

Student Intake Survey

November 2006



Institutional Research & Effectiveness

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Introduction and Methodology

The Student Intake Survey was conducted to measure students' general impressions of the various departments and steps they encounter from the initial information-seeking stage through registration. The survey instrument was designed to identify general areas for future investigation.

The survey was conducted via email sent to 3,536 students who registered at PBCC during fall term 2006. We do not know how many emails were undeliverable. A total of 180 completed surveys were returned, for a response rate of 5.1%. While a sample of this size is not representative of the population, the information gathered can still be used to gain insights and make educated decisions regarding campus services.

The areas of interest included getting general information about PBCC by phone, getting general information about PBCC from the PBCC website, the application process, advising, testing, financial aid, the career center, orientation, and registration. Respondents were asked to rate four common attributes of each area on a five-point scale, where five represented "excellent" and one represented "poor." Students were also asked to assign a general overall rating for each area. For purposes of analysis, the scores were converted to a hundred-point base as follows:

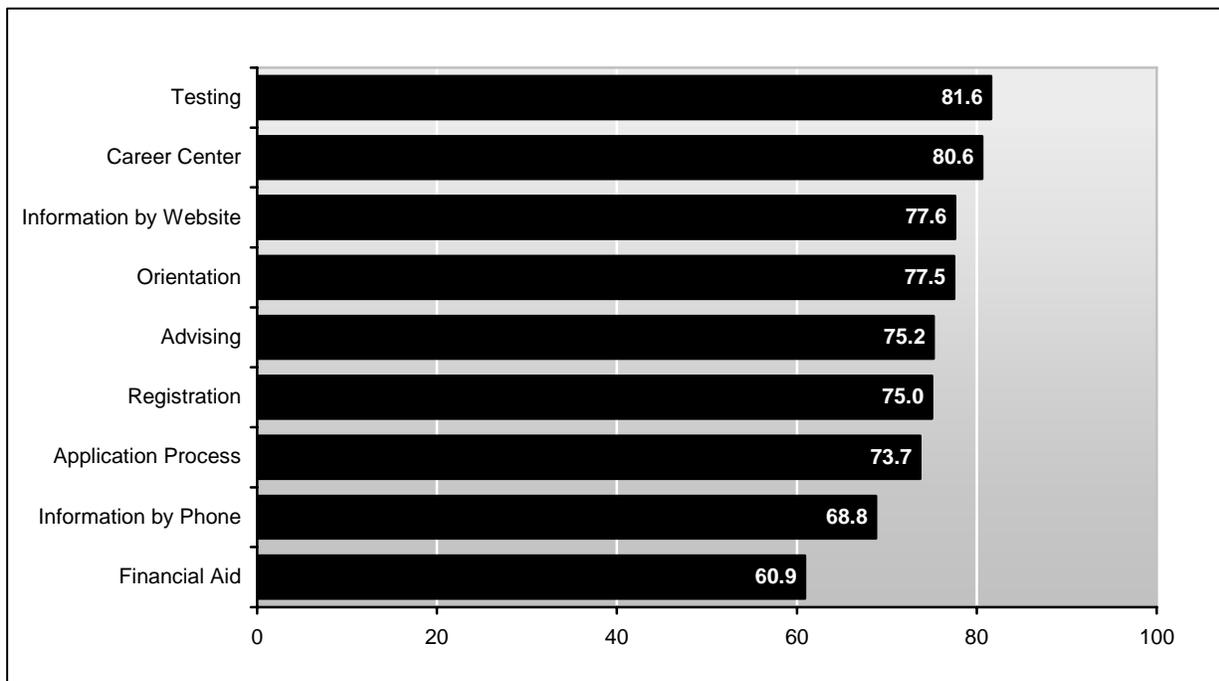
- 5 = 100 points
- 4 = 75 points
- 3 = 50 points
- 2 = 25 points
- 1 = 0 points

The attributes tested included convenience, friendliness/courtesy, easy to use, and well-organized. Each area was analyzed on the ratings of its individual attributes as well as a comparison of those ratings to the general overall rating for that area. Additionally, the general overall ratings for each area were compared to identify those where further investigation might be beneficial

Comparison Ratings

The testing center and career centers received the highest overall ratings. Financial aid and getting information by phone received the lowest. The average of all overall ratings was 74.5. Three areas, financial aid, getting information by phone, and the application process received overall ratings lower than 74.5. Based on these findings, further study and focus on these areas may prove beneficial.

Comparison of Overall Ratings



Average of Mean Scores

| | Convenience | Friendliness/ Courtesy | Easy to Use | Well-Organized | Overall Rating |
|--------------------------------------|--------------------|-----------------------------------|--------------------|-----------------------|-----------------------|
| <i>Getting info over the phone</i> | 67.7 | 67.5 | 70.3 | 65.3 | 68.8 |
| <i>Getting info from the website</i> | 81.6 | 82.7 | 77.8 | 74.4 | 77.6 |
| <i>Application Process</i> | 72.7 | 76.8 | 74.1 | 72.4 | 73.7 |
| <i>Advising</i> | 70.9 | 80.5 | 75.4 | 76.4 | 75.2 |
| <i>Testing</i> | 79.5 | 77.3 | 80.5 | 82.8 | 81.6 |
| <i>Financial Aid</i> | 61.6 | 66.3 | 60.5 | 60.0 | 60.9 |
| <i>Career Center</i> | 80.0 | 83.8 | 80.7 | 77.8 | 80.6 |
| <i>Orientation</i> | 74.1 | 84.2 | 80.9 | 78.5 | 77.5 |
| <i>Registration</i> | 75.9 | 77.8 | 75.7 | 73.7 | 75.0 |
| Average | 73.8 | 77.4 | 75.1 | 73.5 | 74.5 |

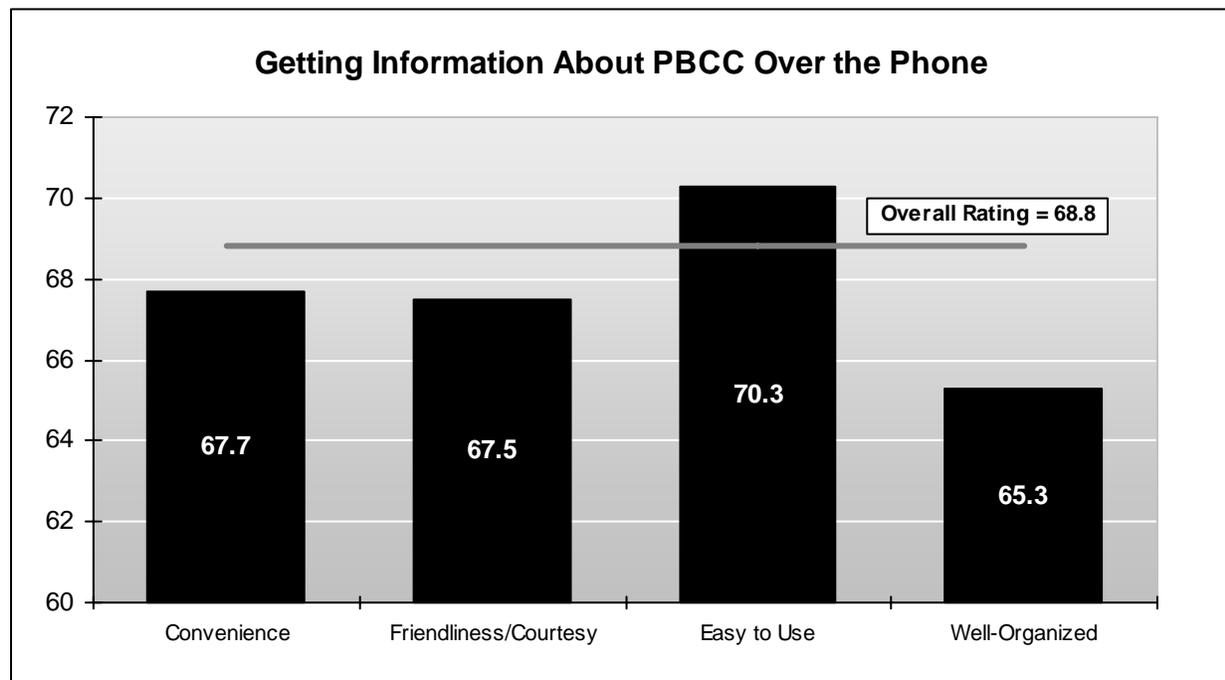
Getting General Information About PBCC Over the Phone

Getting general information over the phone received an overall rating of 68.8, which was 5.7 points below the average of all overall rating scores. The mean scores for all attributes were below the average mean scores for all areas. Comments suggested that inability to reach a person rather than voice mail, difficulty getting correct answers and a shortage of good customer service skills contributed to low scores.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|----------------|-----------------------------------|----------------|--------------------|----------------|-----------------------|----------------|-----------------------|----------------|-------|
| | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | |
| Excellent | 100 | 34 | 30.9% | 28 | 26.2% | 36 | 33.6% | 28 | 25.9% | 28 | 25.9% |
| | 75 | 35 | 31.8% | 42 | 39.3% | 33 | 30.8% | 37 | 34.3% | 49 | 45.4% |
| | 50 | 25 | 22.7% | 21 | 19.6% | 27 | 25.2% | 23 | 21.3% | 14 | 13.0% |
| | 25 | 7 | 6.4% | 9 | 8.4% | 4 | 3.7% | 13 | 12.0% | 10 | 9.3% |
| Poor | 0 | 9 | 8.2% | 7 | 6.5% | 7 | 6.5% | 7 | 6.5% | 7 | 6.5% |
| Total | | 110 | 100.0% | 107 | 100.0% | 107 | 100.0% | 108 | 100.0% | 108 | 100.0 |
| Mean | | 67.7 | | 67.5 | | 70.3 | | 65.3 | | 68.8 | |

Mean Scores



Comments about getting general information about PBCC over the phone (verbatim comments were not edited)

- It was hard to find which number to call to find someone to help you. Once you talked to someone though they were able to help you to find the correct person.
- haven't done it
- Better in person...Very easy and efficient in person! Very friendly and happy to help in person! But the web site does not tell everything I need to know and I could not get a hold of people! It is better to go in person and get things I need done! But I would rather do it by e-mail. People are reluctant to answer the phone! Really! And, they do not always want to find the answer...when you are in person...they have to help you! Very true! Thanks for letting me give you feedback! I hope it works! Web site needs to be better and function better on all levels and by all departments!
- Often you can not reach anybody or you will get transferred from one person to the next, so you are totally confused
- LONG wait
- did not use the phone
- I am always transferred to at least three people because no one ever seems to know any answers. It's very frustrating.
- I wasn't able to get the information I needed over the phone.
- I've contacted the school many times for information on transcripts/ fafsa and more and all the staff were very rude and uneducated.
- I once was making an advising appointment and not the general secretary another woman was VERY RUDE and unpleasant and bitchy to me and I was very disappointed with the service and her way of talking to me. I met to report it but never got around. I was asking questions and she was getting annoyed with me asking questions like I wasn't supposed to ask questions and then she hung up on me very abruptly.
- no comment
- YOU DO NOT HAVE NEAR ENOUGH HANDICAPPED PARKING PLACES AT YOUR LAKE WORTH CAMPUS. I AM CERTAIN YOU ARE NOT IN COMPLIANCE WITH THE ADA.
- It's very simple and easy.
- hard to get through difficult to get concise information or a decent return call like plating tag phone
- Whenever I left a message someone called me back later that same day.
- It's easier to talk to a human rather than a machine.
- Someone should always pick up the phone. Sometimes I call and it rings and rings and rings. Also I've called 3 times before school started, about parking decals (when they would be available) and each time I called I got 3 different answers. I didn't know which answer to follow through with.
- it's not well organized, and people only answer phones sporadically during business hours on many occasions.

- The telephone calls I've made to PBCC have been informative and friendly. The service is A-OK. I usually come directly to the school though.
- when I called the lake worth campus, it sounded as though young people answered the phone who lacked knowledge and friendliness..they were really short
- A very frustrating experience --- wait on hold entirely too long (over an hour for one phone call)--- being transferred only to find I had to wait AGAIN and then get a voice mail,etc.
- They are not friendlyThey don't have courtesy and most of the time they are too busy
- Never have people who know what they are talking about different answer every time you ask the same question.
- I have always been pushed all over the place for simple questions. Very frustrating!!
- Sometimes I dont understand what they say, but overall its a great way to get answers.
- every time i try to get a hold of a certain department like financial aid for instance, i always get an answering machine. when i leave a message, my call is never returned.
- I didn't use the phone.
- their are so many different numbers that sometimes its hard to find what you are looking for.

Sample Answering: 28 responses

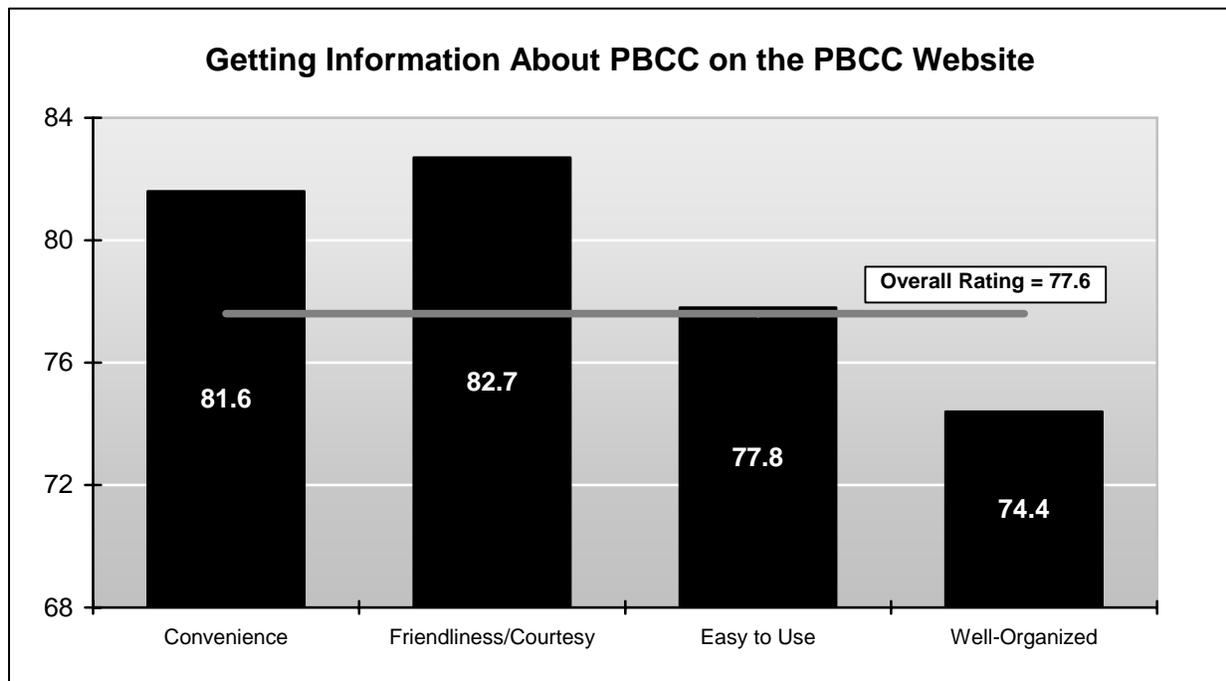
Getting General Information About PBCC From the PBCC Website

The PBCC website received high marks from respondents. All attributes for the website were rated higher than the average mean scores for all areas surveyed. The highest ratings were assigned to convenience and friendliness. More than half of all students answering these questions assigned the highest rating to both attributes. The comments indicated that some respondents had difficulty finding information and, therefore, assigned lower overall ratings.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|----------------|-----------------------------------|----------------|--------------------|----------------|-----------------------|----------------|-----------------------|----------------|--------|
| | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | |
| Excellent | 100 | 89 | 57.1% | 68 | 55.3% | 77 | 50.0% | 70 | 45.5% | 65 | 42.5% |
| | 75 | 36 | 23.1% | 34 | 27.6% | 39 | 25.3% | 40 | 26.0% | 57 | 37.3% |
| | 50 | 17 | 10.9% | 13 | 10.6% | 20 | 13.0% | 22 | 14.3% | 16 | 10.5% |
| | 25 | 11 | 7.1% | 7 | 5.7% | 14 | 9.1% | 14 | 9.1% | 12 | 7.8% |
| Poor | 0 | 3 | 1.9% | 1 | 0.8% | 4 | 2.6% | 8 | 5.2% | 3 | 2.0% |
| Total | | 156 | 100.0% | 123 | 100.0% | 154 | 100.0% | 154 | 100.0% | 153 | 100.0% |
| Mean | | 81.6 | | 82.7 | | 77.8 | | 74.4 | | 77.6 | |

Mean Scores



**Comments about getting general information about PBCC over the PBCC website
(verbatim comments were not edited)**

- I love the pbcc website!
- pantherweb works, but no grades have been posted
- Great!
- Sorry....but it really is not that easy to follow and get around!You need a visual designer who "gets it"Needs to better organized for each department and campusbetter phones and e-mail asscess to ALL people/staffdescribe ALL programs.....you can not find info on Teachers on Track on web-site or Transition to Teaching.....NEED to get it out there!
- The webpage is very confusing and if you are looking for something, it will take forever
- the new updated site is a lot better than the old one
- area of study should have links to classes available that semester and the teachers who teach them.
- good website!!
- I wasn't able to get the information I needed over the phone.
- I had a hard time finding my class I signed up for every time I was looking for it. The panther website is hard to find.
- I love the website!!
- A new design would seem like it would make it alot more organized
- using course catalog, including course outlines is awkward
- not well organized
- The website is so convenient because everything is online.
- I like the website! It answers most of my questions and allows me to make certain searches in different sections, i.e., career center, prep math labs, etc.
- Some of the information on the websites is wrong. Such as the phone numbers.
- I always get the information I need.
- No clear calendar and events. Areas of study section is confusing
- never had a problem yet
- Easy to get info online.
- everything you could ever need is in print righ on the web page.
- Going to the computer makes it easier.

Sample Answering: 23 responses

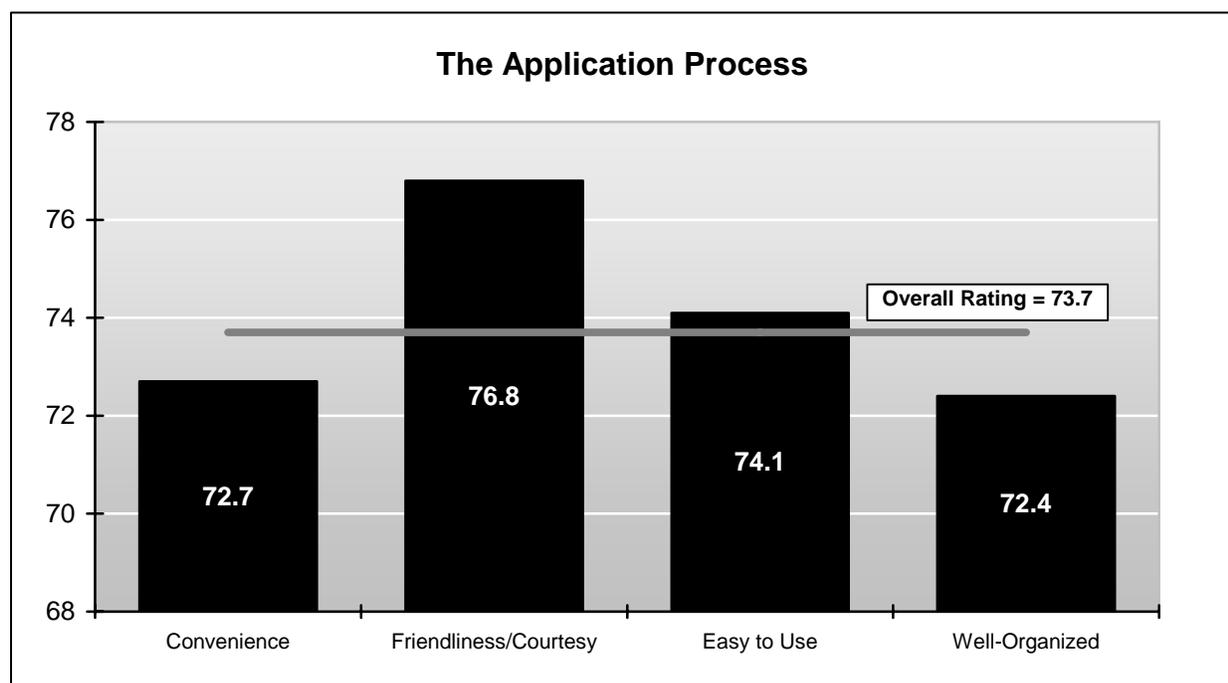
The Application Process

The application process received the third lowest overall rating. The ratings suggest that convenience and organization were concerns for respondents. The general comments were mixed, with no emphasis on any specific issue.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|---------|-----------------------------------|---------|--------------------|---------|-----------------------|---------|-----------------------|---------|--------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | |
| Excellent | 100 | 55 | 31.8% | 67 | 41.1% | 65 | 37.6% | 65 | 37.6% | 51 | 29.8% |
| | 75 | 72 | 41.6% | 60 | 36.8% | 59 | 34.1% | 55 | 31.8% | 77 | 45.0% |
| | 50 | 28 | 16.2% | 25 | 15.3% | 32 | 18.5% | 31 | 17.9% | 32 | 18.7% |
| | 25 | 11 | 6.4% | 3 | 1.8% | 12 | 6.9% | 14 | 8.1% | 5 | 2.9% |
| Poor | 0 | 7 | 4.0% | 8 | 4.9% | 5 | 2.9% | 8 | 4.6% | 6 | 3.5% |
| Total | | 173 | 100.0% | 163 | 100.0% | 173 | 100.0% | 173 | 100.0% | 171 | 100.0% |
| Mean | | 72.7 | | 76.8 | | 74.1 | | 72.4 | | 73.7 | |

Mean Scores



Comments about the application process (verbatim comments were not edited)

- It was kind of confusing to know what do to. There was no real list of what your supposed to do. There should be like a set of directions haha
- had problems with PBCC recieving my transcript
- Once you know how to do it it is very simple...but the forms and places to go are not always easy to follow....even for your staff I've noticed.
- it was a little unclear what was needed until AFTER we got to the counter
- was not able to register for classes because application process was not finished correctly by the registration clerk.
- For nondegree seeking students, especially those with a BA and MM, why do we need special permission to take intermediate level math classes etc. I gave my transcript to the registration office and so it should have been on record.
- Took forever, every one was rude and didn't seem interested in helping.
- I wasn't able to get the information thru the application process.
- very help full well organized
- Had problem find the course and applying for it, but after a few phone calls, it worked fine.
- talking with the people in the office was not so friendly they still in some work
- quick and simple good because besides going to college people have a lot going on
- no one semms to be trained properly
- Everything was good way.
- it was good overall
- I had all this trouble with my transcript. I went to PBCC before anything to ask them personally what I needed and how I needed it to be presented in order to apply. They told me to bring in my original test scores/ email them, or bring in my transcript/ have it mailed. My highschool no longer sent it over through mail/email. So they had given it to me sealed and untouched to bring to PBCC. and when I brought it they said that they can't except my transcript that way.
- the application process entails a lot of information that is not always clear, but the staff are very friendly and helpful.
- nice people, bad system
- They seemed liked they helped me because they had to, not because they wanted to.
- I registered at the North Campus and found it to be a great experience. Staff extremely helpful and polite --- Organized with helpful,knowledgable (student) helpers to expedite and facilitate the whole process.
- My application experience was a bad one. I had requested my SAT scores to be sent to PBCC 5-6 weeks prior to fall class registration; and by August, PBCC still had yet to receive them. I recognize that this is a problem with college board, but when I asked what my options were for signing up for classes with no SAT scores, I didn't receive very

much help or advice on what to do. I found much more information by utilizing the website and coming to the resolution of just taking the CPT to replace my SAT scores.

- I had some problems but I got helped.
- It was easy and user friendly. When I arrived at the Campus to finish the process it took me less than 15 minutes, which is exceptional.
- some parts were kinda misleading so i got kinda stuck.
- Application process was short and easy.

Sample Answering: 25 responses

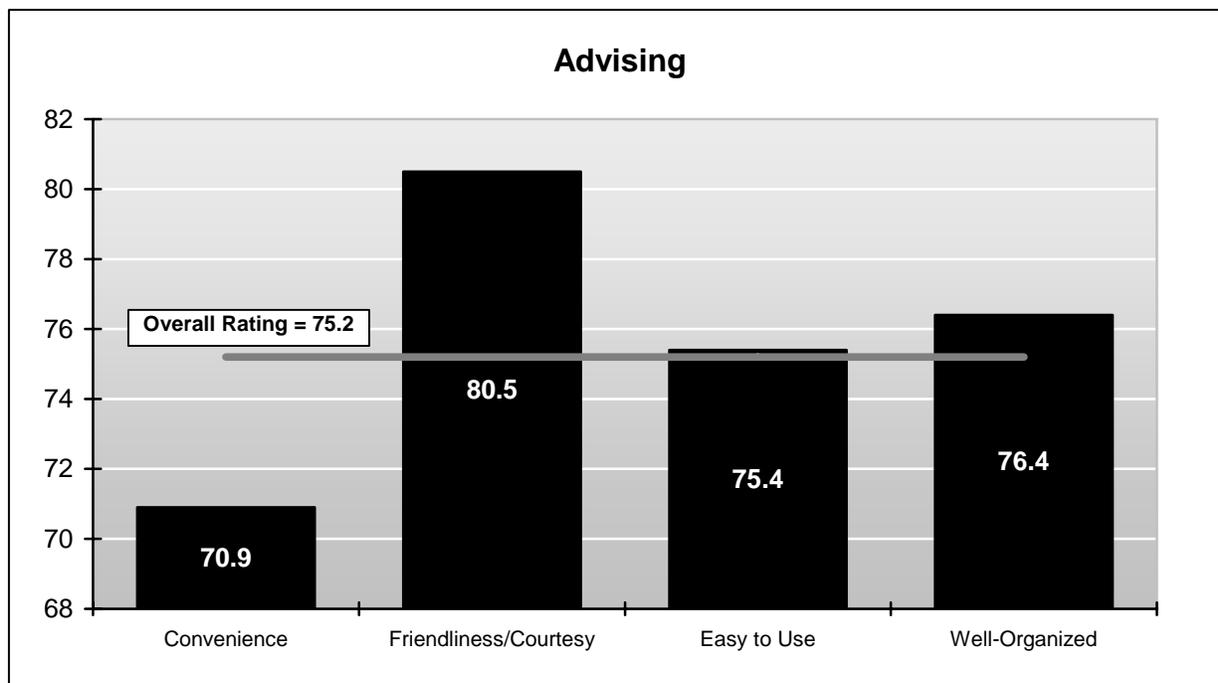
Advising

Convenience appears to be the main issue with advising. More respondents assigned lower ratings to that attribute than the others, causing it to be the only attribute with a score below the overall rating for advising, as well as the only score for advising that fell below the average mean scores for all other areas. General comments regarding long waits support this finding. Advisors received high marks for friendliness and courtesy and being well-organized.

Distribution of Responses

| | | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | |
|-----------|-------|-------------|---------|---------------------------|---------|-------------|---------|----------------|---------|----------------|---------|
| | | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Excellent | 100 | 49 | 39.8% | 68 | 55.3% | 53 | 43.1% | 57 | 47.1% | 52 | 42.6% |
| | 75 | 32 | 26.0% | 33 | 26.8% | 37 | 30.1% | 31 | 25.6% | 35 | 28.7% |
| | 50 | 25 | 20.3% | 10 | 8.1% | 22 | 17.9% | 23 | 19.0% | 23 | 18.9% |
| | 25 | 7 | 5.7% | 5 | 4.1% | 4 | 3.3% | 3 | 2.5% | 8 | 6.6% |
| Poor | 0 | 10 | 8.1% | 7 | 5.7% | 7 | 5.7% | 7 | 5.8% | 4 | 3.3% |
| | Total | 123 | 100.0% | 123 | 100.0% | 123 | 100.0% | 121 | 100.0% | 122 | 100.0% |
| Mean | | 70.9 | | 80.5 | | 75.4 | | 76.4 | | 75.2 | |

Mean Scores



Comments about Advising (verbatim comments were not edited)

- I have not yet seen an advisor.
- Need more advisors, most of them don't seem to care where you end up
- I had a very nice advisor, very helping and competent. I am very thankful to him.
- Answerd all my questions.
- Dr. Moore is fantastic and other department heads (Mr. Hamlin) as well - they helped me to figure out what classes to take and gave me good "advice".
- My advisor didnt know anything about AP scores and how it all works.
- Advising was no help what soever.
- Havent had any.
- more of a faster service
- most of the advisors were friendly but there was only who was always rushing you and not very friendly. not very helpful either a few other students said the same thing
- they dont semm to be trained in diverse areas
- I had a really goog experience with the advisors. They are all very generous and kind.
- she was a very good advisor
- The advisors are so nice!
- Well informed and educated!
- As a returning student, i understand Regestration can be very busy. Students need to be able to schedule appointments to see advisors. I went for the firt time as a new student for counseling and was expected to wait along with the other 10 people ahead of me. Not very convenient for working students. You should allow students to make appointments with a 15 min. time slot.
- My first advisor did not help much.The second was not good either.Then, I found Ms.Dawn Debuwitz, she is a great advisor.
- I've had two separate advising experiences. One being at the Lake Worth campus, the other being at the Palm Beach Gardens Campus. I went to advising in Lake Worth to seek help on registration issues as well as signing up for classes. It wasn't a pleasant experience, nor did I resolve any of the issues I needed assistance with. I recently went to advising in Palm Beach Gardens and spoke with Deborah Guy about my struggling in math class and what I should do about the matter. I was seen promptly, and she helped clarify what my options were and which option was the best to go with. She also directed me to Dr. Kenneth Swain to seek help with my future math classes.

- long, long waits!!!
- I only went to an advisor once, but everything was great.
- Because of a data entry error related to my transcript, I had to wait several hours for no reason until we figured out it was your fault. The wait to see a counselor is totally ridiculous ... over 2 hours!
- seemed to care about student and was helpful
- They did not hear to what I had to say.

Sample Answering: 22 responses

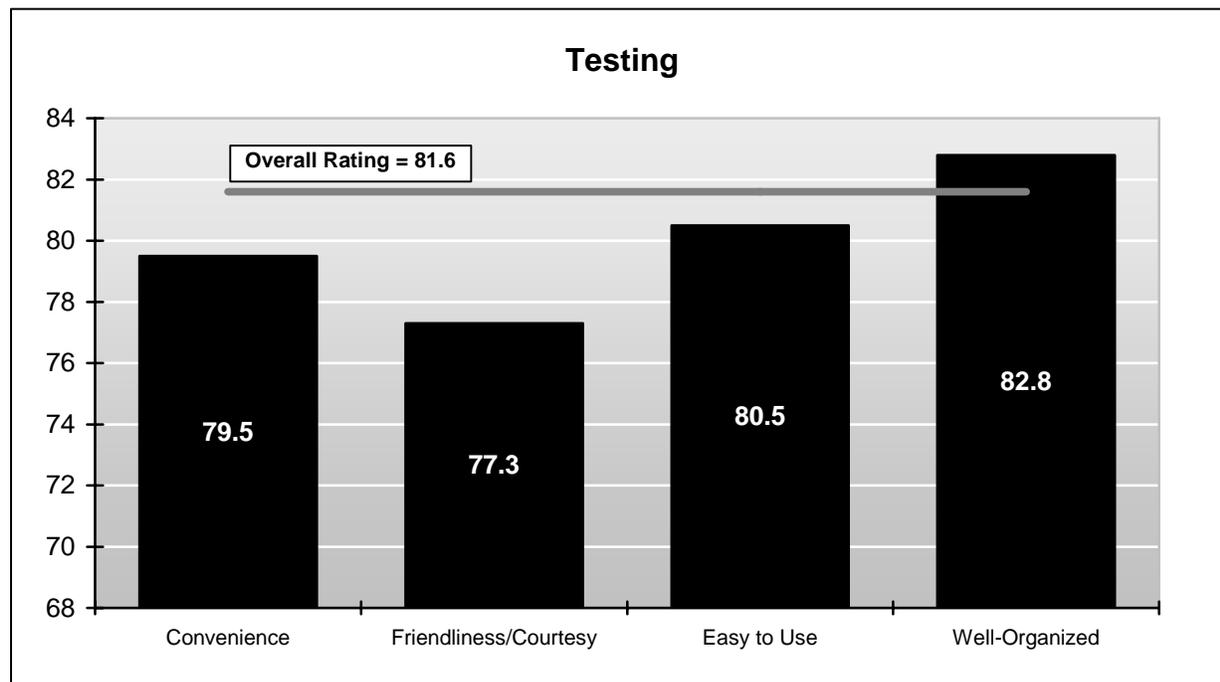
Testing

The testing center received the highest overall rating (81.6). The center scored above average on every attribute, with the strongest showing in being well-organized (82.8). The lowest score was received in the category of friendliness/courtesy.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|----------------|-----------------------------------|----------------|--------------------|----------------|-----------------------|----------------|-----------------------|----------------|--------|
| | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | |
| Excellent | 100 | 48 | 48.0% | 39 | 40.6% | 47 | 47.0% | 50 | 50.5% | 46 | 46.5% |
| | 75 | 31 | 31.0% | 35 | 36.5% | 34 | 34.0% | 35 | 35.4% | 38 | 38.4% |
| | 50 | 13 | 13.0% | 15 | 15.6% | 14 | 14.0% | 10 | 10.1% | 11 | 11.1% |
| | 25 | 7 | 7.0% | 6 | 6.3% | 4 | 4.0% | 3 | 3.0% | 3 | 3.0% |
| Poor | 0 | 1 | 1.0% | 1 | 1.0% | 1 | 1.0% | 1 | 1.0% | 1 | 1.0% |
| Total | | 100 | 100.00% | 96 | 100.0% | 100 | 100.0% | 99 | 100.0% | 99 | 100.0% |
| Mean | | 79.5 | | 77.3 | | 80.5 | | 82.8 | | 81.6 | |

Mean Scores



Comments about Testing (verbatim comments were not edited)

- Taking my cpt test was easy they were very helpful.
- Very well-organized testing center, prompt scoring, using computers, I have a positive experience.
- I didn't require testing.
- they need to gied more about the testing what kide are they
- this dept has it going on
- great
- I have never had to purchase my own Scan-Trons before and think that is kind of lame.
- Lady in charge of testing was kind of rude. She didn't really explain it well or even talk.
- I've only taken the CPT tests...had a great experience with that.
- I went there like three times now and everything was cool.

Sample Answering: 10 responses

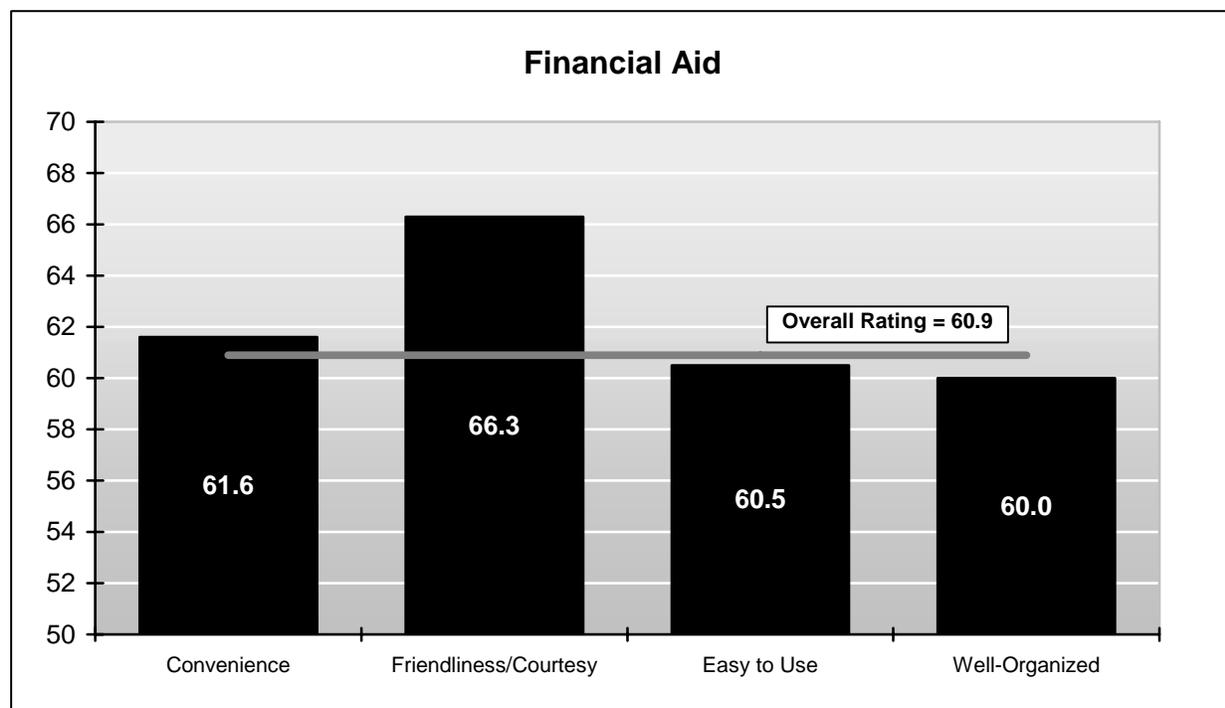
Financial Aid

Financial aid received the lowest overall rating (60.9). Mean scores in all categories were below the average for all areas. The attribute with the lowest rating was organization and the category with the highest was friendliness/courtesy. The scores suggest future investigation with a more in-depth survey may be beneficial.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|---------|-----------------------------------|---------|--------------------|---------|-----------------------|---------|-----------------------|---------|--------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | |
| Excellent | 100 | 24 | 33.8% | 25 | 36.2% | 21 | 30.4% | 21 | 30.0% | 23 | 32.4% |
| | 75 | 16 | 22.5% | 21 | 30.4% | 17 | 24.6% | 18 | 25.7% | 17 | 23.9% |
| | 50 | 12 | 16.9% | 8 | 11.6% | 14 | 20.3% | 11 | 15.7% | 12 | 16.9% |
| | 25 | 7 | 9.9% | 4 | 5.8% | 4 | 5.8% | 8 | 11.4% | 6 | 8.5% |
| Poor | 0 | 12 | 16.9% | 11 | 15.9% | 13 | 18.8% | 12 | 17.1% | 13 | 18.3% |
| Total | | 71 | 100.0% | 69 | 100.0% | 69 | 100.0% | 70 | 100.0% | 71 | 100.0% |
| Mean | | 61.6 | | 66.3 | | 60.5 | | 60.0 | | 60.9 | |

Mean Scores



Comments about Financial Aid (verbatim comments were not edited)

- I do not receive financial aid.
- did not use (yet)
- Financial Aid was not able to help at all.
- I filled out Financial aid a while ago, have all papers for proof that it should be on file and it is not and having an incredibly hard time with it.
- they are the worst dept offering no information whatsoever who runs this dept should be replaced and everyone i mean everyone retrained
- After providing the FA office with the proper documentation they awarded me the opportunity to prove myself educationally.
- There was no advisor to talk in private, every conversation need to be on the window. No instructions were provided on how to apply for F.A. Or the other options that a student have. The information is limited to answer your questions.
- They did not explain anything very well. Not very nice either.
- Every time you ask one of the administration from the financial aid what you to do? they just give you a paper, or They tell you to go online
- It was hard for me. I had to keep on going back and forth. Every time I think everything is alright something always happen that put me back to square one.
- Too confusing not sure what to do, plus you have to pay out of pocket
- Whenever i have questions as ridiculous as they may be, they are answered promptly and informatively.
- Great help and very knowledgeable staff. Everything was done promptly and time was efficiently managed.
- The Financial Aid office is ok the process is kind of long to receive money.

Sample Answering: 14 responses

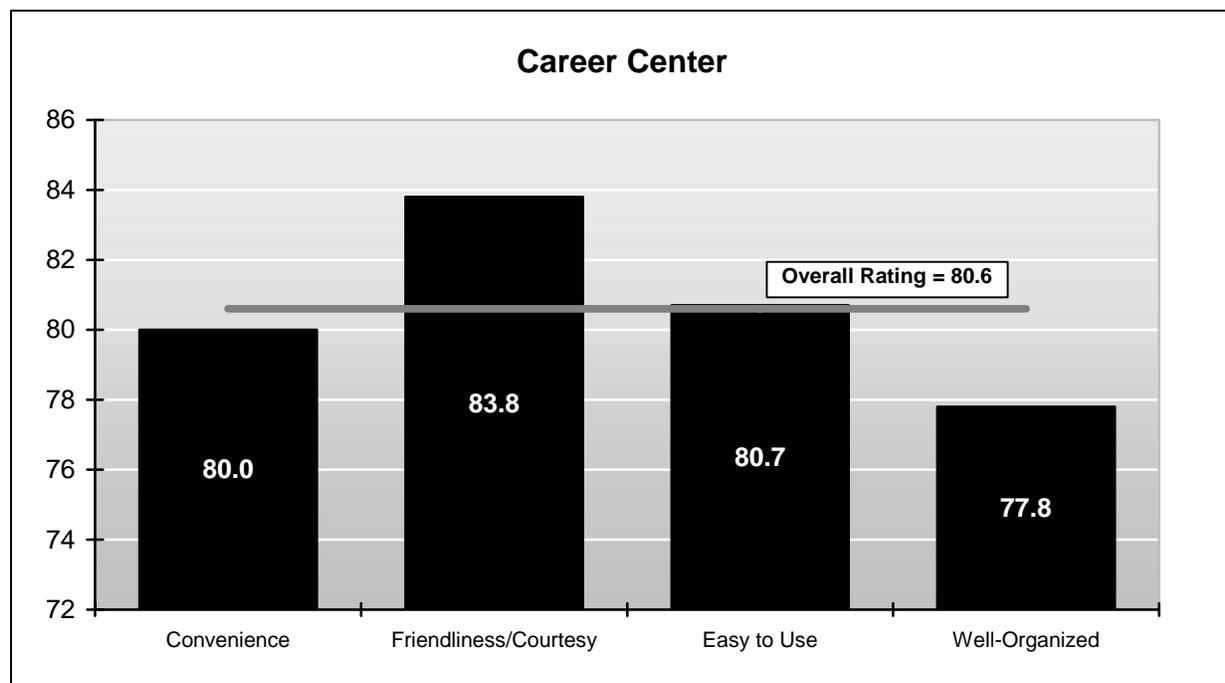
Career Center

The career center received the second highest overall rating (80.6). The small number of students who answered this section suggests that students either are unaware of its existence or might not be acquainted with its potential value. Those who did experience the center were very positive. More than three out of four respondents selected either the highest or second highest ratings for each attribute. The data suggest an emphasis on increased marketing of the existence and benefits of the center might increase awareness and usage.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | |
|-----------|--------------------|-----------|-----------------------------------|-----------|--------------------|-----------|-----------------------|---------|-----------------------|---------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent |
| Excellent | 100 | 30 54.5% | 31 57.4% | 30 56.6% | 26 49.1% | 29 53.7% | | | | |
| | 75 | 14 25.5% | 14 25.9% | 12 22.6% | 14 26.4% | 13 24.1% | | | | |
| | 50 | 6 10.9% | 7 13.0% | 6 11.3% | 8 15.1% | 8 14.8% | | | | |
| | 25 | 2 3.6% | 1 1.9% | 3 5.7% | 3 5.7% | 3 5.6% | | | | |
| Poor | 0 | 3 5.5% | 1 1.9% | 2 3.8% | 2 3.8% | 1 1.9% | | | | |
| Total | | 55 100.0% | 54 100.0% | 53 100.0% | 53 100.0% | 54 100.0% | | | | |
| Mean | | 80.0 | 83.8 | 80.7 | 77.8 | 80.6 | | | | |

Mean Scores



Comments about the Career Center (verbatim comments were not edited)

- My strategies for success teacher took us there its awesome.
- If this is the place where I have to do my reading labs, it is too loud to concentrate on what I'm reading. The faculty is too chatty. Both times I've gone, I am unable to fully focus and today, I left after 5 min. I will buy ear plugs but it is crazy that I have to do that. The staff of all people should be the quietest.
- why do you have to make an appointment, especially when nobody is there???
- I have not been there.
- Great asset.
- Dr. Doreen is great.The girls at the front desk (Ruth and Sandra) are very good too.
- great career i love it i really love the clickers it made learn much more fun
- I only went there once and everything went as I planned.
- have an abundance of information.

Sample Answering: 9 responses

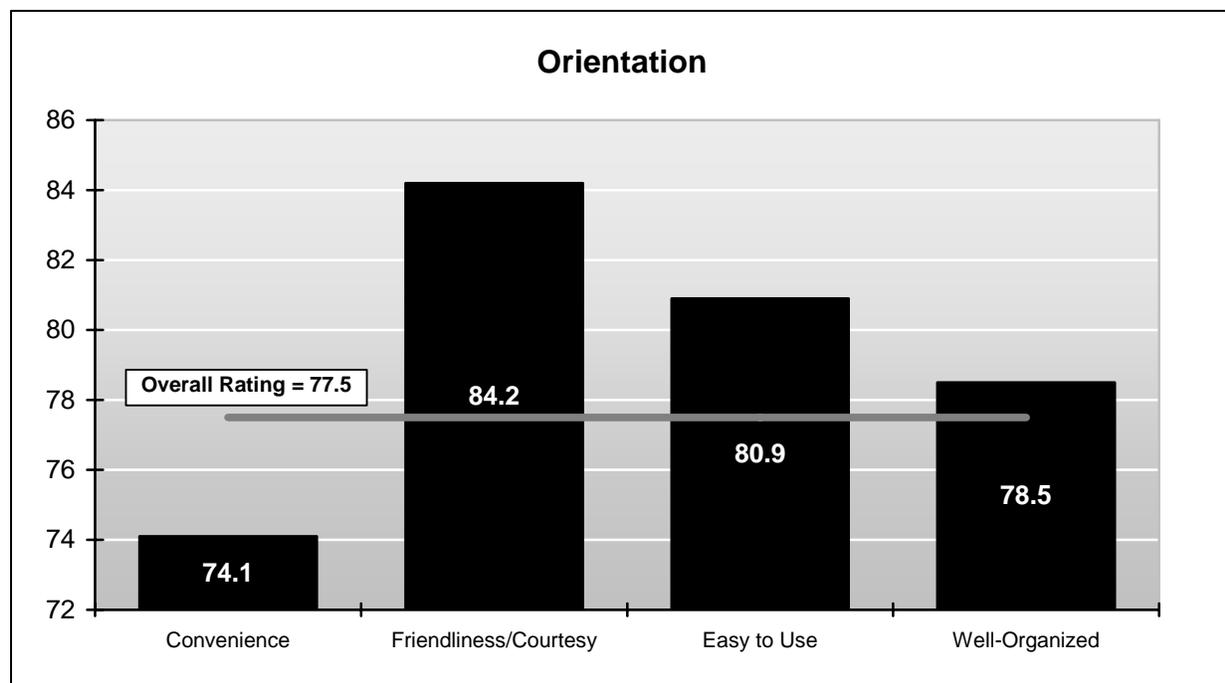
Orientation

Orientation received the fourth highest overall score (77.5), which was three points above the average overall score. Respondents gave orientation its highest grades in friendliness/courtesy and its lowest for convenience. General comments were mixed, with some positive and others that were negative.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|--------------------|----------------|-----------------------------------|----------------|--------------------|----------------|-----------------------|----------------|-----------------------|----------------|--------|
| | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | <i>Number</i> | <i>Percent</i> | |
| Excellent | 100 | 48 | 44.4% | 64 | 58.7% | 55 | 51.9% | 52 | 48.6% | 55 | 50.5% |
| | 75 | 31 | 28.7% | 32 | 29.4% | 33 | 31.1% | 35 | 32.7% | 31 | 28.4% |
| | 50 | 13 | 12.0% | 6 | 5.5% | 10 | 9.4% | 10 | 9.3% | 9 | 8.3% |
| | 25 | 9 | 8.3% | 3 | 2.8% | 4 | 3.8% | 3 | 2.8% | 7 | 6.4% |
| Poor | 0 | 7 | 6.5% | 4 | 3.7% | 4 | 3.8% | 7 | 6.5% | 7 | 6.4% |
| Total | | 108 | 100.00% | 109 | 100.0% | 106 | 100.0% | 107 | 100.0% | 109 | 100.0% |
| Mean | | 74.1 | | 84.2 | | 80.9 | | 78.5 | | 77.5 | |

Mean Scores



Comments about Orientation (verbatim comments were not edited)

- The man orientation rambled on and it wasn't informative at all I learned one thing. Over all i feel orientation is a giant waste of time!!!!!!!!!!!!!!
- helpful and had full explanations
- A complete waste of time, they repeated everything that was in the hand outs, i think it should be there if you need help with registering, but not required
- Very informative orientation session.
- some of the above questions could not be answered as it doesn't go with the topic.
- did not think it was needed
- I do not think it was very nice to students to be separated with coloured paper if they were in a prep class. It did not make me feel good at all, i felt excluded
- It was too long and too boring!
- Make an online orientation, alot of boring stuff on how to use a computer etc..
- fantastic
- shoddy, useless, redundant and mandatory
- my orientation at palm beach gardens was long and repetitious I did not leave the orientation with anything more that I already knew
- They explain everything you need to do and they give some strategies that you can practice
- It was informative and fun.
- was really sluggish and boring.

Sample Answering: 15 responses

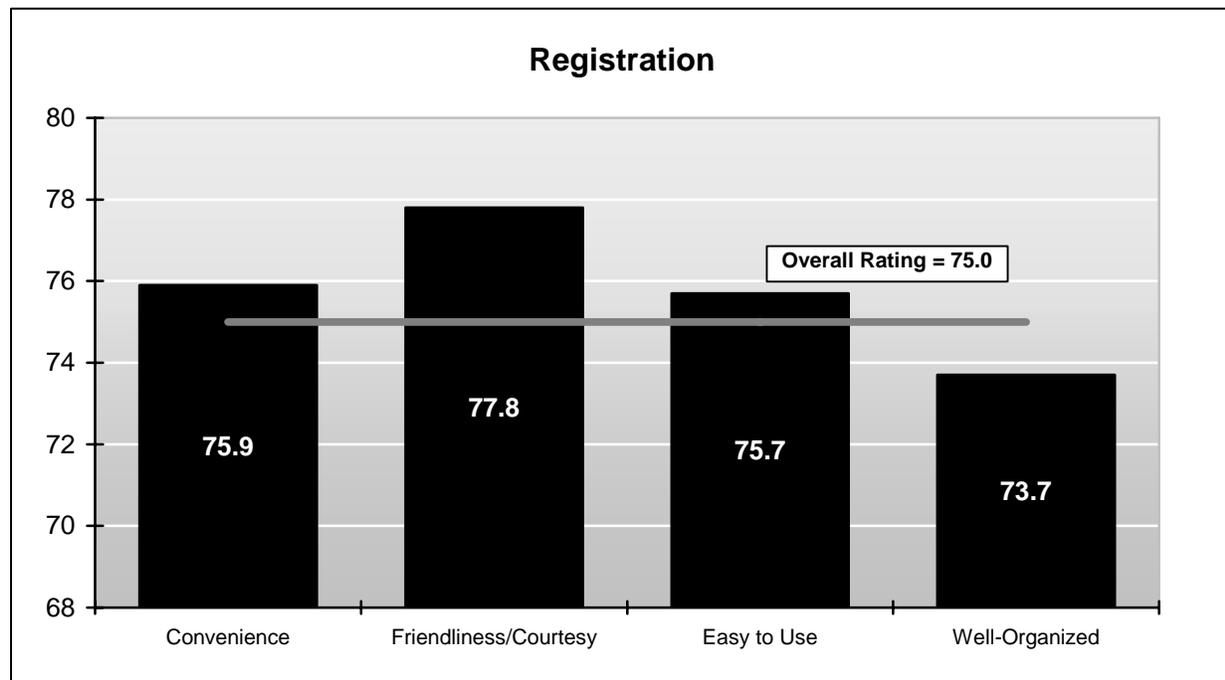
Registration

The mean scores for registration were closest to the averages for each attribute of all areas surveyed. The highest grades were assigned to friendliness/courtesy and the lowest for being well-organized. The general comments gave mixed reviews, with some positive and some negative. Several respondents commented on long lines.

Distribution of Responses

| | Convenience | | Friendliness/ Courtesy | | Easy to Use | | Well-Organized | | Overall Rating | | |
|-----------|-------------|---------|---------------------------|---------|-------------|---------|----------------|---------|----------------|---------|--------|
| | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | |
| Excellent | 100 | 71 | 41.8% | 72 | 45.6% | 69 | 41.3% | 63 | 37.1% | 61 | 36.3% |
| | 75 | 56 | 32.9% | 48 | 30.4% | 55 | 32.9% | 59 | 34.7% | 61 | 36.3% |
| | 50 | 27 | 15.9% | 28 | 17.7% | 25 | 15.0% | 29 | 17.1% | 33 | 19.6% |
| | 25 | 10 | 5.9% | 4 | 2.5% | 15 | 9.0% | 14 | 8.2% | 11 | 6.5% |
| Poor | 0 | 6 | 3.5% | 6 | 3.8% | 3 | 1.8% | 5 | 2.9% | 2 | 1.2% |
| Total | | 170 | 100.00% | 158 | 100.0% | 167 | 100.0% | 170 | 100.0% | 168 | 100.0% |
| Mean | | 75.9 | | 77.8 | | 75.7 | | 73.7 | | 75.0 | |

Mean Scores



Comments about Registration (verbatim comments were not edited)

- Great.
- had some trouble understanding the website
- Very helpful and friendly! But they did not understand Teaching on Track and Transition to Teaching program at all!
- the registration went smooth on-line.
- prerequisites preventing registration is a huge nuisance considering that I have 2 college degrees and all I want to do is take various courses for refreshing and motivation to prepare for entrance exams. I turned in my transcripts when I turned in my application and I was still closed out of college algebra. why? I already passed Calculus (on my transcript).
- I wasn't able to get the information I needed thru registration. I asked many many many times, thru phone & emails, what was needed from me. Nobody could ever answer my question. I even brought up specifics like "Do you need me to get a physical at my doctor's office?", "Do you need my license?", "DO YOU HAVE EVERYTHING YOU NEED FROM ME???" THAT QUESTION WAS ANSWERED WITH A "YES", BUT THAT WAS NOT TRUE!!! Nobody could tell me what I was suppose to do in order to be ready. I received a letter in the mail WHEN I WAS IN THE PROCESS OF MOVING FROM THE WEST COAST... Just a couple of weeks before school started. It told me what was needed from me and I REALLY HATE how I wasn't able to find this out when I needed to... I had to drop what I was doing in order to fulfill your requests. Thank you so much for the wonderful experience, I would definately tell others not to come to this school.
- Register, went to cashier and was told to go to the book store to get id and can get decal for car. When I went to the bookstore they said I had to come back after 24 hours. (Was not told that and would not have waited on line to get id, I work and only was on campus that one time. Class starts tonight and I still have not got there to get id or decal)
- great
- not shabby, online thing kinda poorly formatted
- Again, they seemed to help me because it was their job, but thay didn't seem very friendly at all.
- Long line.
- Sometimes very long lines. I had to wait for people to fill out applications even with the sign that says to fill out applications before hand. They should have told these people to come back after filling them out.
- First you have to wait a lot of time in line, then when finally is your turn you can't even ask all of your question because there to many people waiting in line. That you don't get all the information you need to get.

- It was pretty much like financial aid. It was a lot of back and forth and a lot of standing in long line.
- The first day I had to go to the course, that class was cancelled don't even have any idea why, because we were 12 to take the same class.
- very easy to use when you know what your looking for.

Sample Answering: 16 responses

Demographics

Gender

| <i>Gender</i> | <i>Number</i> | <i>Percent</i> |
|---------------|---------------|----------------|
| Female | 119 | 66.1% |
| Male | 59 | 32.8% |
| Unknown | 2 | 1.1% |
| Total | 180 | 100.0% |

Age

| <i>Age</i> | <i>Number</i> | <i>Percent</i> |
|------------|---------------|----------------|
| Under 18 | 8 | 4.4% |
| 18-24 | 107 | 59.4% |
| 25-34 | 28 | 15.6% |
| 35-49 | 30 | 16.7% |
| 50 or over | 7 | 3.9% |
| Total | 180 | 100.0% |

Racial/Ethnic Background

| <i>Race</i> | <i>Number</i> | <i>Percent</i> |
|-------------|---------------|----------------|
| White | 93 | 51.7% |
| Hispanic | 36 | 20.0% |
| Black | 32 | 17.8% |
| Other | 17 | 9.4% |
| Unknown | 2 | 1.1% |
| Total | 180 | 100.0% |

Is English your primary language?

| | <i>Number</i> | <i>Percent</i> |
|-------|---------------|----------------|
| Yes | 145 | 80.6% |
| No | 35 | 19.4% |
| Total | 180 | 100.0% |

Primary Educational Goal at PBCC

| | <i>Number</i> | <i>Percent</i> |
|-----------------------------------|---------------|----------------|
| AA Transfer Degree | 102 | 56.7% |
| Transfer to SUS Without AA Degree | 17 | 9.4% |
| AS/AAS Program | 21 | 11.7% |
| Vocational Certificate | 4 | 2.2% |
| Just to Take a Few Courses | 9 | 5.0% |
| CCE (Continuing Corp Ed) | 13 | 7.2% |
| Self-Improvement | 10 | 5.6% |
| Not Sure | 4 | 2.2% |
| Total | 180 | 100.0% |