Student Intake Survey, Spring 2011 College-wide Report

1. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	24	30	31	11	10	106	3.44
2	Friendliness/Courtesy	40	37	17	7	3	104	4.00
3	Easy to use	28	36	25	10	6	105	3.67
4	Well organized/Efficient	27	33	29	9	7	105	3.61
5	Overall Rating	26	41	20	12	6	105	3.66

2. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	65	27	10	4	3	109	4.35
2	Friendliness/Courtesy	55	28	19	3	1	106	4.25
3	Easy to use	48	34	11	12	4	109	4.01
4	Well organized/Efficient	47	37	12	10	4	110	4.03
5	Overall Rating	49	33	18	7	2	109	4.10

3. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	68	27	8	7	1	111	4.39
2	Friendliness/Courtesy	64	28	15	2	1	110	4.38
3	Easy to use	60	27	15	7	0	109	4.28
4	Well organized/Efficient	60	26	16	5	2	109	4.26
5	Overall Rating	59	26	19	5	0	109	4.28

4. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	46	33	20	5	4	108	4.04
2	Friendliness/Courtesy	58	22	21	5	2	108	4.19
3	Easy to use	52	25	21	8	0	106	4.14
4	Well organized/Efficient	49	27	20	7	5	108	4.00
5	Overall Rating	49	28	22	4	5	108	4.04

5. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	50	26	16	2	0	94	4.32
2	Friendliness/Courtesy	45	28	19	1	0	93	4.26
3	Easy to use	47	26	18	2	0	93	4.27
4	Well organized/Efficient	47	25	17	2	1	92	4.25
5	Overall Rating	47	24	18	2	1	92	4.24

6. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	36	11	19	9	9	84	3.67
2	Friendliness/Courtesy	35	17	20	7	4	83	3.87
3	Easy to use	31	11	25	5	10	82	3.59
4	Well organized/Efficient	33	14	20	6	9	82	3.68
5	Overall Rating	30	16	23	6	8	83	3.65

7. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	33	24	16	0	1	74	4.19
2	Friendliness/Courtesy	35	21	15	0	1	72	4.24
3	Easy to use	30	24	16	0	1	71	4.15
4	Well organized/Efficient	33	22	17	0	1	73	4.18
5	Overall Rating	33	20	18	0	1	72	4.17

8. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	58	31	12	4	2	107	4.30
2	Friendliness/Courtesy	59	25	15	4	1	104	4.32
3	Easy to use	59	30	7	5	4	105	4.29
4	Well organized/Efficient	60	29	7	4	7	107	4.22
5	Overall Rating	58	29	10	5	4	106	4.25

9. Comments about the registration process:

Text Response

they were very nice and well organized and told me step by step how to apply and becopme a transient student!

orientation problems because of the staff signing me up for the wrong date. didnt get classes i wanted.

It takes way too long for transcripts to be evaluated!

A stress-free process.

I really have no say on anything

Registration was fast and easy,

At first when I approached registration, they were very non-chalant about the whole idea of people being there to ask questions. There was a little attitude that this was just too much for them, then after me trying to break the ice, things were more comfortable. I am the new student returning to school after 13 years, it should probably be the other way around.

the registration process was easy. the step by step process toke about 20 mins.

The registration process is very good, the registration staff has a good common sens they very friendliness and courtesy.

Absoultely horrible from the registrar to the advising group. No one did their job properly causing me to return twice to get resgistered.

The people there seemed to not really care about people in line and took their time, did not acknowledge people or say 1 moment please etc. They seemed like they did not want to be there.

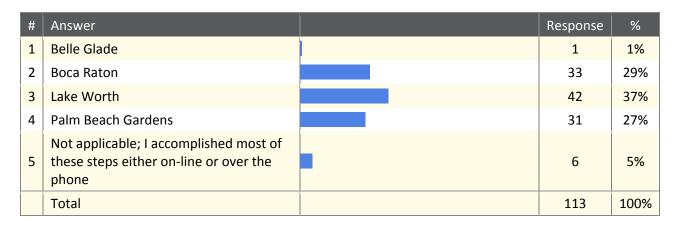
This is the worst school that I have ever dealt with. Im glad that Im only doing one semester here!!

I did the process online. the website is convenient but not well organized

It would be nice to have a first time here service because I was very lost and treated like I should know the process. By insisting on speaking with an advisor I got great help and better understanding when I explained my goals and the fact that this was my first time at this college. Testing, Career Center and Financial aid I havn't used.

10. Finally, the following questions are for classification purposes only. Providing this information will assist us in determining student needs and enhancing services.

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



11. You Are . . . ?

#	Answer	Response	%
1	Male	33	29%
2	Female	79	71%
	Total	112	100%

12. What is your age category?

#	Answer	Response	%
1	Under 18	1	1%
2	18-20	28	25%
3	21-24	17	15%
4	25-29	23	20%
5	30-34	7	6%
6	35-39	10	9%
7	40-49	16	14%
8	50 or over	11	10%
	Total	113	100%

13. What is your racial/ethnic background?

#	Answer	Response	%
1	American Indian or Alaskan Native	1	1%
2	Asian	0	0%
3	Black or African American	22	21%
4	Hawaiian or Pacific Islander	0	0%
5	Hispanic or Latino	26	24%
6	White	54	50%
7	Other (please specify:	4	4%
	Total	107	100%

Other (please specify:
Brazilian
human
Multiracial

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

#	Answer	Response	%
1	Yes	93	82%
2	No	20	18%
	Total	113	100%

15. 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	52%
2	To take a few courses, then transfer to a university without receiving an associate degree	7	6%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	21	19%
4	To complete a vocational or technical program (vocational certificate)	7	6%
5	To take a few courses, but not to earn a degree or certificate	8	7%
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:	6	5%
	Total	113	100%

Other (please specify:

Complete AA and AS then continue education

Apply and complete the radiology program located at palm beach gardens

Transient Student

pre reqs for higher degree; already have AS

Working on my BA

transient student

Student Intake Survey, Spring 2011 Belle Glade Campus

There is no separate report	for the Belle Glade	e campus because t	here was on	ly one respond	lent from
that campus.					

Student Intake Survey, Spring 2011 Boca Raton Campus

1. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	9	9	9	2	3	32	3.59
2	Friendliness/Courtesy	14	10	3	2	2	31	4.03
3	Easy to use	11	11	5	3	2	32	3.81
4	Well organized/Efficient	11	11	8	1	1	32	3.94
5	Overall Rating	11	11	5	3	2	32	3.81

2. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	16	9	5	2	1	33	4.12
2	Friendliness/Courtesy	15	7	11	0	0	33	4.12
3	Easy to use	12	9	6	6	0	33	3.82
4	Well organized/Efficient	14	7	6	5	1	33	3.85
5	Overall Rating	14	6	11	2	0	33	3.97

3. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	19	7	3	2	1	32	4.28
2	Friendliness/Courtesy	19	6	6	0	1	32	4.31
3	Easy to use	16	6	7	3	0	32	4.09
4	Well organized/Efficient	16	7	6	1	1	31	4.16
5	Overall Rating	17	6	7	2	0	32	4.19

4. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	12	12	7	1	1	33	4.00
2	Friendliness/Courtesy	15	12	4	0	2	33	4.15
3	Easy to use	13	11	6	1	0	31	4.16
4	Well organized/Efficient	11	12	6	2	2	33	3.85
5	Overall Rating	10	14	7	0	2	33	3.91

5. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	14	8	5	0	0	27	4.33
2	Friendliness/Courtesy	13	9	5	0	0	27	4.30
3	Easy to use	13	8	6	0	0	27	4.26
4	Well organized/Efficient	14	7	5	0	1	27	4.22
5	Overall Rating	13	8	5	0	1	27	4.19

6. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	11	4	7	1	4	27	3.63
2	Friendliness/Courtesy	11	6	5	1	4	27	3.70
3	Easy to use	8	4	7	2	5	26	3.31
4	Well organized/Efficient	9	5	8	1	4	27	3.52
5	Overall Rating	9	4	10	0	4	27	3.52

7. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	8	10	6	0	1	25	3.96
2	Friendliness/Courtesy	9	10	5	0	1	25	4.04
3	Easy to use	8	10	6	0	1	25	3.96
4	Well organized/Efficient	9	9	6	0	1	25	4.00
5	Overall Rating	8	8	7	0	1	24	3.92

8. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	15	12	4	1	0	32	4.28
2	Friendliness/Courtesy	17	9	4	1	1	32	4.25
3	Easy to use	19	9	2	2	0	32	4.41
4	Well organized/Efficient	17	11	1	1	2	32	4.25
5	Overall Rating	16	11	3	1	1	32	4.25

9. Comments about the registration process:

Text Response

they were very nice and well organized and told me step by step how to apply and becopme a transient student !

Registration was fast and easy,

Absoultely horrible from the registrar to the advising group. No one did their job properly causing me to return twice to get resgistered.

The people there seemed to not really care about people in line and took their time, did not acknowledge people or say 1 moment please etc. They seemed like they did not want to be there.

I did the process online. the website is convenient but not well organized

10. Finally, the following questions are for classification purposes only. Providing this information will assist us in determining student needs and enhancing services.

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	33	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	33	100%

11. You Are . . . ?

#	Answer	Response	%
1	Male	10	31%
2	Female	22	69%
	Total	32	100%

12. What is your age category?

#	Answer	Response	%
1	Under 18	0	0%
2	18-20	10	30%
3	21-24	5	15%
4	25-29	9	27%
5	30-34	2	6%
6	35-39	3	9%
7	40-49	2	6%
8	50 or over	2	6%
	Total	33	100%

13. 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	8	25%
4	Hawaiian or Pacific Islander	0	0%
5	Hispanic or Latino	11	34%
6	White	12	38%
7	Other (please specify:	1	3%
	Total	32	100%

Other (please specify: Brazilian

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

#	Answer	Response	%
1	Yes	21	64%
2	No	12	36%
	Total	33	100%

15. 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)	24	73%
2	To take a few courses, then transfer to a university without receiving an associate degree	1	3%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	4	12%
4	To complete a vocational or technical program (vocational certificate)	0	0%
5	To take a few courses, but not to earn a degree or certificate	1	3%
6	To take courses related to my job (Corporate & Continuing Education)	0	0%
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:	3	9%
	Total	 33	100%

Other (please specify:
Apply and complete the radiology program located at palm beach gardens
Working on my BA
transient student

Student Intake Survey, Spring 2011 Lake Worth Campus

1. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	5	12	13	2	6	38	3.21
2	Friendliness/Courtesy	12	15	6	3	1	37	3.92
3	Easy to use	7	13	10	3	4	37	3.43
4	Well organized/Efficient	6	13	10	3	5	37	3.32
5	Overall Rating	5	16	10	3	3	37	3.46

2. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	28	8	2	0	2	40	4.50
2	Friendliness/Courtesy	22	11	3	0	1	37	4.43
3	Easy to use	22	12	2	0	3	39	4.28
4	Well organized/Efficient	23	11	3	1	2	40	4.30
5	Overall Rating	23	11	2	1	2	39	4.33

3. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	28	9	2	2	0	41	4.54
2	Friendliness/Courtesy	23	12	3	2	0	40	4.40
3	Easy to use	23	11	3	2	0	39	4.41
4	Well organized/Efficient	24	11	3	2	0	40	4.43
5	Overall Rating	23	10	4	2	0	39	4.38

4. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	17	9	8	3	3	40	3.85
2	Friendliness/Courtesy	19	7	8	5	0	39	4.03
3	Easy to use	20	5	9	5	0	39	4.03
4	Well organized/Efficient	19	7	6	5	2	39	3.92
5	Overall Rating	19	6	8	3	3	39	3.90

5. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	19	11	5	1	0	36	4.33
2	Friendliness/Courtesy	16	11	7	1	0	35	4.20
3	Easy to use	17	10	7	1	0	35	4.23
4	Well organized/Efficient	18	11	6	1	0	36	4.28
5	Overall Rating	16	11	6	1	0	34	4.24

6. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	15	4	4	3	4	30	3.77
2	Friendliness/Courtesy	14	6	6	3	0	29	4.07
3	Easy to use	13	5	5	2	4	29	3.72
4	Well organized/Efficient	13	6	3	2	4	28	3.79
5	Overall Rating	11	7	5	3	3	29	3.69

7. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	12	8	5	0	0	25	4.28
2	Friendliness/Courtesy	12	7	5	0	0	24	4.29
3	Easy to use	12	7	5	0	0	24	4.29
4	Well organized/Efficient	13	7	5	0	0	25	4.32
5	Overall Rating	12	7	5	0	0	24	4.29

8. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	21	11	3	2	1	38	4.29
2	Friendliness/Courtesy	20	8	4	3	0	35	4.29
3	Easy to use	19	11	1	2	3	36	4.14
4	Well organized/Efficient	23	9	1	2	3	38	4.24
5	Overall Rating	21	10	1	3	2	37	4.22

9. Comments about the registration process:

Text Response

orientation problems because of the staff signing me up for the wrong date. didnt get classes i wanted.

This is the worst school that I have ever dealt with. Im glad that Im only doing one semester here!!

It would be nice to have a first time here service because I was very lost and treated like I should know the process. By insisting on speaking with an advisor I got great help and better understanding when I explained my goals and the fact that this was my first time at this college. Testing, Career Center and Financial aid I havn't used.

10. Finally, the following questions are for classification purposes only. Providing this information will assist us in determining student needs and enhancing services.

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	42	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	42	100%

11. You Are . . . ?

#	Answer	Response	%
1	Male	14	33%
2	Female	28	67%
	Total	42	100%

12. What is your age category?

#	Answer	Response	%
1	Under 18	1	2%
2	18-20	6	14%
3	21-24	7	17%
4	25-29	6	14%
5	30-34	4	10%
6	35-39	5	12%
7	40-49	8	19%
8	50 or over	5	12%
	Total	42	100%

13. What is your racial/ethnic background?

#	Answer	Response	%
1	American Indian or Alaskan Native	1	3%
2	Asian	0	0%
3	Black or African American	8	21%
4	Hawaiian or Pacific Islander	0	0%
5	Hispanic or Latino	11	28%
6	White	18	46%
7	Other (please specify:	1	3%
	Total	39	100%

Other (please specify:

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

#	Answer	Response	%
1	Yes	36	86%
2	No	6	14%
	Total	42	100%

15. 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)	15	36%
2	To take a few courses, then transfer to a university without receiving an associate degree	3	7%
3	To complete an associate degree in an occupational field, then enter the workforce (AS or AAS program)	11	26%
4	To complete a vocational or technical program (vocational certificate)	7	17%
5	To take a few courses, but not to earn a degree or certificate	4	10%
6	To take courses related to my job (Corporate & Continuing Education)	0	0%
7	To take courses for self-improvement	0	0%
8	I was not sure of my educational goals when I applied	1	2%
9	Other (please specify:	1	2%
	Total	42	100%

Other (please specify:

Complete AA and AS then continue education

Student Intake Survey, Spring 2011 Palm Beach Gardens Campus

1. Getting Information over the Phone

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	9	6	8	6	1	30	3.53
2	Friendliness/Courtesy	13	10	5	2	0	30	4.13
3	Easy to use	9	9	8	4	0	30	3.77
4	Well organized/Efficient	9	7	9	4	1	30	3.63
5	Overall Rating	9	11	4	6	0	30	3.77

2. Getting Information from the website

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	16	8	3	2	0	29	4.31
2	Friendliness/Courtesy	15	8	5	1	0	29	4.28
3	Easy to use	11	12	2	4	1	30	3.93
4	Well organized/Efficient	7	17	2	3	1	30	3.87
5	Overall Rating	9	14	4	3	0	30	3.97

3. Application Process

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	17	9	2	3	0	31	4.29
2	Friendliness/Courtesy	18	8	5	0	0	31	4.42
3	Easy to use	17	9	3	2	0	31	4.32
4	Well organized/Efficient	16	7	5	2	1	31	4.13
5	Overall Rating	16	8	6	1	0	31	4.26

4. Advising

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	14	10	4	1	0	29	4.28
2	Friendliness/Courtesy	21	3	6	0	0	30	4.50
3	Easy to use	16	8	4	2	0	30	4.27
4	Well organized/Efficient	16	7	6	0	1	30	4.23
5	Overall Rating	17	7	5	1	0	30	4.33

5. Testing

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	15	5	4	1	0	25	4.36
2	Friendliness/Courtesy	15	5	5	0	0	25	4.40
3	Easy to use	16	5	3	1	0	25	4.44
4	Well organized/Efficient	14	4	4	1	0	23	4.35
5	Overall Rating	16	3	5	1	0	25	4.36

6. Financial Aid

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	7	3	4	5	1	20	3.50
2	Friendliness/Courtesy	8	5	4	3	0	20	3.90
3	Easy to use	7	2	9	1	1	20	3.65
4	Well organized/Efficient	8	3	5	3	1	20	3.70
5	Overall Rating	8	4	4	3	1	20	3.75

7. Career Center

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	12	5	3	0	0	20	4.45
2	Friendliness/Courtesy	13	3	3	0	0	19	4.53
3	Easy to use	9	6	3	0	0	18	4.33
4	Well organized/Efficient	10	5	4	0	0	19	4.32
5	Overall Rating	12	4	4	0	0	20	4.40

8. Registration

#	Question	Excellent (5)	(4)	(3)	(2)	Poor (1)	Responses	Mean
1	Convenience	18	6	4	1	1	30	4.30
2	Friendliness/Courtesy	19	6	5	0	0	30	4.47
3	Easy to use	17	8	3	1	1	30	4.30
4	Well organized/Efficient	17	7	4	1	1	30	4.27
5	Overall Rating	18	6	4	1	1	30	4.30

9. Comments about the registration process:

Text Response

It takes way too long for transcripts to be evaluated!

A stress-free process.

At first when I approached registration, they were very non-chalant about the whole idea of people being there to ask questions. There was a little attitude that this was just too much for them, then after me trying to break the ice, things were more comfortable. I am the new student returning to school after 13 years, it should probably be the other way around.

the registration process was easy. the step by step process toke about 20 mins.

10. Finally, the following questions are for classification purposes only. Providing this information will assist us in determining student needs and enhancing services.

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	31	100%
5	Not applicable; I accomplished most of these steps either on-line or over the phone	0	0%
	Total	31	100%

11. You Are . . . ?

#	Answer	Response	%
1	Male	8	26%
2	Female	23	74%
	Total	31	100%

12. What is your age category?

#	Answer	Response	%
1	Under 18	0	0%
2	18-20	8	26%
3	21-24	5	16%
4	25-29	7	23%
5	30-34	1	3%
6	35-39	1	3%
7	40-49	6	19%
8	50 or over	3	10%
	Total	31	100%

13. What is your racial/ethnic background?

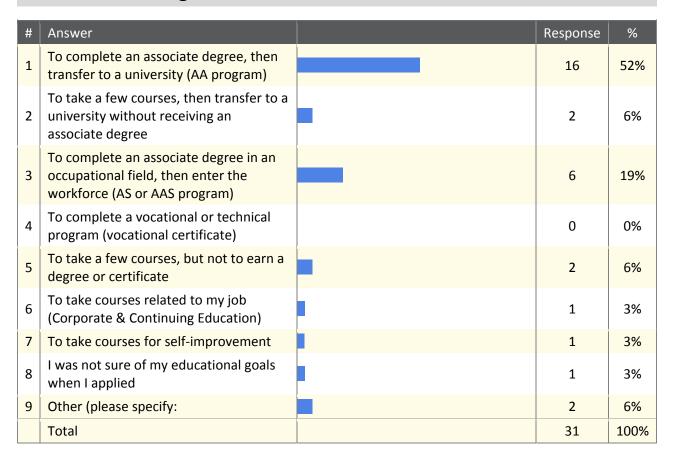
#	Answer	Response	%
1	American Indian or Alaskan Native	0	0%
2	Asian	0	0%
3	Black or African American	4	14%
4	Hawaiian or Pacific Islander	0	0%
5	Hispanic or Latino	1	3%
6	White	22	76%
7	Other (please specify:	2	7%
	Total	29	100%

Other (please specify: human Multiracial

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

#	Answer	Response	%
1	Yes	30	97%
2	No	1	3%
	Total	31	100%

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



Other (please specify:

Transient Student

pre reqs for higher degree; already have AS