

## Intake Survey – Fall 2010

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

#	Answer	Response	%
1	Belle Glade	13	3%
2	Boca Raton	79	20%
3	Lake Worth	187	47%
4	Palm Beach Gardens	98	25%
5	Not applicable; I accomplished most of these steps either on-line or over the phone	23	6%
	Total	400	100%

### 2. You Are . . . ?

#	Answer	Response	%
1	Male	122	31%
2	Female	277	69%
	Total	399	100%

### 3. What is your age category?

#	Answer	Response	%
1	Under 18	18	5%
2	18-20	235	59%
3	21-24	49	12%
4	25-29	29	7%
5	30-34	21	5%
6	35-39	12	3%
7	40-49	27	7%
8	50 or over	8	2%
	Total	399	100%

#### 4. What is your racial/ethnic background?

#	Answer	Response	%
1	American Indian or Alaskan Native	2	1%
2	Asian	9	2%
3	Black or African American	105	27%
4	Hawaiian or Pacific Islander	3	1%
5	Hispanic or Latino	86	22%
6	White	170	43%
7	Other (please specify:	21	5%
	Total	396	100%

**Other:**

Jamaican

Haitian

African American/ Native American

Multiracial

Eurasian

Multiracial

Hindu

Haitian

Mixed Race

Jamaican American

Multiracial

Caribbean islander

Indian

Armenian

Brazilian

n/a

European

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

#	Answer	Response	%
1	Yes	345	87%
2	No	52	13%
	Total	397	100%

## 6. What was your primary education goal when you applied to Palm Beach State College?

#	Answer	Response	%
1	To complete an associate degree, then transfer to a university (AA program)	259	65%
2	To take a few courses, then transfer to a university without receiving an associate degree	26	7%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	75	19%
4	To complete a vocational or technical program (vocational certificate)	11	3%
5	To take a few courses, but not to earn a degree or certificate	2	1%
6	To take courses related to my job (Corporate & Continuing Education)	3	1%
7	To take courses for self-improvement	2	1%
8	I was not sure of my educational goals when I applied	10	3%
9	Other (please specify:	12	3%
	Total	400	100%

### Other:

Transit Student

Pre pharmacy

Transient student, get a credit towards my degree

Enter Bachelors Program

Complete associate's degree

BAS for HIM

To play a sport and transfer to a university

I am in the Bachelors program.

Take a few courses that I need to attain my AA degree and transfer to a university

to take courses towards a bachelors degree then transfer

## 7. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	95	113	81	45	53	387	3.39
2	Friendliness/Courtesy	125	120	86	27	28	386	3.74
3	Easy to use	116	107	95	36	27	381	3.65
4	Well organized/Efficient	109	97	102	38	37	383	3.53
5	Overall Rating	93	118	99	41	29	380	3.54

## 8. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	243	106	30	8	7	394	4.45
2	Friendliness/Courtesy	224	103	46	8	4	385	4.39
3	Easy to use	213	101	52	16	8	390	4.27
4	Well organized/Efficient	210	102	53	15	10	390	4.25
5	Overall Rating	201	134	37	11	5	388	4.33

## 9. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	200	119	49	14	9	391	4.25
2	Friendliness/Courtesy	208	111	48	13	8	388	4.28
3	Easy to use	195	114	41	27	11	388	4.17
4	Well organized/Efficient	191	119	40	24	14	388	4.16
5	Overall Rating	190	118	61	11	9	389	4.21

## 10. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	143	85	85	33	34	380	3.71
2	Friendliness/Courtesy	182	97	66	19	17	381	4.07
3	Easy to use	152	101	75	26	25	379	3.87
4	Well organized/Efficient	149	102	66	35	26	378	3.83
5	Overall Rating	148	104	84	28	16	380	3.89

## 11. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	172	114	67	7	5	365	4.21
2	Friendliness/Courtesy	178	106	64	12	4	364	4.21
3	Easy to use	168	116	65	11	4	364	4.19
4	Well organized/Efficient	182	106	67	9	2	366	4.25
5	Overall Rating	166	119	70	7	1	363	4.22

## 12. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	134	86	65	37	52	374	3.57
2	Friendliness/Courtesy	156	76	66	33	41	372	3.73
3	Easy to use	134	67	74	52	45	372	3.52
4	Well organized/Efficient	135	67	74	45	50	371	3.52
5	Overall Rating	128	84	73	43	42	370	3.58

## 13. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	140	108	74	8	5	335	4.10
2	Friendliness/Courtesy	151	99	73	6	5	334	4.15
3	Easy to use	148	99	76	5	7	335	4.12
4	Well organized/Efficient	151	93	78	4	6	332	4.14
5	Overall Rating	145	96	82	5	4	332	4.12

## 14. Orientation

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	198	80	57	11	13	359	4.22
2	Friendliness/Courtesy	216	78	46	8	10	358	4.35
3	Easy to use	208	84	41	9	12	354	4.32
4	Well organized/Efficient	204	83	45	16	10	358	4.27
5	Overall Rating	187	100	51	7	12	357	4.24

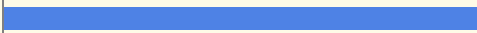

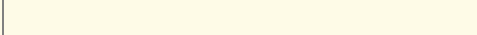

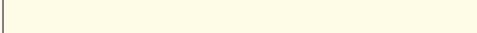
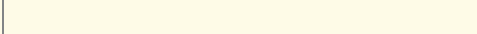
## 15. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	188	102	56	21	16	383	4.11
2	Friendliness/Courtesy	201	85	55	25	17	383	4.12
3	Easy to use	187	91	74	16	17	385	4.08
4	Well organized/Efficient	189	92	65	20	17	383	4.09
5	Overall Rating	183	102	65	19	14	383	4.10

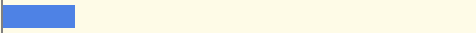

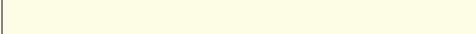


## Belle Glade






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

#	Answer		Response	%
1	Belle Glade		13	100%
2	Boca Raton		0	0%
3	Lake Worth		0	0%
4	Palm Beach Gardens		0	0%
5	Not applicable; I accomplished most of these steps either on-line or over the phone		0	0%
	Total		13	100%



**2. You Are . . . ?**

#	Answer		Response	%
1	Male		2	15%
2	Female		11	85%
	Total		13	100%

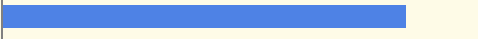

### 3. What is your age category?

#	Answer		Response	%
1	Under 18		0	0%
2	18-20		7	54%
3	21-24		2	15%
4	25-29		1	8%
5	30-34		2	15%
6	35-39		1	8%
7	40-49		0	0%
8	50 or over		0	0%
	Total		13	100%

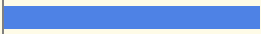




### 4. What is your racial/ethnic background?

#	Answer		Response	%
1	American Indian or Alaskan Native		0	0%
2	Asian		0	0%
3	Black or African American		9	69%
4	Hawaiian or Pacific Islander		0	0%
5	Hispanic or Latino		4	31%
6	White		0	0%
7	Other (please specify:		0	0%
	Total		13	100%

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

#	Answer		Response	%
1	Yes		11	85%
2	No		2	15%
	Total		13	100%

### 6. What was your primary education goal when you applied to Palm Beach State College?

#	Answer		Response	%
1	To complete an associate degree, then transfer to a university (AA program)		7	54%
2	To take a few courses, then transfer to a university without receiving an associate degree		0	0%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)		2	15%
4	To complete a vocational or technical program (vocational certificate)		2	15%
5	To take a few courses, but not to earn a degree or certificate		0	0%
6	To take courses related to my job (Corporate & Continuing Education)		1	8%
7	To take courses for self-improvement		0	0%
8	I was not sure of my educational goals when I applied		0	0%
9	Other (please specify:		1	8%
	Total		13	100%



## 7. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	9	1	1	1	1	13	4.23
2	Friendliness/Courtesy	9	1	2	1	0	13	4.38
3	Easy to use	9	2	1	1	0	13	4.46
4	Well organized/Efficient	9	1	1	2	0	13	4.31
5	Overall Rating	9	1	1	2	0	13	4.31

## 8. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	10	3	0	0	0	13	4.77
2	Friendliness/Courtesy	9	4	0	0	0	13	4.69
3	Easy to use	11	2	0	0	0	13	4.85
4	Well organized/Efficient	11	2	0	0	0	13	4.85
5	Overall Rating	9	4	0	0	0	13	4.69

## 9. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	10	1	1	1	0	13	4.54
2	Friendliness/Courtesy	10	2	0	1	0	13	4.62
3	Easy to use	11	1	0	1	0	13	4.69
4	Well organized/Efficient	10	1	0	1	0	12	4.67
5	Overall Rating	9	2	0	1	0	12	4.58

## 10. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	10	3	0	0	0	13	4.77
2	Friendliness/Courtesy	11	1	1	0	0	13	4.77
3	Easy to use	11	1	1	0	0	13	4.77
4	Well organized/Efficient	11	2	0	0	0	13	4.85
5	Overall Rating	11	1	1	0	0	13	4.77

## 11. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	10	2	1	0	0	13	4.69
2	Friendliness/Courtesy	10	1	1	0	1	13	4.46
3	Easy to use	9	3	1	0	0	13	4.62
4	Well organized/Efficient	11	1	1	0	0	13	4.77
5	Overall Rating	11	1	1	0	0	13	4.77

## 12. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	11	2	0	0	0	13	4.85
2	Friendliness/Courtesy	12	1	0	0	0	13	4.92
3	Easy to use	9	3	0	1	0	13	4.54
4	Well organized/Efficient	10	3	0	0	0	13	4.77
5	Overall Rating	11	1	1	0	0	13	4.77

### 13. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	6	3	2	0	0	11	4.36
2	Friendliness/Courtesy	6	3	2	0	0	11	4.36
3	Easy to use	6	3	2	0	0	11	4.36
4	Well organized/Efficient	6	3	2	0	0	11	4.36
5	Overall Rating	6	3	2	0	0	11	4.36

### 14. Orientation

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	8	1	1	1	1	12	4.17
2	Friendliness/Courtesy	8	1	2	0	1	12	4.25
3	Easy to use	8	2	1	0	1	12	4.33
4	Well organized/Efficient	9	1	1	0	1	12	4.42
5	Overall Rating	8	2	1	0	1	12	4.33

## 15. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	9	2	2	0	0	13	4.54
2	Friendliness/Courtesy	10	0	2	1	0	13	4.46
3	Easy to use	8	2	3	0	0	13	4.38
4	Well organized/Efficient	9	3	1	0	0	13	4.62
5	Overall Rating	9	2	2	0	0	13	4.54



## Boca Raton








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

#	Answer		Response	%
1	Belle Glade		0	0%
2	Boca Raton		79	100%
3	Lake Worth		0	0%
4	Palm Beach Gardens		0	0%
5	Not applicable; I accomplished most of these steps either on-line or over the phone		0	0%
	Total		79	100%




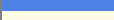


### 2. You Are . . . ?

#	Answer		Response	%
1	Male		27	34%
2	Female		52	66%
	Total		79	100%


### 3. What is your age category?

#	Answer		Response	%
1	Under 18		1	1%
2	18-20		56	71%
3	21-24		6	8%
4	25-29		7	9%
5	30-34		4	5%
6	35-39		4	5%
7	40-49		1	1%
8	50 or over		0	0%
	Total		79	100%

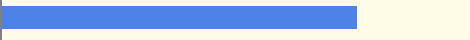






### 4. What is your racial/ethnic background?

#	Answer		Response	%
1	American Indian or Alaskan Native		1	1%
2	Asian		1	1%
3	Black or African American		22	28%
4	Hawaiian or Pacific Islander		0	0%
5	Hispanic or Latino		19	24%
6	White		30	38%
7	Other (please specify:		5	6%
	Total		78	100%

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

#	Answer		Response	%
1	Yes		61	78%
2	No		17	22%
	Total		78	100%

### 6. What was your primary education goal when you applied to Palm Beach State College?

#	Answer		Response	%
1	To complete an associate degree, then transfer to a university (AA program)		59	75%
2	To take a few courses, then transfer to a university without receiving an associate degree		8	10%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)		5	6%
4	To complete a vocational or technical program (vocational certificate)		1	1%
5	To take a few courses, but not to earn a degree or certificate		0	0%
6	To take courses related to my job (Corporate & Continuing Education)		0	0%
7	To take courses for self-improvement		1	1%
8	I was not sure of my educational goals when I applied		3	4%
9	Other (please specify:		2	3%
	Total		79	100%



## 7. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	18	31	10	9	10	78	3.49
2	Friendliness/Courtesy	22	25	18	4	8	77	3.64
3	Easy to use	26	23	16	7	5	77	3.75
4	Well organized/Efficient	23	22	16	7	9	77	3.56
5	Overall Rating	21	25	16	7	8	77	3.57

## 8. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	42	22	7	3	2	76	4.30
2	Friendliness/Courtesy	43	20	9	2	1	75	4.36
3	Easy to use	42	18	12	1	3	76	4.25
4	Well organized/Efficient	40	21	10	3	2	76	4.24
5	Overall Rating	38	26	7	4	1	76	4.26

## 9. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	44	20	7	3	3	77	4.29
2	Friendliness/Courtesy	47	16	9	2	3	77	4.32
3	Easy to use	44	19	7	4	3	77	4.26
4	Well organized/Efficient	41	20	7	5	3	76	4.20
5	Overall Rating	42	21	10	1	3	77	4.27

## 10. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	28	24	13	4	7	76	3.82
2	Friendliness/Courtesy	31	22	13	4	6	76	3.89
3	Easy to use	31	23	14	2	6	76	3.93
4	Well organized/Efficient	29	25	10	7	4	75	3.91
5	Overall Rating	31	20	16	5	4	76	3.91

## 11. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	32	29	10	3	1	75	4.17
2	Friendliness/Courtesy	32	27	13	2	1	75	4.16
3	Easy to use	33	27	11	3	1	75	4.17
4	Well organized/Efficient	34	26	13	2	1	76	4.18
5	Overall Rating	32	26	13	3	1	75	4.13

## 12. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	26	11	16	8	14	75	3.36
2	Friendliness/Courtesy	25	12	18	7	13	75	3.39
3	Easy to use	28	7	16	12	12	75	3.36
4	Well organized/Efficient	28	10	15	8	15	76	3.37
5	Overall Rating	24	14	15	9	13	75	3.36

### 13. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	29	27	12	1	0	69	4.22
2	Friendliness/Courtesy	32	24	12	1	0	69	4.26
3	Easy to use	29	27	12	0	1	69	4.20
4	Well organized/Efficient	30	26	12	1	0	69	4.23
5	Overall Rating	29	25	13	1	0	68	4.21

### 14. Orientation

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	38	21	5	2	4	70	4.24
2	Friendliness/Courtesy	40	20	5	2	3	70	4.31
3	Easy to use	40	18	5	3	4	70	4.24
4	Well organized/Efficient	37	19	10	3	2	71	4.21
5	Overall Rating	35	22	7	2	3	69	4.22

## 15. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	34	19	12	6	3	74	4.01
2	Friendliness/Courtesy	37	19	9	7	4	76	4.03
3	Easy to use	34	18	17	4	3	76	4.00
4	Well organized/Efficient	38	19	12	3	4	76	4.11
5	Overall Rating	34	19	15	2	5	75	4.00



## Lake Worth









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

#	Answer		Response	%
1	Belle Glade		0	0%
2	Boca Raton		0	0%
3	Lake Worth		187	100%
4	Palm Beach Gardens		0	0%
5	Not applicable; I accomplished most of these steps either on-line or over the phone		0	0%
	Total		187	100%


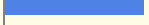
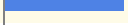


### 2. You Are . . . ?

#	Answer		Response	%
1	Male		64	34%
2	Female		122	66%
	Total		186	100%

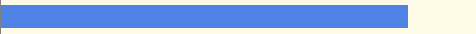

### 3. What is your age category?

#	Answer		Response	%
1	Under 18		15	8%
2	18-20		97	52%
3	21-24		25	13%
4	25-29		11	6%
5	30-34		11	6%
6	35-39		4	2%
7	40-49		20	11%
8	50 or over		3	2%
	Total		186	100%

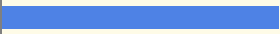

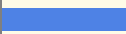




### 4. What is your racial/ethnic background?

#	Answer		Response	%
1	American Indian or Alaskan Native		0	0%
2	Asian		3	2%
3	Black or African American		54	29%
4	Hawaiian or Pacific Islander		0	0%
5	Hispanic or Latino		46	25%
6	White		73	40%
7	Other (please specify:		8	4%
	Total		184	100%

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

#	Answer		Response	%
1	Yes		158	85%
2	No		27	15%
	Total		185	100%

### 6. What was your primary education goal when you applied to Palm Beach State College?

#	Answer		Response	%
1	To complete an associate degree, then transfer to a university (AA program)		109	58%
2	To take a few courses, then transfer to a university without receiving an associate degree		11	6%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)		49	26%
4	To complete a vocational or technical program (vocational certificate)		7	4%
5	To take a few courses, but not to earn a degree or certificate		0	0%
6	To take courses related to my job (Corporate & Continuing Education)		1	1%
7	To take courses for self-improvement		0	0%
8	I was not sure of my educational goals when I applied		3	2%
9	Other (please specify:		7	4%
	Total		187	100%



## 7. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	37	47	41	24	30	179	3.21
2	Friendliness/Courtesy	55	58	40	15	11	179	3.73
3	Easy to use	48	50	45	19	14	176	3.56
4	Well organized/Efficient	44	43	53	20	16	176	3.45
5	Overall Rating	34	52	53	22	13	174	3.41

## 8. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	116	49	13	4	3	185	4.46
2	Friendliness/Courtesy	101	50	24	3	2	180	4.36
3	Easy to use	96	49	27	8	3	183	4.24
4	Well organized/Efficient	102	44	26	5	5	182	4.28
5	Overall Rating	91	64	18	6	1	180	4.32

## 9. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	85	54	29	8	6	182	4.12
2	Friendliness/Courtesy	88	58	26	4	5	181	4.22
3	Easy to use	84	55	19	15	8	181	4.06
4	Well organized/Efficient	82	59	22	10	10	183	4.05
5	Overall Rating	80	56	36	5	5	182	4.10

## 10. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	59	29	45	23	18	174	3.51
2	Friendliness/Courtesy	78	50	30	10	7	175	4.04
3	Easy to use	61	44	39	16	13	173	3.72
4	Well organized/Efficient	62	43	35	22	13	175	3.68
5	Overall Rating	60	47	45	15	7	174	3.79

## 11. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	75	56	31	4	3	169	4.16
2	Friendliness/Courtesy	84	50	28	6	2	170	4.22
3	Easy to use	80	53	30	5	1	169	4.22
4	Well organized/Efficient	85	48	33	4	0	170	4.26
5	Overall Rating	74	61	31	3	0	169	4.22

## 12. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	61	39	28	15	29	172	3.51
2	Friendliness/Courtesy	75	38	26	18	15	172	3.81
3	Easy to use	58	35	34	22	21	170	3.51
4	Well organized/Efficient	61	31	32	23	23	170	3.49
5	Overall Rating	58	40	30	22	19	169	3.57

### 13. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	60	53	36	4	4	157	4.03
2	Friendliness/Courtesy	64	49	36	3	4	156	4.06
3	Easy to use	65	45	38	3	5	156	4.04
4	Well organized/Efficient	65	41	41	2	5	154	4.03
5	Overall Rating	61	45	43	3	3	155	4.02

### 14. Orientation

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	87	44	31	6	4	172	4.19
2	Friendliness/Courtesy	99	37	27	4	5	172	4.28
3	Easy to use	94	47	20	3	5	169	4.31
4	Well organized/Efficient	93	40	24	9	5	171	4.21
5	Overall Rating	82	53	27	3	6	171	4.18

## 15. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	82	49	30	11	11	183	3.98
2	Friendliness/Courtesy	91	44	24	14	9	182	4.07
3	Easy to use	81	48	32	10	12	183	3.96
4	Well organized/Efficient	80	46	33	14	10	183	3.94
5	Overall Rating	79	53	30	14	7	183	4.00



## Palm Beach Gardens









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

#	Answer		Response	%
1	Belle Glade		0	0%
2	Boca Raton		0	0%
3	Lake Worth		0	0%
4	Palm Beach Gardens		98	100%
5	Not applicable; I accomplished most of these steps either on-line or over the phone		0	0%
	Total		98	100%






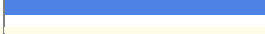

**2. You Are . . . ?**

#	Answer		Response	%
1	Male		25	26%
2	Female		72	74%
	Total		97	100%

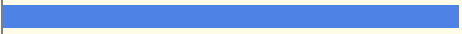

### 3. What is your age category?

#	Answer		Response	%
1	Under 18		2	2%
2	18-20		65	66%
3	21-24		12	12%
4	25-29		5	5%
5	30-34		3	3%
6	35-39		3	3%
7	40-49		4	4%
8	50 or over		4	4%
	Total		98	100%

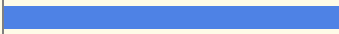







### 4. What is your racial/ethnic background?

#	Answer		Response	%
1	American Indian or Alaskan Native		1	1%
2	Asian		4	4%
3	Black or African American		17	17%
4	Hawaiian or Pacific Islander		1	1%
5	Hispanic or Latino		14	14%
6	White		54	55%
7	Other (please specify:		7	7%
	Total		98	100%

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

#	Answer		Response	%
1	Yes		93	96%
2	No		4	4%
	Total		97	100%

### 6. What was your primary education goal when you applied to Palm Beach State College?

#	Answer		Response	%
1	To complete an associate degree, then transfer to a university (AA program)		69	70%
2	To take a few courses, then transfer to a university without receiving an associate degree		6	6%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)		16	16%
4	To complete a vocational or technical program (vocational certificate)		1	1%
5	To take a few courses, but not to earn a degree or certificate		0	0%
6	To take courses related to my job (Corporate & Continuing Education)		1	1%
7	To take courses for self-improvement		1	1%
8	I was not sure of my educational goals when I applied		3	3%
9	Other (please specify:		1	1%
	Total		98	100%



## 7. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	25	30	23	10	7	95	3.59
2	Friendliness/Courtesy	37	30	17	4	7	95	3.91
3	Easy to use	29	30	23	6	5	93	3.77
4	Well organized/Efficient	31	27	23	7	7	95	3.72
5	Overall Rating	28	34	20	8	4	94	3.79

## 8. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	65	21	8	1	1	96	4.54
2	Friendliness/Courtesy	58	22	11	3	1	95	4.40
3	Easy to use	52	26	9	6	1	94	4.30
4	Well organized/Efficient	51	22	14	6	2	95	4.20
5	Overall Rating	52	32	8	1	2	95	4.38

## 9. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	51	34	9	2	0	96	4.40
2	Friendliness/Courtesy	52	28	10	5	0	95	4.34
3	Easy to use	46	29	12	7	0	94	4.21
4	Well organized/Efficient	48	30	7	8	1	94	4.23
5	Overall Rating	49	29	13	3	1	95	4.28

## 10. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	41	27	17	3	7	95	3.97
2	Friendliness/Courtesy	55	19	16	2	3	95	4.27
3	Easy to use	43	28	15	4	5	95	4.05
4	Well organized/Efficient	41	27	15	3	7	93	3.99
5	Overall Rating	41	29	17	4	4	95	4.04

## 11. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	47	23	19	0	0	89	4.31
2	Friendliness/Courtesy	43	25	16	3	0	87	4.24
3	Easy to use	38	29	17	3	1	88	4.14
4	Well organized/Efficient	44	27	14	2	1	88	4.26
5	Overall Rating	41	27	18	1	0	87	4.24

## 12. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	32	29	14	11	6	92	3.76
2	Friendliness/Courtesy	40	20	18	5	7	90	3.90
3	Easy to use	35	18	19	12	8	92	3.65
4	Well organized/Efficient	32	21	19	11	7	90	3.67
5	Overall Rating	32	24	20	9	6	91	3.74

### 13. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	40	21	16	2	0	79	4.25
2	Friendliness/Courtesy	44	19	15	1	0	79	4.34
3	Easy to use	43	19	17	1	0	80	4.30
4	Well organized/Efficient	45	19	15	0	0	79	4.38
5	Overall Rating	44	19	16	0	0	79	4.35

### 14. Orientation

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	55	10	15	1	4	85	4.31
2	Friendliness/Courtesy	60	14	7	2	1	84	4.55
3	Easy to use	57	11	10	3	2	83	4.42
4	Well organized/Efficient	57	15	7	3	2	84	4.45
5	Overall Rating	54	16	12	1	2	85	4.40

## 15. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	53	26	6	4	2	91	4.36
2	Friendliness/Courtesy	53	17	13	3	4	90	4.24
3	Easy to use	54	18	15	2	2	91	4.32
4	Well organized/Efficient	54	17	13	3	2	89	4.33
5	Overall Rating	52	20	14	3	1	90	4.32