English your primary language? (i.e., the lanuguage you use more than 50 % of the time)?

| | # | % |
|-------|----|--------|
| Yes | 8 | 72.7% |
| No | 3 | 27.3% |
| Total | 11 | 100.0% |

15. What was your primary education goal when you applied to PBCC?

| | # | % |
|--|----|--------|
| To complete an associate degree, then transfer to a university (AA program) | 8 | 72.7% |
| To take a few courses, then transfer to a university without receiving an associate degree | 0 | 0.0% |
| To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program) | 1 | 9.1% |
| To complete a vocational or technical program (vocational certificate) | 1 | 9.1% |
| To take a few courses, but not to earn a degree or certificate | 1 | 9.1% |
| To take courses related to my job (Corporate & Continuing Education) | 0 | 0.0% |
| To take courses for self-improvement | 0 | 0.0% |
| I was not sure of my educational goals when I applied | 0 | 0.0% |
| Other (please specify: | 0 | 0.0% |
| Total: | 11 | 100.0% |

Intake Survey - 2008
Boca Raton

1. Getting Information over the Phone

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 10 | 10.9% | 5 | 5.6% | 6 | 6.7% | 10 | 11.1% | 10 | 11.1% |
| 2 | 3 | 3.3% | 8 | 9.0% | 6 | 6.7% | 4 | 4.4% | 4 | 4.4% |
| 3 | 20 | 21.7% | 20 | 22.5% | 13 | 14.6% | 17 | 18.9% | 17 | 18.9% |
| 4 | 26 | 28.3% | 20 | 22.5% | 26 | 29.2% | 29 | 32.2% | 29 | 32.2% |
| 5- Excellent | 33 | 35.9% | 36 | 40.4% | 38 | 42.7% | 30 | 33.3% | 30 | 33.3% |
| Total: | 92 | 100.0% | 89 | 100.0% | 89 | 100.0% | 90 | 100.0% | 90 | 100.0% |

2. Getting Information from the website

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 1.7% | 0 | 0.0% | 6 | 5.2% | 9 | 7.8% | 2 | 1.7% |
| 2 | 6 | 5.0% | 4 | 4.2% | 4 | 3.4% | 2 | 1.7% | 3 | 2.6% |
| 3 | 10 | 8.4% | 10 | 10.4% | 11 | 9.5% | 17 | 14.7% | 15 | 13.0% |
| 4 | 38 | 31.9% | 33 | 34.4% | 39 | 33.6% | 33 | 28.4% | 41 | 35.7% |
| 5- Excellent | 63 | 52.9% | 49 | 51.0% | 56 | 48.3% | 55 | 47.4% | 54 | 47.0% |
| Total: | 119 | 100.0% | 96 | 100.0% | 116 | 100.0% | 116 | 100.0% | 115 | 100.0% |

3. Application Process

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 5 | 4.0% | 3 | 2.8% | 3 | 2.5% | 4 | 3.3% | 2 | 1.7% |
| 2 | 6 | 4.8% | 8 | 7.4% | 7 | 5.7% | 8 | 6.7% | 5 | 4.2% |
| 3 | 19 | 15.2% | 13 | 12.0% | 14 | 11.5% | 16 | 13.3% | 18 | 15.0% |
| 4 | 37 | 29.6% | 35 | 32.4% | 45 | 36.9% | 36 | 30.0% | 46 | 38.3% |
| 5- Excellent | 58 | 46.4% | 49 | 45.4% | 53 | 43.4% | 56 | 46.7% | 49 | 40.8% |
| Total: | 125 | 100.0% | 108 | 100.0% | 122 | 100.0% | 120 | 100.0% | 120 | 100.0% |

4. Advising

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 3 | 3.2% | 3 | 3.3% | 5 | 6.0% | 5 | 5.6% | 2 | 2.2% |
| 2 | 10 | 10.8% | 8 | 8.9% | 4 | 4.8% | 5 | 5.6% | 9 | 9.9% |
| 3 | 16 | 17.2% | 17 | 18.9% | 10 | 12.0% | 13 | 14.4% | 16 | 17.6% |
| 4 | 32 | 34.4% | 19 | 21.1% | 27 | 32.5% | 29 | 32.2% | 27 | 29.7% |
| 5- Excellent | 32 | 34.4% | 43 | 47.8% | 37 | 44.6% | 38 | 42.2% | 37 | 40.7% |
| Total: | 93 | 100.0% | 90 | 100.0% | 83 | 100.0% | 90 | 100.0% | 91 | 100.0% |

5. Testing

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 1 | 1.4% | 0 | 0.0% | 0 | 0.0% | 1 | 1.4% |
| 2 | 0 | 0.0% | 2 | 2.7% | 1 | 1.4% | 0 | 0.0% | 1 | 1.4% |
| 3 | 9 | 12.0% | 5 | 6.8% | 5 | 7.0% | 3 | 4.2% | 2 | 2.8% |
| 4 | 19 | 25.3% | 20 | 27.4% | 17 | 23.9% | 17 | 23.6% | 21 | 29.2% |
| 5- Excellent | 47 | 62.7% | 45 | 61.6% | 48 | 67.6% | 52 | 72.2% | 47 | 65.3% |
| Total: | 75 | 100.0% | 73 | 100.0% | 71 | 100.0% | 72 | 100.0% | 72 | 100.0% |

6. Financial Aid

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 7 | 11.3% | 7 | 12.1% | 8 | 14.0% | 11 | 18.6% | 8 | 13.8% |
| 2 | 5 | 8.1% | 5 | 8.6% | 6 | 10.5% | 4 | 6.8% | 5 | 8.6% |
| 3 | 9 | 14.5% | 11 | 19.0% | 11 | 19.3% | 10 | 16.9% | 13 | 22.4% |
| 4 | 15 | 24.2% | 11 | 19.0% | 12 | 21.1% | 14 | 23.7% | 13 | 22.4% |
| 5- Excellent | 26 | 41.9% | 24 | 41.4% | 20 | 35.1% | 20 | 33.9% | 19 | 32.8% |
| Total: | 62 | 100.0% | 58 | 100.0% | 57 | 100.0% | 59 | 100.0% | 58 | 100.0% |

7. Career Center

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 4.3% | 1 | 4.5% | 1 | 4.5% | 1 | 4.5% | 1 | 4.5% |
| 2 | 0 | 0.0% | 3 | 13.6% | 4 | 18.2% | 0 | 0.0% | 0 | 0.0% |
| 3 | 4 | 17.4% | 0 | 0.0% | 0 | 0.0% | 2 | 9.1% | 3 | 13.6% |
| 4 | 7 | 30.4% | 7 | 31.8% | 7 | 31.8% | 9 | 40.9% | 9 | 40.9% |
| 5- Excellent | 11 | 47.8% | 11 | 50.0% | 10 | 45.5% | 10 | 45.5% | 9 | 40.9% |
| Total: | 23 | 100.0% | 22 | 100.0% | 22 | 100.0% | 22 | 100.0% | 22 | 100.0% |

8. Orientation

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 2.4% | 1 | 1.3% | 1 | 1.3% | 1 | 1.2% | 1 | 1.3% |
| 2 | 2 | 2.4% | 1 | 1.3% | 2 | 2.6% | 8 | 9.9% | 2 | 2.5% |
| 3 | 7 | 8.5% | 5 | 6.3% | 3 | 3.8% | 7 | 8.6% | 7 | 8.8% |
| 4 | 20 | 24.4% | 23 | 28.8% | 19 | 24.4% | 23 | 28.4% | 25 | 31.3% |
| 5- Excellent | 51 | 62.2% | 50 | 62.5% | 53 | 67.9% | 42 | 51.9% | 45 | 56.3% |
| Total: | 82 | 100.0% | 80 | 100.0% | 78 | 100.0% | 81 | 100.0% | 80 | 100.0% |

9. Registration

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 4 | 3.3% | 5 | 4.4% | 4 | 3.4% | 3 | 2.5% | 3 | 2.6% |
| 2 | 8 | 6.6% | 10 | 8.8% | 5 | 4.3% | 10 | 8.3% | 10 | 8.5% |
| 3 | 17 | 13.9% | 18 | 15.8% | 16 | 13.7% | 15 | 12.5% | 15 | 12.8% |
| 4 | 32 | 26.2% | 27 | 23.7% | 35 | 29.9% | 38 | 31.7% | 36 | 30.8% |
| 5- Excellent | 61 | 50.0% | 54 | 47.4% | 57 | 48.7% | 54 | 45.0% | 53 | 45.3% |
| Total: | 122 | 100.0% | 114 | 100.0% | 117 | 100.0% | 120 | 100.0% | 117 | 100.0% |

11. Are you...?

| | # | % |
|--------|-----|--------|
| Male | 32 | 25.4% |
| Female | 94 | 74.6% |
| Total | 126 | 100.0% |

12. What was your age on August 31, 2008?

| | # | % |
|------------|-----|--------|
| Under 18 | 51 | 40.2% |
| 18-20 | 37 | 29.1% |
| 21-24 | 11 | 8.7% |
| 25-29 | 8 | 6.3% |
| 30-34 | 6 | 4.7% |
| 35-39 | 4 | 3.1% |
| 40-49 | 4 | 3.1% |
| 50 or over | 6 | 4.7% |
| Total | 127 | 100.0% |

13. What is your racial/ethnic background?

| | # | % |
|-----------------------------------|-----|--------|
| American Indian or Alaskan Native | 0 | 0.0% |
| Asian | 6 | 4.8% |
| Black or African American | 18 | 14.3% |
| Hawaiian or Pacific Islander | 0 | 0.0% |
| Hispanic or Latino | 22 | 17.5% |
| White | 70 | 55.6% |
| Other (please specify: | 10 | 7.9% |
| Total | 126 | 100.0% |

14. Is English your primary language? (i.e., the lanuguage you use more than 50 % of the time)?

| | # | % |
|-------|-----|--------|
| Yes | 109 | 85.8% |
| No | 18 | 14.2% |
| Total | 127 | 100.0% |

15. What was your primary education goal when you applied to PBCC?

| | # | % |
|--|------------|---------------|
| To complete an associate degree, then transfer to a university (AA program) | 92 | 72.4% |
| To take a few courses, then transfer to a university without receiving an associate degree | 7 | 5.5% |
| To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program) | 8 | 6.3% |
| To complete a vocational or technical program (vocational certificate) | 4 | 3.1% |
| To take a few courses, but not to earn a degree or certificate | 4 | 3.1% |
| To take courses related to my job (Corporate & Continuing Education) | 2 | 1.6% |
| To take courses for self-improvement | 5 | 3.9% |
| I was not sure of my educational goals when I applied | 0 | 0.0% |
| Other (please specify: | 5 | 3.9% |
| Total: | 127 | 100.0% |

Intake Survey - 2008
Lake Worth

1. Getting Information over the Phone

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 25 | 17.1% | 15 | 10.6% | 19 | 13.3% | 23 | 16.1% | 18 | 12.8% |
| 2 | 18 | 12.3% | 13 | 9.2% | 13 | 9.1% | 19 | 13.3% | 16 | 11.3% |
| 3 | 26 | 17.8% | 17 | 12.1% | 30 | 21.0% | 26 | 18.2% | 25 | 17.7% |
| 4 | 35 | 24.0% | 43 | 30.5% | 35 | 24.5% | 39 | 27.3% | 47 | 33.3% |
| 5- Excellent | 42 | 28.8% | 53 | 37.6% | 46 | 32.2% | 36 | 25.2% | 35 | 24.8% |
| Total: | 146 | 100.0% | 141 | 100.0% | 143 | 100.0% | 143 | 100.0% | 141 | 100.0% |

2. Getting Information from the website

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 4 | 2.2% | 4 | 2.6% | 4 | 2.2% | 6 | 3.3% | 3 | 1.6% |
| 2 | 4 | 2.2% | 5 | 3.3% | 9 | 4.9% | 10 | 5.5% | 6 | 3.3% |
| 3 | 12 | 6.5% | 18 | 11.8% | 25 | 13.6% | 21 | 11.5% | 20 | 10.9% |
| 4 | 57 | 30.6% | 43 | 28.3% | 66 | 35.9% | 65 | 35.5% | 77 | 42.1% |
| 5- Excellent | 109 | 58.6% | 82 | 53.9% | 80 | 43.5% | 81 | 44.3% | 77 | 42.1% |
| Total: | 186 | 100.0% | 152 | 100.0% | 184 | 100.0% | 183 | 100.0% | 183 | 100.0% |

3. Application Process

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 12 | 5.6% | 10 | 5.2% | 12 | 5.7% | 14 | 6.7% | 12 | 5.7% |
| 2 | 6 | 2.8% | 5 | 2.6% | 11 | 5.3% | 12 | 5.8% | 8 | 3.8% |
| 3 | 28 | 13.1% | 22 | 11.3% | 31 | 14.8% | 27 | 13.0% | 30 | 14.4% |
| 4 | 66 | 31.0% | 61 | 31.4% | 64 | 30.6% | 63 | 30.3% | 71 | 34.0% |
| 5- Excellent | 101 | 47.4% | 96 | 49.5% | 91 | 43.5% | 92 | 44.2% | 88 | 42.1% |
| Total: | 213 | 100.0% | 194 | 100.0% | 209 | 100.0% | 208 | 100.0% | 209 | 100.0% |

4. Advising

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 5 | 2.9% | 8 | 4.7% | 6 | 3.7% | 9 | 5.3% | 4 | 2.4% |
| 2 | 15 | 8.7% | 9 | 5.3% | 14 | 8.7% | 10 | 5.8% | 12 | 7.2% |
| 3 | 31 | 18.0% | 19 | 11.2% | 19 | 11.8% | 24 | 14.0% | 22 | 13.3% |
| 4 | 35 | 20.3% | 30 | 17.6% | 40 | 24.8% | 46 | 26.9% | 43 | 25.9% |
| 5- Excellent | 86 | 50.0% | 104 | 61.2% | 82 | 50.9% | 82 | 48.0% | 85 | 51.2% |
| Total: | 172 | 100.0% | 170 | 100.0% | 161 | 100.0% | 171 | 100.0% | 166 | 100.0% |

5. Testing

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 1.6% | 4 | 3.2% | 2 | 1.7% | 2 | 1.6% | 2 | 1.7% |
| 2 | 3 | 2.4% | 9 | 7.2% | 6 | 5.0% | 3 | 2.4% | 5 | 4.1% |
| 3 | 16 | 12.6% | 18 | 14.4% | 12 | 9.9% | 18 | 14.6% | 17 | 14.0% |
| 4 | 36 | 28.3% | 31 | 24.8% | 36 | 29.8% | 33 | 26.8% | 40 | 33.1% |
| 5- Excellent | 70 | 55.1% | 63 | 50.4% | 65 | 53.7% | 67 | 54.5% | 57 | 47.1% |
| Total: | 127 | 100.0% | 125 | 100.0% | 121 | 100.0% | 123 | 100.0% | 121 | 100.0% |

6. Financial Aid

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 10 | 8.3% | 7 | 5.8% | 16 | 13.7% | 16 | 13.1% | 9 | 7.4% |
| 2 | 11 | 9.1% | 13 | 10.7% | 7 | 6.0% | 12 | 9.8% | 11 | 9.1% |
| 3 | 18 | 14.9% | 17 | 14.0% | 20 | 17.1% | 18 | 14.8% | 23 | 19.0% |
| 4 | 25 | 20.7% | 23 | 19.0% | 26 | 22.2% | 26 | 21.3% | 28 | 23.1% |
| 5- Excellent | 57 | 47.1% | 61 | 50.4% | 48 | 41.0% | 50 | 41.0% | 50 | 41.3% |
| Total: | 121 | 100.0% | 121 | 100.0% | 117 | 100.0% | 122 | 100.0% | 121 | 100.0% |

7. Career Center

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 5.9% | 2 | 5.7% | 2 | 5.9% | 2 | 6.1% | 2 | 5.9% |
| 2 | 1 | 2.9% | 1 | 2.9% | 1 | 2.9% | 1 | 3.0% | 1 | 2.9% |
| 3 | 6 | 17.6% | 7 | 20.0% | 8 | 23.5% | 6 | 18.2% | 6 | 17.6% |
| 4 | 9 | 26.5% | 7 | 20.0% | 7 | 20.6% | 7 | 21.2% | 8 | 23.5% |
| 5- Excellent | 16 | 47.1% | 18 | 51.4% | 16 | 47.1% | 17 | 51.5% | 17 | 50.0% |
| Total: | 34 | 100.0% | 35 | 100.0% | 34 | 100.0% | 33 | 100.0% | 34 | 100.0% |

8. Orientation

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 6 | 3.6% | 7 | 4.3% | 6 | 3.9% | 5 | 3.0% | 5 | 3.0% |
| 2 | 3 | 1.8% | 2 | 1.2% | 3 | 1.9% | 9 | 5.5% | 4 | 2.4% |
| 3 | 21 | 12.7% | 17 | 10.4% | 15 | 9.7% | 19 | 11.6% | 20 | 12.2% |
| 4 | 49 | 29.7% | 41 | 25.2% | 45 | 29.0% | 45 | 27.4% | 55 | 33.5% |
| 5- Excellent | 86 | 52.1% | 96 | 58.9% | 86 | 55.5% | 86 | 52.4% | 80 | 48.8% |
| Total: | 165 | 100.0% | 163 | 100.0% | 155 | 100.0% | 164 | 100.0% | 164 | 100.0% |

9. Registration

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 12 | 5.8% | 8 | 4.1% | 11 | 5.4% | 13 | 6.3% | 7 | 3.4% |
| 2 | 3 | 1.4% | 7 | 3.6% | 12 | 5.9% | 6 | 2.9% | 9 | 4.3% |
| 3 | 36 | 17.4% | 28 | 14.2% | 39 | 19.3% | 43 | 20.7% | 36 | 17.3% |
| 4 | 65 | 31.4% | 56 | 28.4% | 53 | 26.2% | 55 | 26.4% | 65 | 31.3% |
| 5- Excellent | 91 | 44.0% | 98 | 49.7% | 87 | 43.1% | 91 | 43.8% | 91 | 43.8% |
| Total: | 207 | 100.0% | 197 | 100.0% | 202 | 100.0% | 208 | 100.0% | 208 | 100.0% |

11. Are you...?

| | # | % |
|--------|-----|--------|
| Male | 54 | 25.0% |
| Female | 162 | 75.0% |
| Total | 216 | 100.0% |

12. What was your age on August 31, 2008?

| | # | % |
|------------|-----|--------|
| Under 18 | 70 | 32.3% |
| 18-20 | 78 | 35.9% |
| 21-24 | 14 | 6.5% |
| 25-29 | 13 | 6.0% |
| 30-34 | 11 | 5.1% |
| 35-39 | 13 | 6.0% |
| 40-49 | 13 | 6.0% |
| 50 or over | 5 | 2.3% |
| Total | 217 | 100.0% |

13. What is your racial/ethnic background?

| | # | % |
|-----------------------------------|-----|--------|
| American Indian or Alaskan Native | 2 | 0.9% |
| Asian | 9 | 4.2% |
| Black or African American | 44 | 20.5% |
| Hawaiian or Pacific Islander | 2 | 0.9% |
| Hispanic or Latino | 44 | 20.5% |
| White | 106 | 49.3% |
| Other (please specify: | 8 | 3.7% |
| Total | 215 | 100.0% |

14. Is English your primary language? (i.e., the lanuguage you use more than 50 % of the time)?

| | # | % |
|-------|-----|--------|
| Yes | 188 | 87.4% |
| No | 27 | 12.6% |
| Total | 215 | 100.0% |

15. What was your primary education goal when you applied to PBCC?

| | # | % |
|--|-----|--------|
| To complete an associate degree, then transfer to a university (AA program) | 145 | 66.8% |
| To take a few courses, then transfer to a university without receiving an associate degree | 6 | 2.8% |
| To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program) | 32 | 14.7% |
| To complete a vocational or technical program (vocational certificate) | 11 | 5.1% |
| To take a few courses, but not to earn a degree or certificate | 0 | 0.0% |
| To take courses related to my job (Corporate & Continuing Education) | 2 | 0.9% |
| To take courses for self-improvement | 4 | 1.8% |
| I was not sure of my educational goals when I applied | 6 | 2.8% |
| Other (please specify: | 11 | 5.1% |
| Total: | 217 | 100.0% |

Intake Survey - 2008 Palm Beach Gardens

1. Getting Information over the Phone

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 1.6% | 0 | 0.0% | 1 | 1.7% | 2 | 3.3% | 1 | 1.7% |
| 2 | 4 | 6.6% | 3 | 5.0% | 4 | 6.7% | 2 | 3.3% | 3 | 5.0% |
| 3 | 14 | 23.0% | 8 | 13.3% | 13 | 21.7% | 14 | 23.3% | 10 | 16.7% |
| 4 | 16 | 26.2% | 19 | 31.7% | 15 | 25.0% | 16 | 26.7% | 21 | 35.0% |
| 5- Excellent | 26 | 42.6% | 30 | 50.0% | 27 | 45.0% | 26 | 43.3% | 25 | 41.7% |
| Totals: | 61 | 100.0% | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% | 60 | 100.0% |

2. Getting Information from the website

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 1.2% | 0 | 0.0% | 2 | 2.4% | 3 | 3.6% | 0 | 0.0% |
| 2 | 1 | 1.2% | 1 | 1.3% | 2 | 2.4% | 2 | 2.4% | 2 | 2.4% |
| 3 | 5 | 5.9% | 11 | 14.3% | 12 | 14.3% | 6 | 7.1% | 9 | 10.7% |
| 4 | 23 | 27.1% | 13 | 16.9% | 24 | 28.6% | 29 | 34.5% | 30 | 35.7% |
| 5- Excellent | 55 | 64.7% | 52 | 67.5% | 44 | 52.4% | 44 | 52.4% | 43 | 51.2% |
| Totals: | 85 | 100.0% | 77 | 100.0% | 84 | 100.0% | 84 | 100.0% | 84 | 100.0% |

3. Application Process

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 2 | 2.3% | 0 | 0.0% | 3 | 3.4% | 4 | 4.5% | 2 | 2.3% |
| 2 | 2 | 2.3% | 2 | 2.4% | 2 | 2.2% | 0 | 0.0% | 3 | 3.4% |
| 3 | 10 | 11.4% | 8 | 9.5% | 13 | 14.6% | 10 | 11.4% | 12 | 13.6% |
| 4 | 24 | 27.3% | 19 | 22.6% | 18 | 20.2% | 20 | 22.7% | 18 | 20.5% |
| 5- Excellent | 50 | 56.8% | 55 | 65.5% | 53 | 59.6% | 54 | 61.4% | 53 | 60.2% |
| Totals: | 88 | 100.0% | 84 | 100.0% | 89 | 100.0% | 88 | 100.0% | 88 | 100.0% |

4. Advising

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 1.4% | 1 | 1.4% | 1 | 1.4% | 2 | 2.8% | 1 | 1.4% |
| 2 | 1 | 1.4% | 1 | 1.4% | 1 | 1.4% | 1 | 1.4% | 1 | 1.4% |
| 3 | 10 | 13.9% | 7 | 9.7% | 8 | 11.6% | 11 | 15.3% | 8 | 11.3% |
| 4 | 22 | 30.6% | 18 | 25.0% | 16 | 23.2% | 16 | 22.2% | 23 | 32.4% |
| 5- Excellent | 38 | 52.8% | 45 | 62.5% | 43 | 62.3% | 42 | 58.3% | 38 | 53.5% |
| Totals: | 72 | 100.0% | 72 | 100.0% | 69 | 100.0% | 72 | 100.0% | 71 | 100.0% |

5. Testing

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 2 | 3.6% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 0 | 0.0% | 2 | 3.6% | 1 | 1.9% | 0 | 0.0% | 0 | 0.0% |
| 3 | 4 | 7.3% | 3 | 5.5% | 4 | 7.5% | 3 | 5.5% | 3 | 5.6% |
| 4 | 17 | 30.9% | 12 | 21.8% | 14 | 26.4% | 17 | 30.9% | 18 | 33.3% |
| 5- Excellent | 34 | 61.8% | 36 | 65.5% | 34 | 64.2% | 35 | 63.6% | 33 | 61.1% |
| Totals: | 55 | 100.0% | 55 | 100.0% | 53 | 100.0% | 55 | 100.0% | 54 | 100.0% |

6. Financial Aid

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 3 | 6.4% | 3 | 6.3% | 2 | 4.3% | 3 | 6.3% | 2 | 4.2% |
| 2 | 1 | 2.1% | 0 | 0.0% | 3 | 6.5% | 4 | 8.3% | 3 | 6.3% |
| 3 | 8 | 17.0% | 6 | 12.5% | 9 | 19.6% | 7 | 14.6% | 8 | 16.7% |
| 4 | 13 | 27.7% | 15 | 31.3% | 10 | 21.7% | 12 | 25.0% | 13 | 27.1% |
| 5- Excellent | 22 | 46.8% | 24 | 50.0% | 22 | 47.8% | 22 | 45.8% | 22 | 45.8% |
| Totals: | 47 | 100.0% | 48 | 100.0% | 46 | 100.0% | 48 | 100.0% | 48 | 100.0% |

7. Career Center

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 0 | 0.0% | 1 | 4.2% | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% |
| 2 | 1 | 4.2% | 0 | 0.0% | 0 | 0.0% | 1 | 4.2% | 1 | 4.2% |
| 3 | 1 | 4.2% | 1 | 4.2% | 2 | 8.3% | 1 | 4.2% | 1 | 4.2% |
| 4 | 7 | 29.2% | 6 | 25.0% | 7 | 29.2% | 6 | 25.0% | 6 | 25.0% |
| 5- Excellent | 15 | 62.5% | 16 | 66.7% | 15 | 62.5% | 16 | 66.7% | 16 | 66.7% |
| Totals: | 24 | 100.0% | 24 | 100.0% | 24 | 100.0% | 24 | 100.0% | 24 | 100.0% |

8. Orientation

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 4 | 5.7% | 1 | 1.4% | 1 | 1.5% | 2 | 2.9% | 2 | 2.9% |
| 2 | 6 | 8.6% | 2 | 2.9% | 2 | 3.1% | 3 | 4.3% | 2 | 2.9% |
| 3 | 6 | 8.6% | 6 | 8.6% | 5 | 7.7% | 5 | 7.2% | 8 | 11.6% |
| 4 | 19 | 27.1% | 16 | 22.9% | 18 | 27.7% | 18 | 26.1% | 20 | 29.0% |
| 5- Excellent | 35 | 50.0% | 45 | 64.3% | 39 | 60.0% | 41 | 59.4% | 37 | 53.6% |
| Totals: | 70 | 100.0% | 70 | 100.0% | 65 | 100.0% | 69 | 100.0% | 69 | 100.0% |

9. Registration

| | Convenience | | Friendliness/Courtesy | | Easy to use | | Well Organized/Efficient | | Overall Rating | |
|--------------|-------------|--------|-----------------------|--------|-------------|--------|--------------------------|--------|----------------|--------|
| | # | % | # | % | # | % | # | % | # | % |
| 1 - Poor | 1 | 1.1% | 0 | 0.0% | 1 | 1.2% | 2 | 2.3% | 1 | 1.1% |
| 2 | 2 | 2.3% | 1 | 1.2% | 1 | 1.2% | 0 | 0.0% | 0 | 0.0% |
| 3 | 10 | 11.5% | 8 | 9.4% | 15 | 17.4% | 12 | 13.6% | 13 | 14.8% |
| 4 | 18 | 20.7% | 20 | 23.5% | 18 | 20.9% | 20 | 22.7% | 22 | 25.0% |
| 5- Excellent | 56 | 64.4% | 56 | 65.9% | 51 | 59.3% | 54 | 61.4% | 52 | 59.1% |
| Totals: | 87 | 100.0% | 85 | 100.0% | 86 | 100.0% | 88 | 100.0% | 88 | 100.0% |

11. Are you...?

| | # | % |
|--------|----|--------|
| Male | 29 | 31.2% |
| Female | 64 | 68.8% |
| Total | 93 | 100.0% |

12. What was your age on August 31, 2008?

| | # | % |
|------------|----|--------|
| Under 18 | 32 | 34.8% |
| 18-20 | 34 | 37.0% |
| 21-24 | 5 | 5.4% |
| 25-29 | 6 | 6.5% |
| 30-34 | 2 | 2.2% |
| 35-39 | 3 | 3.3% |
| 40-49 | 8 | 8.7% |
| 50 or over | 2 | 2.2% |
| Total | 92 | 100.0% |

13. What is your racial/ethnic background?

| | # | % |
|-----------------------------------|----|--------|
| American Indian or Alaskan Native | 0 | 0.0% |
| Asian | 4 | 4.3% |
| Black or African American | 15 | 16.1% |
| Hawaiian or Pacific Islander | 0 | 0.0% |
| Hispanic or Latino | 9 | 9.7% |
| White | 60 | 64.5% |
| Other (please specify: | 5 | 5.4% |
| Total | 93 | 100.0% |

14. Is English your primary language? (i.e., the lanuguage you use more than 50 % of the time)?

| | # | % |
|-------|----|--------|
| Yes | 85 | 91.4% |
| No | 8 | 8.6% |
| Total | 93 | 100.0% |

15. What was your primary education goal when you applied to PBCC?

| | # | % |
|--|----|--------|
| To complete an associate degree, then transfer to a university (AA program) | 60 | 64.5% |
| To take a few courses, then transfer to a university without receiving an associate degree | 6 | 6.5% |
| To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program) | 10 | 10.8% |
| To complete a vocational or technical program (vocational certificate) | 5 | 5.4% |
| To take a few courses, but not to earn a degree or certificate | 2 | 2.2% |
| To take courses related to my job (Corporate & Continuing Education) | 2 | 2.2% |
| To take courses for self-improvement | 1 | 1.1% |
| I was not sure of my educational goals when I applied | 2 | 2.2% |
| Other (please specify: | 5 | 5.4% |
| Total: | 93 | 100.0% |