

**Intake Survey - 2010
Collegewide**

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	20	31.3%	20	31.3%	4	6.3%	7	10.9%	13	20.3%	64	100.0%
Friendliness/Courtesy	26	43.3%	17	28.3%	8	13.3%	3	5.0%	6	10.0%	60	100.0%
Easy to use	19	31.1%	17	27.9%	14	23.0%	6	9.8%	5	8.2%	61	100.0%
Well organized/Efficient	21	34.4%	15	24.6%	7	11.5%	8	13.1%	10	16.4%	61	100.0%
Overall Rating	18	30.0%	16	26.7%	16	26.7%	3	5.0%	7	11.7%	60	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	56	58.9%	26	27.4%	9	9.5%	3	3.2%	1	1.1%	95	100.0%
Friendliness/Courtesy	42	59.2%	15	21.1%	14	19.7%	0	0.0%	0	0.0%	71	100.0%
Easy to use	48	52.2%	22	23.9%	18	19.6%	3	3.3%	1	1.1%	92	100.0%
Well organized/Efficient	43	46.7%	26	28.3%	20	21.7%	0	0.0%	3	3.3%	92	100.0%
Overall Rating	41	45.6%	32	35.6%	14	15.6%	3	3.3%	0	0.0%	90	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	55	51.9%	27	25.5%	12	11.3%	8	7.5%	4	3.8%	106	100.0%
Friendliness/Courtesy	54	56.3%	24	25.0%	12	12.5%	4	4.2%	2	2.1%	96	100.0%
Easy to use	50	48.5%	33	32.0%	10	9.7%	8	7.8%	2	1.9%	103	100.0%
Well organized/Efficient	48	47.1%	28	27.5%	18	17.6%	6	5.9%	2	2.0%	102	100.0%
Overall Rating	49	47.6%	32	31.1%	16	15.5%	5	4.9%	1	1.0%	103	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	34	46.6%	16	21.9%	12	16.4%	4	5.5%	7	9.6%	73	100.0%
Friendliness/Courtesy	43	60.6%	10	14.1%	8	11.3%	3	4.2%	7	9.9%	71	100.0%
Easy to use	32	47.8%	15	22.4%	9	13.4%	6	9.0%	5	7.5%	67	100.0%
Well organized/Efficient	30	42.9%	16	22.9%	13	18.6%	4	5.7%	7	10.0%	70	100.0%
Overall Rating	30	42.9%	18	25.7%	12	17.1%	5	7.1%	5	7.1%	70	100.0%

5. Testing

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
46	74.2%	10	16.1%	5	8.1%	0	0.0%	1	1.6%	62	100.0%
45	73.8%	9	14.8%	5	8.2%	1	1.6%	1	1.6%	61	100.0%
47	75.8%	11	17.7%	2	3.2%	2	3.2%	0	0.0%	62	100.0%
49	79.0%	10	16.1%	3	4.8%	0	0.0%	0	0.0%	62	100.0%
46	74.2%	13	21.0%	2	3.2%	1	1.6%	0	0.0%	62	100.0%

6. Financial Aid

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
30	50.0%	14	23.3%	9	15.0%	1	1.7%	6	10.0%	60	100.0%
30	51.7%	15	25.9%	6	10.3%	2	3.4%	5	8.6%	58	100.0%
29	49.2%	10	16.9%	6	10.2%	10	16.9%	4	6.8%	59	100.0%
29	49.2%	7	11.9%	12	20.3%	4	6.8%	7	11.9%	59	100.0%
29	50.0%	9	15.5%	13	22.4%	3	5.2%	4	6.9%	58	100.0%

7. Career Center

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
14	70.0%	4	20.0%	1	5.0%	1	5.0%	0	0.0%	20	100.0%
16	80.0%	2	10.0%	0	0.0%	2	10.0%	0	0.0%	20	100.0%
15	75.0%	2	10.0%	1	5.0%	2	10.0%	0	0.0%	20	100.0%
15	75.0%	3	15.0%	0	0.0%	2	10.0%	0	0.0%	20	100.0%
15	75.0%	3	15.0%	0	0.0%	2	10.0%	0	0.0%	20	100.0%

8. Orientation

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
33	62.3%	13	24.5%	5	9.4%	0	0.0%	2	3.8%	53	100.0%
40	75.5%	8	15.1%	3	5.7%	0	0.0%	2	3.8%	53	100.0%
35	67.3%	13	25.0%	2	3.8%	0	0.0%	2	3.8%	52	100.0%
37	69.8%	11	20.8%	3	5.7%	0	0.0%	2	3.8%	53	100.0%
32	60.4%	15	28.3%	4	7.5%	0	0.0%	2	3.8%	53	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	56	53.3%	27	25.7%	9	8.6%	4	3.8%	9	8.6%	105	100.0%
Friendliness/Courtesy	62	63.3%	16	16.3%	8	8.2%	6	6.1%	6	6.1%	98	100.0%
Easy to use	57	55.9%	17	16.7%	17	16.7%	4	3.9%	7	6.9%	102	100.0%
Well organized/Efficient	55	53.9%	20	19.6%	12	11.8%	8	7.8%	7	6.9%	102	100.0%
Overall Rating	53	52.5%	22	21.8%	17	16.8%	3	3.0%	6	5.9%	101	100.0%

10. Please rate your overall experience with the following items:

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Campus signs to help locate buildings/offices	52	49.1%	36	34.0%	8	7.5%	6	5.7%	4	3.8%	106	100.0%
Cleanliness of campus facilities	58	55.2%	32	30.5%	9	8.6%	5	4.8%	1	1.0%	105	100.0%
Safety and security of campus facilities	55	56.1%	32	32.7%	10	10.2%	1	1.0%	0	0.0%	98	100.0%

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

	#	%
Belle Glade	4	3.0%
Boca Raton	31	24.9%
Lake Worth	53	43.1%
Palm Beach Gardens	16	21.2%

12. Are you...?

	#	%
Male	36	34.0%
Female	70	66.0%
Total	106	100.0%

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

	#	%
Under 18	1	0.9%
18-20	21	19.6%
21-24	24	22.4%
25-29	13	12.1%
30-34	4	3.7%
35-39	6	5.6%
40-49	24	22.4%
50 or over	14	13.1%
Total	107	100.0%

14. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	28	26.4%
Hawaiian or Pacific Islander	1	0.9%
Hispanic or Latino	20	18.9%
White	53	50.0%
Other (please specify:	4	3.8%
Total	106	100.0%

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

	#	%
Yes	92	86.0%
No	15	14.0%
Total	107	100.0%

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

	#	%
To complete an associate degree, then transfer to a university (AA program)	54	50.0%
To take a few courses, then transfer to a university without receiving an associate degree	2	1.9%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	20	18.5%
To complete a vocational or technical program (vocational certificate)	10	9.3%
To take a few courses, but not to earn a degree or certificate	5	4.6%
To take courses related to my job (Corporate & Continuing Education)	1	0.9%
To take courses for self-improvement	3	2.8%
I was not sure of my educational goals when I applied	5	4.6%
Other (please specify:	8	7.4%
Total:	108	100.0%

Collegewide

Q1 Getting Information over the Phone

- nobody knows who i should speak to.
- You can get information over the phone but you can't actually do anything.
- It's time this school started hiring competent people. it amazes me that the people who are hireed (who are supposed to know the in's and out's of their department) could not even answer the simplest of questions. It was frustrating and due to this I will never take a course here again. Im appalled.
- I've never been to the school and I could never get in touch with anyone at registrar.. they were always busy
- i have had trouble with getting my financial aid processed
- SOMEONE SHOULD BE THERE TO ANSWER!
- Very courteous and cheerful staff!!!
- It was impossible for me to get information over the phone, every time i would call, the wait times were over forty minutes, then I would hang up. I thought maybe no one was available, but did try at least three separate occasions/days. This is something that needs improvement. It was extremely difficult for me to get any questions answered. For people that work full time during the day it is hard to show up in person every time you have any questions.
- N/A
- If what your calling for doesn't fall into the categories they give you than you have to wait forever to talk to a rep.
- no one ever answers phones or messages in some offices

Q2 Getting Information over the website

- useless search
- too many websites to go to. not an easy layout to navigate through. all the sites that a student will use over the course of their time at this school should be on the main page. i had to teach myself.
- Needed assistance navigating site due to large amount of information and services available there.
- I found it hard to navigate to where I wanted to go. Even doing a 'search' on a subject would obtain little information, even though I would eventually find the information I sought, albeit in a place I didn't think was logical. The links on the home page wouldn't always get me where I needed to be.
- Was hard to get a question answered by a real person
- I attended an student orientation. I believe if how a new student can use the Panther Web should be discussed and it wasn't. Such as how to access your professors syllabys. I receiced an e-mail from a professor to read & print his syllabys and could not figure out how to do so on my own. Ex. to go to people search etc..
- MOST THINGS ONLINE WERE EASY BUT SOMETHING LIKE SIGNING UP FOR STUDENT ORIENTATION WHICH IS THE FIRST THING YOU HAVE TO DO AS A NEW STUDENT WAS

NOT EASY AT FIRST I HAD TO CALL THE SCHOOL TO FIND OUT HOW TO DO IT. THEN IN STUDENT ORIENTATION THEY SHOW YOU HOW TO USE THE ONLINE PORTAL

- N/A
- Some subsections are difficult to navigate as breadcrumbs are missing, making it necessary to start over to find related information.
- I don't like to have to login to pantherweb everytime I exit out or go to another page

Q3 Application Process

- make nso info better
- Too many forms and deadlines.
- NO ONE in the admissions office could answer my questions. when asking questions the responses I got were umm ya I'm sure that is ok or i think so. i had to seek help from other students.
- Students on campus were very helpful and form was easy to fill out.
- Everyone was VERY helpful, except one particular person in Financial Aid, who, on every visit, has been a bit hard to deal with.
- The school charged me out of state fees and its been 2 plus weeks and its still not fixed despite me sending in the proper documents
- When my transcripts came in, the college didn't use my SS#. They were under my maiden name. It held the process up for quite some time. There should be a way to search in your system different last names for the same person. Also, my student aid was not processed in a timely fashion. Therefore, by the time I could select my courses, there was not much left to choose from.
- A LOT OF BACK AND FOURTH FROM THE SCHOOL ITSELF BUT I SURE IM NOT THE ONLY ONE
- I do like attending this school, but the overall application process was difficult for me. The staff seems uninformed. They were not able to answer a lot of questions I had. The application process took much longer than it should have.
- it was really easy and love the help they gave me.
- countine doing a good job.
- I found no consistency on information given by different people

Q4 Advising

- helpful and nice, tried to solve problem instead of tell me to look online.
- It wasn't clear on whether to see the career people or advising 1st so I spent another year trying to figure out what to do.
- Students should be allowed to make appointments it is disrepectful and unreasonable to not have appointments
- The head of the teaching certification process, Sue Mills, was an excellent source of information and assistance.
- My course advisor has been excellent to deal with. She is always ready to help.
- My first visit was disappointing, the second visit was very helpful.

- all staff were outstanding. Darlene Smith, Janet Cosher, Latisha Myrick, Arlene Rocks and Irene Johnson
- It was confusing, being that I knew nothing about what I needed and the answers I rec'd were conflicting. Fortunately, I went back to Crossroads- Mrs. Rebecca Johnson, and she helped me change my classes to my needs and what was required of me.
- Mr. Capps was knowledgeable and assisted me fast efficiently !
- The reason why I chose rated a 3 for,easy to use was it could be a long waiting time on occasions.
- i don't think we have enough advisors to equip the campus
- I graduated college with my Assoc. degree 30 years ago. I am attending PBCC to get my bachelors in Business Admin. My advisor literally spent less than 10 minutes with me. She went so fast giving me the list of classes I needed to take. I did not feel very secure at all after leaving her office.
- My advisor was very friendly but the people who work at the desk (Boca campus) were not welcoming or friendly
- without any doubt you have a very good and knowledgeable advising team.They really are helpful and patient.
- You should be able to talk to advisors on the phone when its just a question.
- karen hardy is awesome! so is mr. gero

Q5 Testing

- Tommy Martin was terrific.
- The testing process is great.I failed one of my maths because I was a little bit stressed, and it's my first time in college.
- really organize the staff are really nice.
- everyone in the testing was great

Q6 Financial Aid

- It would have been nice if I was told on the first day all that I need to take, that would have saved me a to bring my tax info.
- No one in the financial aid department is nice, they all have attitudes. there was one man who was so very helpful but that was the only one. And when i brought a form a day early my paper was thrown back at me in a very nasty way. I just started here and was treated very poorly.
- Little bit difficult to understand what was needed to get Aid and don't understand why FCAT exam requirement exists for Aid.
- I don't know if it's because I'm from another country, but I have found Financial Aid to be rather difficult. Not the staff, except for the aforementioned person, but gathering all the required paperwork. I realise that there are rules to be abided by, but some of the forms and records required seems over the top to me. It seems like if one doesn't have all the i's and t's, no one is willing to work with one to try and get it all straightened out.
- Not sure what I was doing, am still a little confused.

- Last fiscal year I earned tax exempt money and had to show the financial aid department the rules and regulations regarding it. I was required to contact IRS and ask them for a letter. The letter stated a blatantly obvious answer to the question financial aid needed.
- Janet Cosher was very helpful.
- Had the WORST experience of my life with the financial aid staff
- Did my FAFSA online !
- lines are too long not enough staff
- Everything went smoothly except when I brought in additional paper work the Aid was out that day. I gave the papers to the assistant who did scan them etc.. I don't know exactly what happened after that but the paperwork was never processed. I had to physically go back to the college etc.....
- The employees at the Boca campus are not friendly at all, I don't want to ask them any questions or contact them because they are rude and not helpful
- N/A
- I love it they have helped me so much!! thank you fafsa!!
- Joyce Alexander is the best love her

Q7 Career Center

- Latisha Myrick was my first contact and set the stage for this great success story
- My program director was the best support I found

Q8 Orientation

- should give campus map
- Attended in Nov. Julia Steff was very helpful before during and after the orientation
- As stated earlier, a session on how to use the Panther Web should be considered for NEW STUDENTS. I did not find the Orientation of any value and actually a waste of time.
- I wish there has been a new student orientation that was after 5 so I didn't have to miss work to attend it.
- That was great. I walked a lot that morning.
- really nice they gave a lot of information and a tour that I appreciate because if not I'll be lost!!
- it was very well presented

Q9 Registration

- many steps that were hard for me, and pbcc staff, to understand.
- A bit confusing. And payment shouldn't be due before add/drop!
- For me Registration was quick and efficient. I was given all the information and assistance I needed
- Registration staff very helpful
- I was fortunate to have had Sherry in L.W., who was a former crossroads grad to guide me through.
- They registrar people always were busy and never fixed my problems with registering

- I had no problems registering on line.
- The only problem I had, everybody was using the computers at the same time, that made the system slow
- really nice people and easy!!
- Registration personell were very helpful- acted as if they WANTED to help me get what I wanted.
- they was very helpful
- no one seemed to know what they were doing they were students helping very confusing

Q14 What is your racial/ethnic background?

- Spanish
- New Zealander
- Israeli
- multi race

Q16 What was your primary education goal when you applied to PBCC?

- College level certificate
- transient student
- Medical Information Coder/Biller Limited Access program 34 credits
- As degree then transfer to university for psychologist
- To complete the Bachelors of Business program.
- Already have a Master of Education degree
- transient student from FAU
- Bachelor Degree

Intake Survey - 2010 Belle Glade Campus

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Friendliness/Courtesy	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Easy to use	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Well organized/Efficient	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Overall Rating	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Friendliness/Courtesy	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Easy to use	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Well organized/Efficient	2	66.7%	0	0.0%	1	33.3%	0	0.0%	0	0.0%	3	100.0%
Overall Rating	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Friendliness/Courtesy	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Easy to use	4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Well organized/Efficient	2	50.0%	2	50.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
Overall Rating	3	75.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Friendliness/Courtesy	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Easy to use	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Well organized/Efficient	1	33.3%	1	33.3%	1	33.3%	0	0.0%	0	0.0%	3	100.0%
Overall Rating	1	33.3%	1	33.3%	1	33.3%	0	0.0%	0	0.0%	3	100.0%

5. Testing

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

6. Financial Aid

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

7. Career Center

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%

8. Orientation

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

9. Registration

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
4	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	4	100.0%
3	75.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	4	100.0%
3	75.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	4	100.0%
3	75.0%	0	0.0%	1	25.0%	0	0.0%	0	0.0%	4	100.0%

12. Are you...?

	#	%
Male	0	0.0%
Female	4	100.0%
Total	4	100.0%

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

	#	%
Under 18	0	0.0%
18-20	0	0.0%
21-24	1	25.0%
25-29	0	0.0%
30-34	0	0.0%
35-39	0	0.0%
40-49	2	50.0%
50 or over	1	25.0%
Total	4	100.0%

14. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	2	50.0%
Hawaiian or Pacific Islander	0	0.0%
Hispanic or Latino	1	25.0%
White	1	25.0%
Other (please specify:	0	0.0%
Total	4	100.0%

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

	#	%
Yes	3	75.0%
No	1	25.0%
Total	4	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)	3	75.0%
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)	0	0.0%
To complete a vocational or technical program (vocational certificate)	0	0.0%
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)	0	0.0%
To take courses for self-improvement	1	25.0%
I was not sure of my educational goals when I applied	0	0.0%
Other (please specify:	0	0.0%
Total:	4	100.0%

Belle Glade

Q3 Application Process

- continue doing a good job.

Q9 Registration

- they was very helpful

Intake Survey - 2010 Boca Raton Campus

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	6	25.0%	7	29.2%	1	4.2%	4	16.7%	6	25.0%	24	100.0%
Friendliness/Courtesy	8	34.8%	5	21.7%	4	17.4%	2	8.7%	4	17.4%	23	100.0%
Easy to use	7	30.4%	6	26.1%	7	30.4%	1	4.3%	2	8.7%	23	100.0%
Well organized/Efficient	6	26.1%	6	26.1%	2	8.7%	4	17.4%	5	21.7%	23	100.0%
Overall Rating	6	27.3%	3	13.6%	8	36.4%	2	9.1%	3	13.6%	22	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	15	53.6%	7	25.0%	4	14.3%	1	3.6%	1	3.6%	28	100.0%
Friendliness/Courtesy	14	58.3%	7	29.2%	3	12.5%	0	0.0%	0	0.0%	24	100.0%
Easy to use	15	55.6%	4	14.8%	7	25.9%	1	3.7%	0	0.0%	27	100.0%
Well organized/Efficient	10	37.0%	9	33.3%	7	25.9%	0	0.0%	1	3.7%	27	100.0%
Overall Rating	11	40.7%	10	37.0%	5	18.5%	1	3.7%	0	0.0%	27	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	16	51.6%	5	16.1%	4	12.9%	5	16.1%	1	3.2%	31	100.0%
Friendliness/Courtesy	16	57.1%	4	14.3%	4	14.3%	3	10.7%	1	3.6%	28	100.0%
Easy to use	15	50.0%	8	26.7%	3	10.0%	4	13.3%	0	0.0%	30	100.0%
Well organized/Efficient	16	53.3%	3	10.0%	7	23.3%	4	13.3%	0	0.0%	30	100.0%
Overall Rating	15	50.0%	6	20.0%	5	16.7%	4	13.3%	0	0.0%	30	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	8	40.0%	3	15.0%	4	20.0%	2	10.0%	3	15.0%	20	100.0%
Friendliness/Courtesy	7	36.8%	6	31.6%	2	10.5%	0	0.0%	4	21.1%	19	100.0%
Easy to use	8	44.4%	4	22.2%	2	11.1%	2	11.1%	2	11.1%	18	100.0%
Well organized/Efficient	8	42.1%	4	21.1%	2	10.5%	2	10.5%	3	15.8%	19	100.0%
Overall Rating	6	31.6%	7	36.8%	2	10.5%	2	10.5%	2	10.5%	19	100.0%

5. Testing

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	11	68.8%	2	12.5%	3	18.8%	0	0.0%	0	0.0%	16	100.0%
Friendliness/Courtesy	11	68.8%	1	6.3%	3	18.8%	1	6.3%	0	0.0%	16	100.0%
Easy to use	12	70.6%	3	17.6%	1	5.9%	1	5.9%	0	0.0%	17	100.0%
Well organized/Efficient	11	64.7%	4	23.5%	2	11.8%	0	0.0%	0	0.0%	17	100.0%
Overall Rating	10	58.8%	5	29.4%	2	11.8%	0	0.0%	0	0.0%	17	100.0%

6. Financial Aid

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	6	33.3%	3	16.7%	4	22.2%	1	5.6%	4	22.2%	18	100.0%
Friendliness/Courtesy	7	38.9%	2	11.1%	5	27.8%	0	0.0%	4	22.2%	18	100.0%
Easy to use	7	41.2%	2	11.8%	3	17.6%	4	23.5%	1	5.9%	17	100.0%
Well organized/Efficient	5	29.4%	1	5.9%	6	35.3%	2	11.8%	3	17.6%	17	100.0%
Overall Rating	5	29.4%	1	5.9%	7	41.2%	1	5.9%	3	17.6%	17	100.0%

7. Career Center

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Friendliness/Courtesy	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Easy to use	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Well organized/Efficient	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
Overall Rating	3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

8. Orientation

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	7	63.6%	1	9.1%	2	18.2%	0	0.0%	1	9.1%	11	100.0%
Friendliness/Courtesy	9	81.8%	0	0.0%	1	9.1%	0	0.0%	1	9.1%	11	100.0%
Easy to use	7	63.6%	2	18.2%	1	9.1%	0	0.0%	1	9.1%	11	100.0%
Well organized/Efficient	8	72.7%	1	9.1%	1	9.1%	0	0.0%	1	9.1%	11	100.0%
Overall Rating	7	63.6%	3	27.3%	0	0.0%	0	0.0%	1	9.1%	11	100.0%

9. Registration

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
14	48.3%	6	20.7%	4	13.8%	2	6.9%	3	10.3%	29	100.0%
15	57.7%	2	7.7%	3	11.5%	3	11.5%	3	11.5%	26	100.0%
15	53.6%	4	14.3%	5	17.9%	2	7.1%	2	7.1%	28	100.0%
13	46.4%	6	21.4%	5	17.9%	2	7.1%	2	7.1%	28	100.0%
13	46.4%	6	21.4%	5	17.9%	2	7.1%	2	7.1%	28	100.0%

12. Are you...?

	#	%
Male	9	29.0%
Female	22	71.0%
Total	31	100.0%

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

	#	%
Under 18	0	0.0%
18-20	5	16.1%
21-24	11	35.5%
25-29	6	19.4%
30-34	1	3.2%
35-39	1	3.2%
40-49	3	9.7%
50 or over	4	12.9%
Total	31	100.0%

14. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	5	16.1%
Hawaiian or Pacific Islander	0	0.0%
Hispanic or Latino	10	32.3%
White	16	51.6%
Other (please specify:	0	0.0%
Total	31	100.0%

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

	#	%
Yes	27	87.1%
No	4	12.9%
Total	31	100.0%

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

	#	%
To complete an associate degree, then transfer to a university (AA program)	19	61.3%
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	3.2%
To complete a vocational or technical program (vocational certificate)	3	9.7%
To take a few courses, but not to earn a degree or certificate	2	6.5%
To take courses related to my job (Corporate & Continuing Education)	0	0.0%
To take courses for self-improvement	1	3.2%
I was not sure of my educational goals when I applied	2	6.5%
Other (please specify:	3	9.7%
Total:	31	100.0%

Boca Raton

Q1 Getting Information over the Phone

- It's time this school started hiring competent people. it amazes me that the people who are hireed (who are supposed to know the in's and out's of their department) could not even answer the simplest of questions. It was frustrating and due to this I will never take a course here again. Im appalled.
- SOMEONE SHOULD BE THERE TO ANSWER!
- It was impossible for me to get information over the phone, every time i would call, the wait times were over forty minutes, then I would hang up. I thought maybe no one was available, but did try at least three separate occasions/days. This is something that needs improvement. It was extremely difficult for me to get any questions answered. For people that work full time during the day it is hard to show up in person every time you have any questions.
- If what your calling for doesn't fall into the categories they give you than you have to wait forever to talk to a rep.

Q2 Getting Information over the website

- too many websites to go to. not an easy layout to navigate through. all the sites that a student will use over the course of their time at this school should be on the main page. i had to teach myself.
- MOST THINGS ONLINE WERE EASY BUT SOMETHING LIKE SIGNING UP FOR STUDENT ORIENTATION WHICH IS THE FIRST THING YOU HAVE TO DO AS A NEW STUDENT WAS NOT EASY AT FIRST I HAD TO CALL THE SCHOOL TO FIND OUT HOW TO DO IT. THEN IN STUDENT ORIENTATION THEY SHOW YOU HOW TO USE THE ONLINE PORTAL
- I don't like to have to login to pantherweb everytime I exit out or go to another page

Q3 Application Process

- NO ONE in the admissions office could answer my questions. when asking questions the responses I got were umm ya I'm sure that is ok or i think so. i had to seek help from other students.
- A LOT OF BACK AND FOURTH FROM THE SCHOOL ITSELF BUT I SURE IM NOT THE ONLY ONE
- I do like attending this school, but the overall application process was difficult for me. The staff seems uninformed. They were not able to answer a lot of questions I had. The application process took much longer than it should have.

Q4 Advising

- Mr. Capps was knowledgable and assisted me fast efficiently !
- My advisor was very friendly but the people who work at the desk (Boca campus) were not welcoming or friendly
- You should be able **to talk to advisors on the phone when its just a question.**

Q6 Financial Aid

- No one in the financial aid department is nice, they all have attitudes. there was one man who was so very helpful but that was the only one. And when i brought a form a day early my paper was thrown back at me in a very nasty way. I just started here and was treated very poorly.
- Last fiscal year I earned tax exempt money and had to show the financial aid department the rules and regulations regarding it. I was required to contact IRS and ask them for a letter. The letter stated a blatantly obvious answer to the question financial aid needed.
- Had the WORST experiance of my life with the financial aid staff
- Did my FAFSA online !
- The employees at the Boca campus are not friendly at all, I don't want to ask them any questions or contact them because they are rude and not helpful

Q8 Orientation**Q8 Orientation**

- I wish there has been a new student orientation that was after 5 so I didn't have to miss work to attend it.

Q16 What was your primary education goal when you applied to PBCC?

- transient student
- Already have a Master of Education degree
- transient student from FAU

Intake Survey - 2010 Lake Worth Campus

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	12	38.7%	8	25.8%	3	9.7%	2	6.5%	6	19.4%	31	100.0%
Friendliness/Courtesy	15	53.6%	8	28.6%	3	10.7%	1	3.6%	1	3.6%	28	100.0%
Easy to use	10	34.5%	6	20.7%	7	24.1%	4	13.8%	2	6.9%	29	100.0%
Well organized/Efficient	13	44.8%	6	20.7%	3	10.3%	3	10.3%	4	13.8%	29	100.0%
Overall Rating	9	31.0%	9	31.0%	7	24.1%	1	3.4%	3	10.3%	29	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	26	59.1%	12	27.3%	4	9.1%	2	4.5%	0	0.0%	44	100.0%
Friendliness/Courtesy	18	58.1%	6	19.4%	7	22.6%	0	0.0%	0	0.0%	31	100.0%
Easy to use	21	50.0%	10	23.8%	8	19.0%	2	4.8%	1	2.4%	42	100.0%
Well organized/Efficient	23	54.8%	8	19.0%	9	21.4%	0	0.0%	2	4.8%	42	100.0%
Overall Rating	19	47.5%	13	32.5%	6	15.0%	2	5.0%	0	0.0%	40	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	26	51.0%	13	25.5%	8	15.7%	1	2.0%	3	5.9%	51	100.0%
Friendliness/Courtesy	26	56.5%	10	21.7%	8	17.4%	1	2.2%	1	2.2%	46	100.0%
Easy to use	24	49.0%	14	28.6%	6	12.2%	3	6.1%	2	4.1%	49	100.0%
Well organized/Efficient	23	46.9%	13	26.5%	10	20.4%	1	2.0%	2	4.1%	49	100.0%
Overall Rating	23	46.9%	16	32.7%	9	18.4%	0	0.0%	1	2.0%	49	100.0%

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	20	54.1%	6	16.2%	7	18.9%	1	2.7%	3	8.1%	37	100.0%
Friendliness/Courtesy	27	75.0%	2	5.6%	3	8.3%	2	5.6%	2	5.6%	36	100.0%
Easy to use	18	51.4%	7	20.0%	5	14.3%	3	8.6%	2	5.7%	35	100.0%
Well organized/Efficient	17	47.2%	9	25.0%	6	16.7%	1	2.8%	3	8.3%	36	100.0%
Overall Rating	18	51.4%	7	20.0%	6	17.1%	2	5.7%	2	5.7%	35	100.0%

5. Testing

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
25	78.1%	4	12.5%	2	6.3%	0	0.0%	1	3.1%	32	100.0%
25	80.6%	4	12.9%	1	3.2%	0	0.0%	1	3.2%	31	100.0%
25	80.6%	4	12.9%	1	3.2%	1	3.2%	0	0.0%	31	100.0%
27	87.1%	3	9.7%	1	3.2%	0	0.0%	0	0.0%	31	100.0%
27	87.1%	3	9.7%	0	0.0%	1	3.2%	0	0.0%	31	100.0%

6. Financial Aid

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
15	51.7%	9	31.0%	4	13.8%	0	0.0%	1	3.4%	29	100.0%
17	63.0%	7	25.9%	1	3.7%	2	7.4%	0	0.0%	27	100.0%
13	44.8%	5	17.2%	3	10.3%	6	20.7%	2	6.9%	29	100.0%
16	55.2%	4	13.8%	4	13.8%	2	6.9%	3	10.3%	29	100.0%
15	53.6%	5	17.9%	6	21.4%	2	7.1%	0	0.0%	28	100.0%

7. Career Center

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
8	66.7%	2	16.7%	1	8.3%	1	8.3%	0	0.0%	12	100.0%
8	66.7%	2	16.7%	0	0.0%	2	16.7%	0	0.0%	12	100.0%
8	66.7%	1	8.3%	1	8.3%	2	16.7%	0	0.0%	12	100.0%
8	66.7%	2	16.7%	0	0.0%	2	16.7%	0	0.0%	12	100.0%
8	66.7%	2	16.7%	0	0.0%	2	16.7%	0	0.0%	12	100.0%

8. Orientation

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
18	62.1%	9	31.0%	2	6.9%	0	0.0%	0	0.0%	29	100.0%
24	82.8%	4	13.8%	1	3.4%	0	0.0%	0	0.0%	29	100.0%
21	72.4%	7	24.1%	1	3.4%	0	0.0%	0	0.0%	29	100.0%
22	75.9%	5	17.2%	2	6.9%	0	0.0%	0	0.0%	29	100.0%
18	62.1%	8	27.6%	3	10.3%	0	0.0%	0	0.0%	29	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	29	55.8%	13	25.0%	3	5.8%	2	3.8%	5	9.6%	52	100.0%
Friendliness/Courtesy	33	67.3%	7	14.3%	4	8.2%	3	6.1%	2	4.1%	49	100.0%
Easy to use	30	60.0%	6	12.0%	9	18.0%	1	2.0%	4	8.0%	50	100.0%
Well organized/Efficient	29	58.0%	8	16.0%	4	8.0%	5	10.0%	4	8.0%	50	100.0%
Overall Rating	28	56.0%	11	22.0%	7	14.0%	1	2.0%	3	6.0%	50	100.0%

12. Are you...?

	#	%
Male	20	38.5%
Female	32	61.5%
Total	52	100.0%

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

	#	%
Under 18	0	0.0%
18-20	14	26.4%
21-24	6	11.3%
25-29	4	7.5%
30-34	2	3.8%
35-39	4	7.5%
40-49	15	28.3%
50 or over	8	15.1%
Total	53	100.0%

14. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	17	32.7%
9	1	1.9%
23	9	17.3%
White	23	44.2%
Other (please specify:	2	3.8%
Total	52	100.0%

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

	#	%
Yes	44	83.0%
No	9	17.0%
Total	53	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)	24	44.4%
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)	12	22.2%
To complete a vocational or technical program (vocational certificate)	7	13.0%
To take a few courses, but not to earn a degree or certificate	2	3.7%
To take courses related to my job (Corporate & Continuing Education)	1	1.9%
To take courses for self-improvement	1	1.9%
I was not sure of my educational goals when I applied	2	3.7%
Other (please specify:	5	9.3%
Total:	54	100.0%

Lake Worth

Q1 Getting Information over the Phone

- I've never been to the school and I could never get in touch with anyone at registrar.. they were always busy
- i have had trouble with getting my financial aid processed
- Very courteous and cheerful staff!!!
- N/A
- no one ever answers phones or messages in some offices

Q2 Getting Information over the website

- Needed assistance navigating site due to large amount of information and services available there.
- I found it hard to navigate to where I wanted to go. Even doing a 'search' on a subject would obtain little information, even though I would eventually find the information I sought, albeit in a place I didn't think was logical. The links on the home page wouldn't always get me where I needed to be.
- Was hard to get a question answered by a real person
- I attended an student orientation. I believe if how a new student can use the Panther Web should be discussed and it wasn't. Such as how to access your professors syllabys. I receiced an e-mail from a professor to read & print his syllabys and could not figure out how to do so on my own. Ex. to go to people search etc..
- N/A.

Q3 Application Process

- Students on campus were very helpful and form was easy to fill out.
- Everyone was VERY helpful, except one particular person in Financial Aid, who, on every visit, has been a bit hard to deal with.
- The school charged me out of state fees and its been 2 plus weeks and its still not fixed despite me sending in the proper documents
- When my transcripts came in, the college didn't use my SS#. They were under my maiden name. It held the process up for quite some time. There should be a way to search in your system different last names for the same person. Also, my student aid was not processed in a timely fashion. Therefore, by the time I could select my courses, there was not much left to choose from.
- it was really easy and love the help they gave me.
- I found no consistency on information given by different people

Q4 Advising

- Students should be allowed to make appointments it is disrepectful and unreasonable to not have appointments
- The head of the teaching certification process, Sue Mills, was an excellent source of information and assistance.

- My course advisor has been excellent to deal with. She is always ready to help.
- My first visit was disappointing, the second visit was very helpful.
- all staff were outstanding. Darlene Smith, Janet Cosher, Latisha Myrick, Arlene Rocks and Irene Johnson
- It was confusing, being that I knew nothing about what I needed and the answers I rec'd were conflicting. Fortunately, I went back to Crossroads- Mrs. Rebecca Johnson, and she helped me change my classes to my needs and what was required of me.
- The reason why I chose rated a 3 for, easy to use was it could be a long waiting time on occasions.
- i don't think we have enough advisors to equip the campus
- I graduated college with my Assoc. degree 30 years ago. I am attending PBCC to get my bachelors in Business Admin. My advisor literally spent less than 10 minutes with me. She went so fast giving me the list of classes I needed to take. I did not feel very secure at all after leaving her office.
- without any doubt you have a very good and knowledgeable advising team. They really are helpful and patient.
- karen hardy is awesome! so is mr. gero

Q5 Testing

- Tommy Martin was terrific.
- The testing process is great. I failed one of my maths because I was a little bit stressed, and it's my first time in college.
- really organize the staff are really nice.
- everyone in the testing was great

Q6 Financial Aid

- It would have been nice if I was told on the first day all that I need to take, that would have saved me a to bring my tax info.
- Little bit difficult to understand what was needed to get Aid and don't understand why FCAT exam requirement exists for Aid.
- I don't know if it's because I'm from another country, but I have found Financial Aid to be rather difficult. Not the staff, except for the aforementioned person, but gathering all the required paperwork. I realise that there are rules to be abided by, but some of the forms and records required seems over the top to me. It seems like if one doesn't have all the i's and t's, no one is willing to work with one to try and get it all straightened out.
- Not sure what I was doing, am still a little confused.
- Janet Cosher was very helpful.
- lines are too long not enough staff
- Every went smoothly except when I brought in additional paper work the Aid was out that day. I gave the papers to the assistant who did scan them ect.. I don't know exactly what happened after that but the paperwork was never processed. I had to physically go back to the college etc.....
- N/A

- i love it they have helped me so much!! thank you fafsa!!
- joyce alexander is the best love her

Q7 Career Center

- Latisha Myrick was my first contact and set the stage for this great success story
- My program director was the best support I found

Q8 Orientation

- Attended in Nov. Julia Steff was very helpful before during and after the orientation
- As stated earlier, a session on how to use the Panther Web should be considered for NEW STUDENTS. I did not find the Orientation of any value and actually a waste of time.
- That was great.I walked a lot that morning.
- really nice they gave a lot of information and a tour that i appreciate because if not ill be lost!!
- it was veyr well presented

Q9 Registration

- For me Registration was quick and efficient. I was given all the information and assistance I needed
- Registration staff very helpful
- I was fortunate to have had Sherry in L.W., who was a former crossroads grad to guide me through.
- They registrar people always were busy and never fixed my problems with registering
- I had no problems registering on line.
- The only problem I had, everybody was using the computers at the same time,that made the system slow
- really nice people and easy!!
- no one seemed to know what they were doing they were students helping very confusing

Q14 What is your racial/ethnic background?

- Spanish
- New Zealander

Q16 What was your primary education goal when you applied to PBCC?

- College level certificate
- Medical Information Coder/Biller Limited Access program 34 credits
- As degree then transfer to university for psychologist
- To complete the Bachelors of Business program.
- Bachelor Degree

Intake Survey - 2010
Palm Beach Gardens Campus

1. Getting Information over the Phone

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	0	0.0%	4	66.7%	0	0.0%	1	16.7%	1	16.7%	6	100.0%
Friendliness/Courtesy	1	16.7%	3	50.0%	1	16.7%	0	0.0%	1	16.7%	6	100.0%
Easy to use	0	0.0%	4	66.7%	0	0.0%	1	16.7%	1	16.7%	6	100.0%
Well organized/Efficient	0	0.0%	2	33.3%	2	33.3%	1	16.7%	1	16.7%	6	100.0%
Overall Rating	0	0.0%	4	66.7%	1	16.7%	0	0.0%	1	16.7%	6	100.0%

2. Getting Information from the website

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	8	50.0%	7	43.8%	1	6.3%	0	0.0%	0	0.0%	16	100.0%
Friendliness/Courtesy	5	45.5%	2	18.2%	4	36.4%	0	0.0%	0	0.0%	11	100.0%
Easy to use	7	43.8%	6	37.5%	3	18.8%	0	0.0%	0	0.0%	16	100.0%
Well organized/Efficient	6	37.5%	8	50.0%	2	12.5%	0	0.0%	0	0.0%	16	100.0%
Overall Rating	7	43.8%	6	37.5%	3	18.8%	0	0.0%	0	0.0%	16	100.0%

3. Application Process

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	5	31.3%	9	56.3%	0	0.0%	2	12.5%	0	0.0%	16	100.0%
Friendliness/Courtesy	5	33.3%	10	66.7%	0	0.0%	0	0.0%	0	0.0%	15	100.0%
Easy to use	4	25.0%	10	62.5%	1	6.3%	1	6.3%	0	0.0%	16	100.0%
Well organized/Efficient	4	26.7%	9	60.0%	1	6.7%	1	6.7%	0	0.0%	15	100.0%
Overall Rating	4	25.0%	9	56.3%	2	12.5%	1	6.3%	0	0.0%	16	100.0%

9

4. Advising

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	2	18.2%	6	54.5%	1	9.1%	1	9.1%	1	9.1%	11	100.0%
Friendliness/Courtesy	5	45.5%	1	9.1%	3	27.3%	1	9.1%	1	9.1%	11	100.0%
Easy to use	2	22.2%	3	33.3%	2	22.2%	1	11.1%	1	11.1%	9	100.0%
Well organized/Efficient	2	20.0%	2	20.0%	4	40.0%	1	10.0%	1	10.0%	10	100.0%
Overall Rating	3	27.3%	3	27.3%	3	27.3%	1	9.1%	1	9.1%	11	100.0%

5. Testing

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
6	60.0%	4	40.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%
6	60.0%	4	40.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%
6	60.0%	4	40.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%
7	70.0%	3	30.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%
5	50.0%	5	50.0%	0	0.0%	0	0.0%	0	0.0%	10	100.0%

6. Financial Aid

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
4	50.0%	2	25.0%	1	12.5%	0	0.0%	1	12.5%	8	100.0%
3	37.5%	4	50.0%	0	0.0%	0	0.0%	1	12.5%	8	100.0%
4	50.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%	8	100.0%
4	50.0%	1	12.5%	2	25.0%	0	0.0%	1	12.5%	8	100.0%
4	50.0%	3	37.5%	0	0.0%	0	0.0%	1	12.5%	8	100.0%

7. Career Center

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
3	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%
2	66.7%	1	33.3%	0	0.0%	0	0.0%	0	0.0%	3	100.0%

8. Orientation

Convenience
 Friendliness/Courtesy
 Easy to use
 Well organized/Efficient
 Overall Rating

Excellent (5)		4		3		2		Poor (1)		Total	
#	%	#	%	#	%	#	%	#	%	#	%
3	37.5%	3	37.5%	1	12.5%	0	0.0%	1	12.5%	8	100.0%
2	25.0%	4	50.0%	1	12.5%	0	0.0%	1	12.5%	8	100.0%
2	28.6%	4	57.1%	0	0.0%	0	0.0%	1	14.3%	7	100.0%
2	25.0%	5	62.5%	0	0.0%	0	0.0%	1	12.5%	8	100.0%
2	25.0%	4	50.0%	1	12.5%	0	0.0%	1	12.5%	8	100.0%

9. Registration

	Excellent (5)		4		3		2		Poor (1)		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Convenience	5	31.3%	8	50.0%	2	12.5%	0	0.0%	1	6.3%	16	100.0%
Friendliness/Courtesy	6	40.0%	7	46.7%	1	6.7%	0	0.0%	1	6.7%	15	100.0%
Easy to use	5	31.3%	7	43.8%	2	12.5%	1	6.3%	1	6.3%	16	100.0%
Well organized/Efficient	6	37.5%	6	37.5%	2	12.5%	1	6.3%	1	6.3%	16	100.0%
Overall Rating	5	33.3%	5	33.3%	4	26.7%	0	0.0%	1	6.7%	15	100.0%

12. Are you...?

	#	%
Male	6	37.5%
Female	10	62.5%
Total	16	100.0%

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

	#	%
Under 18	1	6.3%
18-20	2	12.5%
21-24	6	37.5%
25-29	2	12.5%
30-34	0	0.0%
35-39	1	6.3%
40-49	3	18.8%
50 or over	1	6.3%
Total	16	100.0%

14. What is your racial/ethnic background?

	#	%
American Indian or Alaskan Native	0	0.0%
Asian	0	0.0%
Black or African American	4	25.0%
Hawaiian or Pacific Islander	0	0.0%
Hispanic or Latino	0	0.0%
White	10	62.5%
Other (please specify:	2	12.5%
Total	16	100.0%

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

	#	%
Yes	15	93.8%
No	1	6.3%
Total	16	100.0%

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

	#	%
To complete an associate degree, then transfer to a university (AA program)	7	43.8%
To take a few courses, then transfer to a university without receiving an associate degree	2	12.5%
To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	5	31.3%
To complete a vocational or technical program (vocational certificate)	0	0.0%
To take a few courses, but not to earn a degree or certificate	1	6.3%
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	1	6.3%
Other (please specify:	0	0.0%
Total:	16	100.0%

Palm Beach Gardens

Q1 Getting Information over the Phone

- nobody knows who i should speak to.
- You can get information over the phone but you can't actually do anything.

Q2 Getting Information over the website

- useless search

Q3 Application Process

- make nso info better
- Too many forms and deadlines.

Q4 Advising

- helpful and nice, tried to solve problem instead of tell me to look online.
- It wasn't clear on whether to see the career people or advising 1st so I spent another year trying to figure out what to do.

Q8 Orientation

- should give campus map

Q9 Registration

- many stops that were hard for me, and pbcc staff, to understand.
- Registration personell were very helpful- acted as if they WANTED to help me get what I wanted.

Q14 What is your racial/ethnic background?

- and hispanic
- puertorican

Q15 What was your primary education goal when you applied to PBCC?

- To complete AS then enter workforce as I attained an BS