

Survey of Student Services Usage by Students Age 25 and Over

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Institutional Research & Effectiveness

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Executive Summary

Institutional Research & Effectiveness sent survey invitations to 6,920 credit, prep and PSAV students aged 25 and over who were enrolled during Spring Term 2008. The purpose of the survey was to determine older students usage of and preferences for college services, activities and clubs. After one week, 690 surveys were completed, yielding a response rate of 10.0%.

More than half the respondents reported having used the following services:

- Book store
- Academic advisors
- Campus libraries
- Student learning centers
- Computer labs
- Testing center
- Cafeteria/snack bars

Less than one in four respondents reported using the following:

- Campus theater events
- Health club/fitness center
- Student IT help desk
- Student activities center
- On-campus special event
- Student volunteerism program
- Panther Prowl/Student Gala
- Student Leadership Development Program
- Athletic teams/sports

Respondents indicated a high level of disinterest in several services by selecting “not interested” when asked why they did not use the service.

Table 1: Percent of Respondents Claiming “Not Interested” as Reason for Not Using Least Used Services

Least Used Services	Not Interested
Intercollegiate athletic teams	64.2%
Intramural sports	57.4%
Live chat	54.7%
On-campus special events, such as club rush, international days, etc.	50.2%
Student Activities Center/SAC Lounge	49.1%
Panther Prowl/Student Gala	48.8%
Student leadership development program	44.1%
Student IT help desk	43.2%
Campus theater events	41.8%
Student volunteerism program	41.8%

Many respondents reported they were unaware of the services they had never used. Among the least used services that at least one in three respondents reported they did not know existed were:

Table 2: Percent of Respondents Claiming “Did Not Know It Existed” as Reason for Not Using Least Used Services

Least Used Service	Did Not Know It Existed
Health club/fitness center	52.5%
Student leadership development program	43.0%
Student volunteerism program	42.8%
Student IT help desk	41.9%
Panther Prowl/Student gala	39.5%
Live chat	34.6%
Student activities Center/SAC Lounge	33.4%

When asked what times were most convenient for using services offered by PBCC, close to two out of three respondents selected evenings between 5:00 PM and 9:00 PM. Approximately two out of five selected Saturday morning or afternoon.

When asked what locations were most convenient for using services, more than half of all respondents (57.1%) selected Lake Worth, 37.4% selected Palm Beach Gardens, 23.6% indicated Boca Raton and 23.2% opted for online services.

Only one in ten respondents (10.6%) reported they belonged to a PBCC-sponsored club and slightly more (13.5%) indicated they would like to participate in a club, but do not. Phi Theta Kappa; Dream It, Do It; and professional clubs, such as nursing, dental, interior design, etc. were most often mentioned as clubs in which respondents did participate.

Clubs receiving the most mentions as those in which respondents would like to participate, but do not were:

- Fitness/Sports-Related
- Arts/Music/Drama/Photography
- Dream It, Do It
- Volunteerism
- Black Student Union
- Student Government

Demographics

Most respondents are part-time students (71.3%). Close to half (46.7%) take classes in the evening, 31.8% during the day, 13.4% both day and evening and 8.1% reported being distance learning students.

Most respondents are seeking AA degrees (43.9%), 37.2% are pursuing AS or AAS degrees and 5.1% are seeking college credit certificates. Only 2.9% of all respondents reported being PSAV candidates.

Nearly half of all respondents have been students for at least one year, one in five (21.2%) were returning students who took classes more than one year ago, 15.5% have been PBCC students more than one term, but less than one year and 14.6% stated this was their first term at PBCC.

Almost half the respondents (47.0%) were between ages 25 and 34, one in four (26.2%) between ages 35 and 44, one in five (22.0%) between ages 45 and 54, and less than five percent (4.5%) over age 55. More than half of all respondents (56.4%) indicated they were white, non-Hispanic, 19.9% black, 14.9% Hispanic and 2.3% other races. Close to 5 percent (4.6%) reported they were more than one race.

Methodology

In order to determine what services, activities and clubs are of interest to older students, aged 25 and over, Institution Research & Effectiveness conducted a survey to determine current usage of college services, means for making those services more convenient and desires for clubs and services not currently offered.

A survey invitation was sent via email on March 25, 2008 to 6,920 students age 25 and over who were registered for credit, prep and PSAV courses during Spring Term 2008. On April 1, the survey was closed after having received 690 completed questionnaires, a response rate of 10.0%.

Findings

Current Usage of Services

Respondents were provided a list of services that are currently offered and asked to indicate which they had ever used.

Table 3: Number and Percent of Respondents Who Had Ever Used the Service

Service	Number	Percent*
Book Store	644	93.3%
Academic advisors	557	80.7%
Campus libraries	526	76.2%
Student learning centers (math lab, reading lab, tutoring, etc.)	475	68.8%
Computer labs	447	64.8%
Testing center	441	63.9%
Cafeteria/snack bar	386	55.9%
Financial aid advisors	315	45.7%
Career center	282	40.9%
Live chat	182	26.4%
Campus theater events	118	17.1%
Health club/fitness center	92	13.3%
Student IT help desk	79	11.4%
Student activities Center/SAC Lounge	77	11.2%
On-campus special events, such as club rush, international days, etc.	76	11.0%
Student volunteerism program	29	4.2%
Panther Prowl/Student gala	24	3.5%
Student leadership development program	21	3.0%
Intercollegiate athletic teams	17	2.5%
Intramural sports	16	2.3%

*Percent is based on 690 respondents

Why Services Are Not Used

For each service not used, respondents were asked to indicate why they did not use it.

Table 4: Reasons Why Respondents Did Not Use a Service

Service	Time or Location Not Convenient		Not Interested		Did Not Know It Existed		Total
Intramural sports	86	12.8%	387	57.4%	201	29.8%	674
Intercollegiate athletic teams	93	13.8%	432	64.2%	148	22.0%	673
Student leadership development program	86	12.9%	295	44.1%	288	43.0%	669
Panther Prowl/Student gala	78	11.7%	325	48.8%	263	39.5%	666
Student volunteerism program	102	15.4%	276	41.8%	283	42.8%	661
On-campus special events, such as club rush, international days, etc.	131	21.3%	308	50.2%	175	28.5%	614
Student activities Center/SAC Lounge	107	17.5%	301	49.1%	205	33.4%	613
Student IT help desk	91	14.9%	264	43.2%	256	41.9%	611
Health club/fitness center	113	18.9%	171	28.6%	314	52.5%	598
Campus theater events	199	34.8%	239	41.8%	134	23.4%	572
Live chat	54	10.6%	278	54.7%	176	34.6%	508
Career center	140	34.3%	199	48.8%	69	16.9%	408
Financial aid advisors	116	30.9%	225	60.0%	34	9.1%	375
Cafeteria/snack bar	89	29.3%	181	59.5%	34	11.2%	304
Testing center	91	36.5%	129	51.8%	29	11.6%	249
Computer labs	56	23.0%	152	62.6%	35	14.4%	243
Student learning centers (math lab, reading lab, tutoring, etc.)	63	29.3%	117	54.4%	35	16.3%	215
Campus libraries	64	39.0%	67	40.9%	33	20.1%	164
Academic advisors	69	51.9%	57	42.9%	7	5.3%	133
Book Store	22	47.8%	20	43.5%	4	8.7%	46

Respondents demonstrated a high level of disinterest in a number of available services: sports and athletic teams, computer labs, cafeteria, student learning centers, live chat and on-campus events.

More than half of those responding indicated they were not aware of the fitness centers (52.5%). Between forty and fifty percent stated they did not know about the student leadership development program, student volunteerism program, Panther Prowl and Student Gala, and the student IT help desk.

The only service that gathered a high number of responses when asked which services were not used because of inconvenience of time or location was academic advisors (51.9%).

Figure 1: Reasons Why Services or Activities Were Never Used

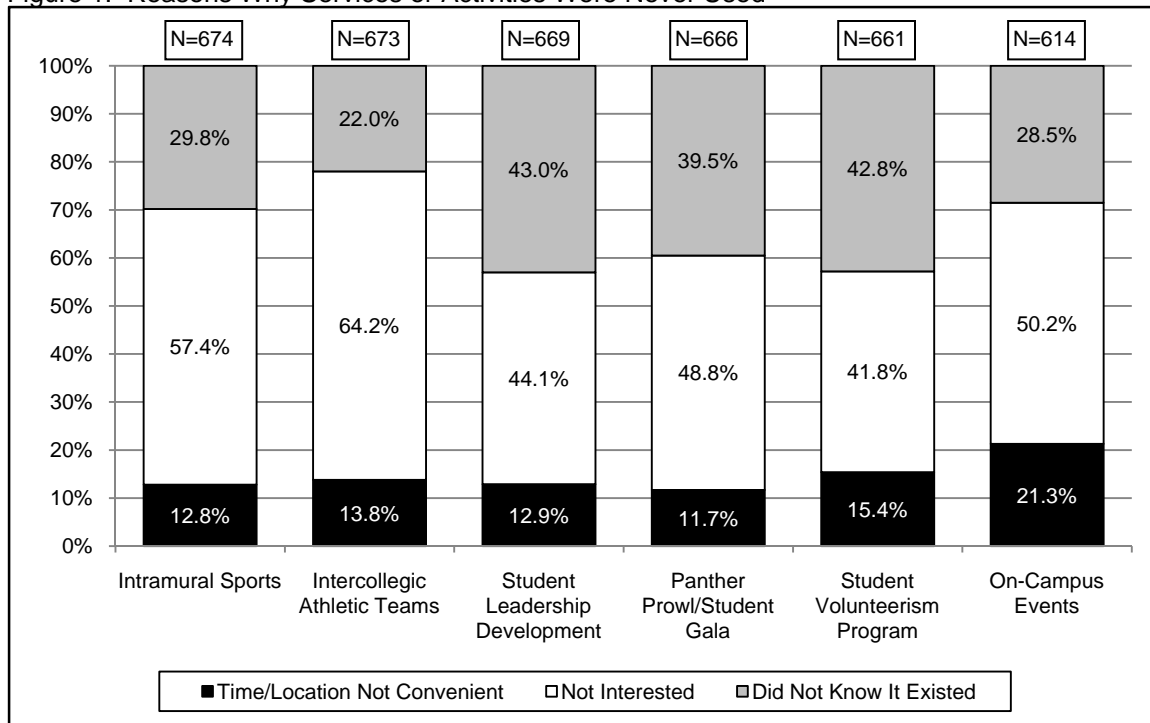
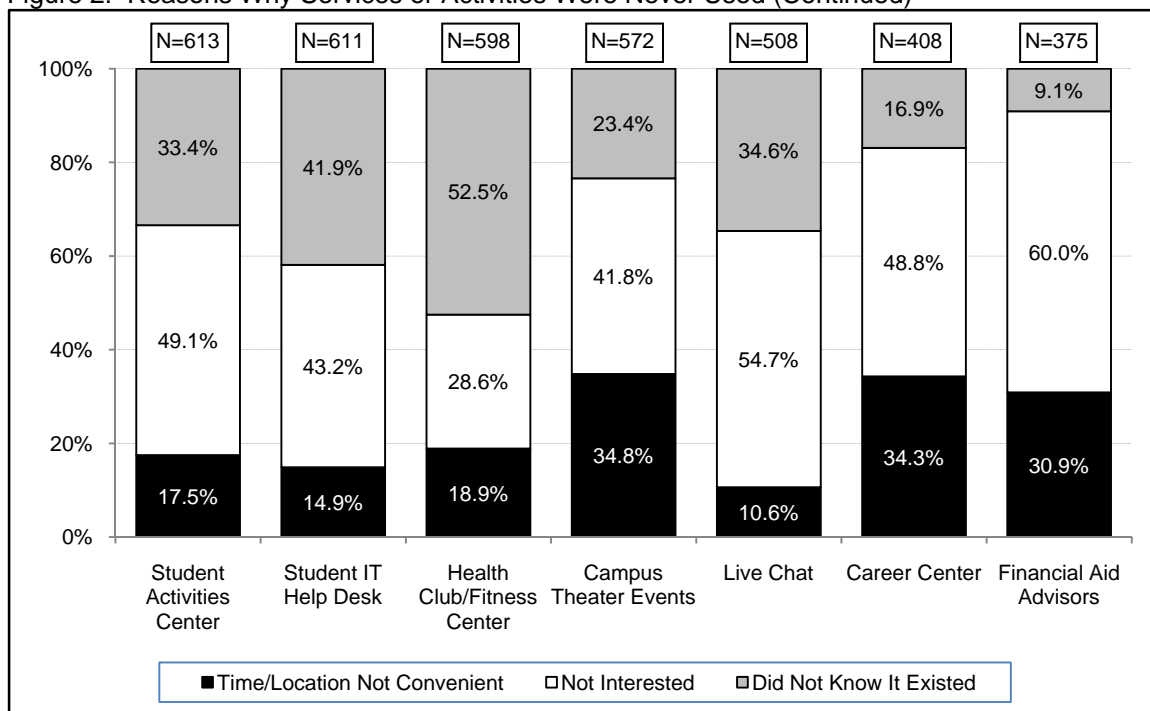


Figure 2: Reasons Why Services or Activities Were Never Used (Continued)



Convenience Factors

Respondents were asked to indicate what times and locations are convenient for using services offered by PBCC. Multiple responses were permitted.

Table 5: Convenient Times for Using Services

Times	Number	Percent
Evening (5:00 PM -- 9:00 PM)	435	63.0%
Saturday morning (8:00 AM -- 12:00 PM)	279	40.4%
Saturday afternoon (12:00 PM -- 5:00 PM)	265	38.4%
Sunday afternoon (12:00 PM -- 5:00 PM)	211	30.6%
Afternoon (12:00 PM -- 5:00 PM)	167	24.2%
Sunday morning (8:00 AM -- 12:00 PM)	161	23.3%
Morning (8:00 AM -- 12:00 PM)	159	23.0%
Early morning (before 8:00 AM)	106	15.4%
Other (specify)	35	5.1%

Table 6: Choice of Locations for Services (Multiple Answers Accepted)

Location	Number	Percent
Lake Worth campus	394	57.1%
Palm Beach Gardens campus	258	37.4%
Boca Raton campus	163	23.6%
Online	160	23.2%
Belle Glade campus	29	4.2%
More locations on each campus	15	2.2%
Other (please specify)	8	1.2%

Club/Organization Participation

Only 10.6% of respondents indicated they participated in any student clubs or organizations, such as Student Government Association, Brain Bowl, Cheerleaders, etc.

Table 7: Do you currently participate in any student clubs or organizations?

	Number	Percent
Yes	73	10.6%
No	617	89.4%
Total	690	100.0%

When asked in which clubs they participated, Phi Theta Kappa, Dream It/Do It, and profession-oriented clubs were mentioned most often. A complete listing of all responses is located in the Appendix.

Table 8: Most Frequent Mentions for Club Participation

Club/Organization	Number
Phi Theta Kappa	44
Dream It/Do It	13
Professional (nursing, dental, interior design, etc.)	7

Respondents were also asked whether there were any clubs that PBCC currently sponsors that they would like to participate in but do not.

Table 9: Would Like to Participate in PBCC-Sponsored Clubs

	Number	Percent
Yes	93	13.5%
No	583	84.5%
Unknown	14	2.0%
Total	690	100.0%

When asked in which clubs they would like to participate, fitness/sports-related, arts, Dream It/Do It, volunteerism, Black Student Union and student government were mentioned most often. A complete listing of all responses is located in the Appendix.

Table 10: Top Mentions

Club/Organization	Number
Fitness/Sports-Related	12
Arts/Music/Drama/Photography	10
Dream It, Do It	7
Volunteerism	7
Black Student Union	6
Student Government	5

Respondents were asked to select the one location where they prefer to have most services, activities or clubs offered.

Table 11: Most Preferred Location For Services, Activities or Clubs

Locations	Number	Percent
Lake Worth	315	45.7%
Palm Beach Gardens	195	28.3%
Boca Raton	126	18.3%
No Campus --Distance Learning Only	20	2.9%
Belle Glade	19	2.8%
West Palm Beach (Historical Building)	2	0.3%
Unknown	13	1.9%
Total	690	100.0%

Demographics

Table 12: Are You a Full-Time or Part-Time Student?

	Number	Percent
Full-time	194	28.1%
Part-time	492	71.3%
Unknown	4	0.6%
Total	690	100.0%

Figure 3: Full-Time vs. Part-Time Class Load

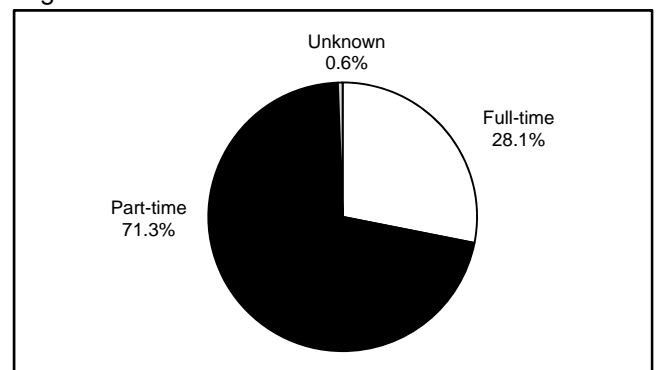


Table 13: Are Most of the Classes You Take Held?

Time	Number	Percent
In the evening	321	46.7%
During the day	219	31.8%
Both day and evening equally	92	13.4%
Distance learning	56	8.1%
Unknown	2	0.0%
Total	690	100.0%

Figure 4: Time When Most Classes Are Taken

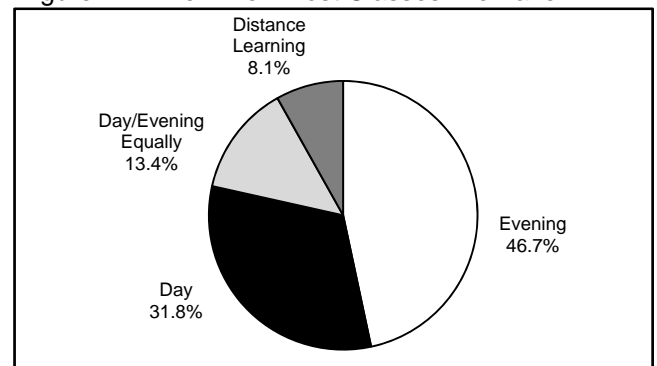


Table 14: What is Your Program of Study?

Program	Number	Percent
Associate in Arts Degree	303	43.9%
Associate in Science or Associate in Applied Science Degree	257	37.2%
Non-degree/Recreation & Leisure/Dual-Enrolled/ Continuing Education	71	10.3%
Other certificate (EPI, college credit certificate, etc.)	35	5.1%
Postsecondary Adult Vocational Certificate (PSAV)	20	2.9%
Unknown	4	0.6%
Total	690	100.0%

Figure 5: Program of Study

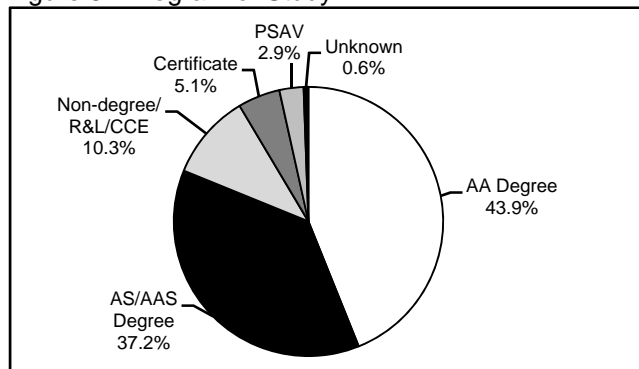


Table 15: How Long Have You Been A Student at PBCC?

Time	Number	Percent
More than one year	333	48.3%
Returning student, took last class more than one year ago	146	21.2%
Longer than one term, but less than one year	107	15.5%
First term ever at PBCC	101	14.6%
Unknown	3	0.4%
Total	690	100.0%

Figure 6: Length of Time Respondent Has Been a Student at PBCC

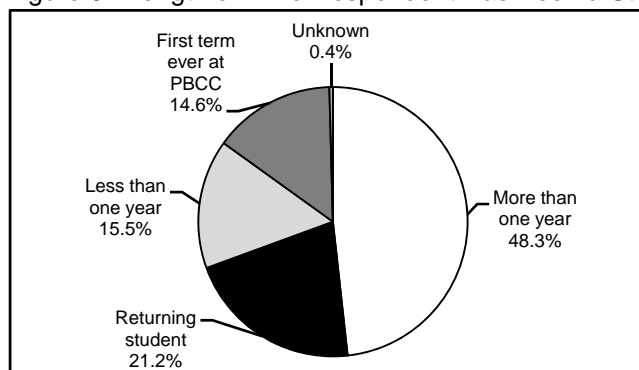


Table 16: Age of Respondents

Age Category	Number	Percent
25-34	324	47.0%
35-44	181	26.2%
45-54	152	22.0%
55 and over	31	4.5%
Unknown	2	0.3%
Total	690	100.0%

Figure 7: Age of Respondents

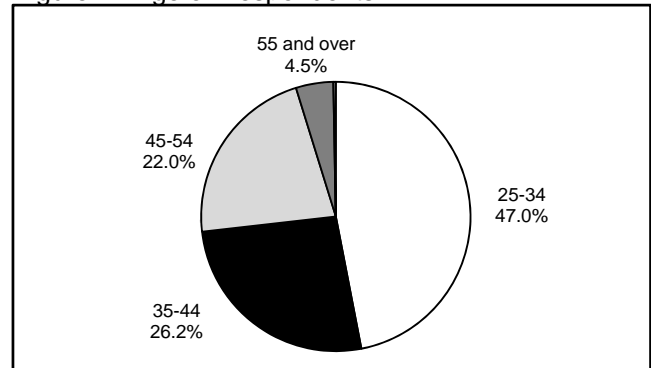
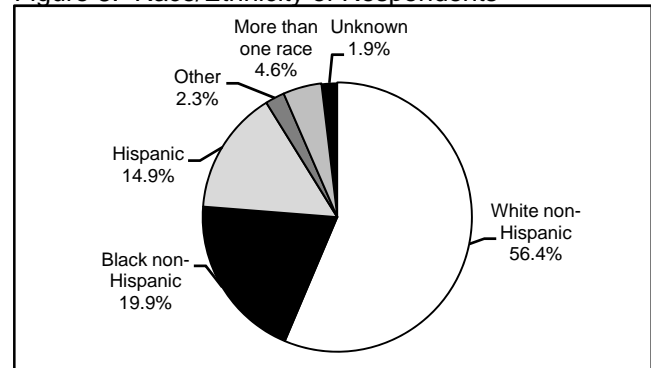


Table 17: Race/Ethnicity of Respondents

Race/Ethnicity	Number	Percent
White non-Hispanic	389	56.4%
Black non-Hispanic	137	19.9%
Hispanic	103	14.9%
Other	16	2.3%
More than one race	32	4.6%
Unknown	13	1.9%
Total	690	100.0%

Figure 8: Race/Ethnicity of Respondents



Appendix

Verbatim Responses to the Question: Please list each club or organization you participated in.

Phi Theta Kappa
Brain Bowl
Phi Theta Kappa
PTK
PHI THETA KAPPA
Phi Theta Kappa
NSNA
National Student Nurses' Association
Phi Theta Kapa
Phi Theta Kappa
Dream it do it PSI beta
mother's club if there is one
kyskeya clubCenter for Student Leadership
NKBA (National Kitchen and Bath Association), ASID (American Society of Interior Designers)
PHI THETA KAPPA
Student Government AssocDream It Do It Club
Dream It Do It
Phi Theta KapaHonor student
Phi Theta Kappa
Radiography Club
Just the organization for dental hygiene / FDHA.
ecology club
Student Government Association
Student Government Association
Phi Theta Kappa
Earth ClubDream It Do It
phi theta kappa
Art Club
phi theta kappa
Nursing Student Association
Phi Theta Kappa
kappa
abci
nursing pinning com.
Dream
Phi Theta Kappa-Delta Omicron chapter at Lake Worth
club rush
phi theta kappahonors
none at this time
Student Nurses Association
honor society
NSA
Scribblers SocietyPhi Theta Kappa
Phi Theta Kappa
Phi Theta Kappa - Lake Worth Chapter
I am a non-traditional student: the only thing I am interested in is the "Dream It, Do It" club.

Phi Theta Kappa
Phi Theta Kappa Honor Society
Phi Theta Kappa
phi delta Kappa
Dream it Do it ClubPhi Theta Kappa (if that counts)
Student Goverment Association
Do It Dream ClubAfrican American Student AssociationSisters on the Serious Side Club
FFEA
ptk
PTK
Do not participate, but would like to participate in the near future at the Political Forum Club. However, the location of this Club is Raton, in Palm Beach Gardens.
PBLPhi Theta Kappa
honors program
Phi Theta Kappa
I am a working student who has a family!!
dream do it clubphi thi kappa
ptk honors
SGABSUDream it Do it Student leadership
Phi Thetta Kappa
Phi Thetta Kappa (PTK)S.U.P. Club
Christian Fellowship Club
Honors Program and Phi Theta Kappa
ptk,AIAS
Honor Society
political forum
PTK
PTKArt Alliance
Phi Theta Kappa
Phi Theta Kappa
Phi Theta Kappa
phi theta kappa
DREAM IT DO IT CLUB.
Dream It Do It
Dream it Do It club
bsu

Verbatim Responses to the Question: Please list those clubs PBCC currently sponsors that you would like to participate in but are unable to due to location or time.

Nursing student clubs
where would i find a list of clubs
Volleyball; Drama; Volunteer
Drama/Theatre
Leadership and volunteering
perhaps soccer
Florida Future Educators
volunteering programs
SPORTS
any Criminal Justice program available in campus or out of campus
intrenational and volunteer
I would like to be part of most of the PBCC club activities, but I do not have time for all of them.
singing club, choral
fitness center
Theater Club, Music Club
Political Forum
Early Childhood Club
Intramurals, galas, parties, festivities, movies, etc.
I am not sure of all the clubs and organizations offered
computer club
If interested it would be Lake Worth
I would like to participate in a club, I just don't know which ones we have at school.
tried to contact art club, never got a response
haitian club
Computer Club and Photography Club
volunteer or anthing related to medical field
art, salsa, soccer team, gym
Dream It Do It
Dream It Do It
intramural sports
psychology club
student AIA
bsusbg
airplane pilots class
Government Association
old timers club
Salsa Dancing, Worship Service
various. FT class load and clininc is hard right now.
fitness
dream it do it.
Veteran's club, Latin club, business clubs..
Intramural Sports, I am VERY interested..
Possibly student volunteerism.
math club
Since I did not know about many of the clubs, I can't tell without getting more info on it which one I would like to join.

I would consider joining a club if I knew they were available.
BSU
I don't know about the clubs
Volunteerism
Dream It Do ItFaith Walkers
math club/competition
Chess Club... is there one?
Group 5 Art,Art Alliance, Dream It Do It, Women's Center, and Black Student Association.
B.S.U.
Haitian Club
I'm not even aware of all of the clubs PBCC has.
Student Government Association
Political Forum Club. The location is far from Boca Raton, in Palm Beach Gardens.
chorus, and step team
PBL- constantly changing meeting time with little notification
Circle KPTK
student government association
lcy (ecology club)
Student Leadership Association Club
fitness,and some other sports.
Black Student Union
Phi Theta Kappa
Environment ClubPhi Thetta Kappa Honors SocietyWellnees and Fitness club
Black student union
athletic clubs
NEED TO LEARN MORE ABOUT THEM. BUT TIME HAS BEEN A FACTOR
none presently part time on campus .
Cannot participate in anything because I now live in Sarasota (taking pure Internet courses only).
fitness,and some other sports.
honors classes, math labs.
cultural Club
Student Government
I do not have any idea of what clubs choices are available so I am unable to make any decisions at this time.
Phi Beta Kapa Society
education
sports/ chorus
Global Warming
Dream It Club

General Comments (Verbatim)

Please up date us by email, because i dont exactly knows what is going on around campus.
I would like to be part of an art group or dance group but have not heard of one at the Gardens campus...also i would like to know what other groups are established and how i can join.
great help at the help desk for those of us that are not computer savvy. I am very grateful for that
I desperately would love to participate in any landscaping, architecture, photography courses or groups but I am unable because I care for alzheimer's parent and attend the mandatory core classes and there is no time & MONEY (on grant) to pursue additional passions.
I wish the library was open later during the week and on Sunday.
What type of volunteer service opportunities do you offer?
I use the Law Library at the PGA campus, it would be a big help if the libraries were open on Sunday as I work full time Monday - Friday.I have received 3 parking tickets because my sticker expired in August 2007. I am unable to get to a campus during the hours that the Security Office is open in order to get a new sticker. Can't the Security Office stay open later one night during the week? I have tried unsuccessfully on numerous occasions to get a sticker at the PGA office prior to my 630pm class.
advertising them more. I did not know about any of them.
I am paying way to much for the cost of books. Students should have various times/dates to take tests and finals. Please work on the blackboard system. I have not been given enough time to work on assignments. Online classes are being given more work then classes on campus. Douglas Yeargin is the best professor I have ever had!
I would like to have access to a more diversified type of tutoring(for example tutorials, step by step tapes, longer than 1/2 hour tutoring session) for not so common subjects like chemistry.
THE CONSTRUCTION PROGRAM TEACHERS ONLY TALK ABOUT THE SOUTH FLA WATER MNGMT DISTRICT.CAN SOMEONE TEACH US HOW TO BUILD SOMETHING OTHER THAN A PARKING LOT OR A PUMP SATATION?
I would like to see more things that have to do with criminal justice as well as leadership and volunteering work, and social work...
See Question 13: Full-time during the day should be a bullet. (error in html)
#13 has a typo - cannot select full time day worker;the never used portion should have had one more category, just because we never used it does not mean we're not interested or did not know it exists, or time/day not good; so I just checked "did not know it existed" for all of them! Also my daughter and I use same e-mail address so services used entail both of us.
The most difficult part of attending PBCC is dealing with its employees. It seems that none of them are properly trained, have poor communication skills and don't care about the students.
the Palm Beach Garden's campus recently have stopped enrolling students. I was told that I had to go to the Lake worth Campus. It took three trips, one to Lake worth and two to PBG to get registered for this one course that I am taking. the Lake worth campus took so long to activate my file that the girl at PBG did it against policy seeing that was my third trip.
Question 13 is messed up - I work full time during the day
include soccer team
Would like to see some sort of counseling (therapy) program for students.
i would love to participate more around the campus however the programs there are mostly for young college students, i am a stay at home mother of 2, I have a BS in early childhood I would love to meet with other moms that are taking night classes like i am, also if more activities were available during the weekend that would be a plus. I was not aware of most of the centers on campus, like the fitness center I assumed the school would have one but i never saw signs for it, not even basic aerobic or step classes. I am a new student , new resident i only know the center mentioned in the class schedule book and the fitness center was not there. I was really looking foward to taking fitness classes yet none were offered at least not at night, i know most students go to school during day but come on this is the united states people of all ages is able to school at any age and night classes are the best because they do have to take care of bills. I wish i was able to help, i am very sad i was not able to get those fitness classes at least from 7-8 Or 7-9 thank you ohh!!!! one more salsa classes also I know they offer ONE but it's at the same time as all the other classes maybe something like saturday morning or afternoon,
PBCC is the best place to learn. I am loving it! Hopefully I will be graduating, getting my diploma, find a good job and brag about me being at PBCC and encourage other teens to attend PBCC. Thank you!
More healthy food choices in the cafeteria.
The should have a Flag football league
As an older, returning student I find everyone very helpful
need 24 hr access
We definently need team sports at the gardens location and fitness center.PLEASE!!!
Longer Library hours on the weekend. The hours they have now are a joke.
Longer Library hours on the weekend. The hours they have now are a joke.
Send invitations by e-mails to all current students of all activities available and when they begin(Dates and times and where)
I take classes on Saturday at LW campus. Bookstore and canteen are NOT open and find it frustrating.
Stop hiring Haitians. They have no people skills.
I am an adult student. I fit into the 35-44 age range. It would be nice if the college lets us know what are options are for activities,

services, clubs and organizations that are available to us.
Congratulations and thanks to everyone at the Institute of Teacher Education
They need to be fair in the class rooms when it comes down to different race students. And I will never attend another PBCC again and will not advise anyone else to either.
I hate this school, it's the worst i've ever been too. It's so ghetto, and i can't wait to be finished.
I am interested in joining a club and or organization at PBCC but I don't know where to go or who to talk with to find what being a club member entails and or if it costs anything. I believe more information availability on this subject would help other and future students.
I would like to join the health or fitness center, I didn't know there was one. I would also like to tell you about my BAD experiences with the financial aid department. I really wish that the school paid more attention to this department and had more people helping in that department. Also the people that already work there DO NOT know much about ANYTHING and can not help you the majority of the time. Last time I tried to get information, I had to call a friend at the PGA campus and their financial aid department was so much better and so helpful. We all need the financial department and as much as it's needed I don't think they are given much importance. Thank you.
Testing Center should be open Sundays!!!!
The computer and photography clubs are not easy to find out how to sign up for them on the Lake Worth Campus.
The clubs need more exposure. I found out of each one nearly by accident.
In the 2nd part of the survey, there was no way to choose that a student does not feel that they need certain services. I attend a private health club, so I don't need on campus gym. I use the public library, so I don't feel that I need the campus library. I eat at home, so I don't feel that I need an on campus cafe. The only choice that seemed to apply, was that I was not interested. I do use the on campus rehearsal rooms in the music rehearsal area. I am glad that those rooms are available. Thanks
would like to use the new GYM.
more info needs to be posted for the clubs.
Why no social organizations-- fraternities or sororities
PBCC is a great Institution. All of my experiences thus far have been rewarding. Thank U PBCC
PBCC Needs a more efficient way of advertising events so the student body can be more informed
When I call no one ever knows anything. they tell me to call back. Or I leave message and no calls me back.
The only thing I can gripe about is that there is no way for students to directly communicate with one another through pantherweb. there are no class message boards there is no way to send a private message to classmates at all. and NO we don't all use myspace, linkedin, freindster. I attended Valencia CC up in Orlando FL, and they had ATLAS which was awesome it listed my classes on a calendar, I could click the class and it would go to a message board for the class along with Pseudo-email addresses to our classmates. teachers would post all kinds of helpful stuff on the boards as well. I was astounded when I saw that this isn't even thought of here. As with other schools financial aid counselors are of no help, FA: "You fill out this form", Me: "ok but I've taken it home and I really don't know what it all means". FA: "You have to have your parents fill it out". Me next day: "ok my parents looked at it and they don't what to put where. can you just walk me through it?". FA: "well here is the website that will explain to you what you need to do." . ME: "I'm sorry I must have had my head under a rock, theres that whole internet thingamajigger that has the answers to life and I was coming to ask you whose title is Financial Aide Counselor for some help. do you know how to surf to that site? maybe you should brush up on it a little bit and do your job more effectively you nit". Thats been 100% typical of every schools financial aid office(s). That is until I lost hope in College about 8 years ago and went to tech school where they walked me through the whole financial aid process used up all of my loan money and only let me attend half of a year. who should I feel more slighted by? doesn't matter I'm back paying cash for my classes, eating canned beans and living in my van.
just a comment about the employment you really do not have anything for a person who works 40+hours during the day just a note
pl look in to better teacher for inter math
Crossroads is one of the favorites, helped me out 2x now. Crossroads and the tutors in the Spanish lab!!!
I appreciate the full spectrum of course selection PBCC offersto keep my Florida Teacher Certificate updated and have hadhighly motivated, thought provoking, excellent professors forall of my classes over the last 10 years.
Is the weight room available to all students? If so, what time is it open and available.
i do not know about any clubs here @ pbcc
You guys need to offer more classes in the evenings (after 5) and on the weekends too. Sometimes i am unable to take any classes because the days and times are very limited. U guys cater more to kids that live at home that do not work.
all clubs and activities are great, but it's just hard to support with such a crazy sched. Also, let people know about them. FLYers Flyers Flyers
this is not a comment about that but it needs to be said...what pbcc calls the "full-time nursing program" is so time consuming that they tell you if you work while doing this program you will fail. it is that full time. it is only technically 8 credit hours which now takes away grants/scholarship money that is needed more than ever, since the student is NOT able to work. There MUST be a way to fix this!!! To consider that I have no life and no money and then be technically a "half-time" student is ludacris!!Please, put this in the hands of someone who can help!
Now that your survey has alerted me, I will look for theater events and intramural events. But, I do know that the Palm Beach Gardens campus is limited in the sports area.

The education is great. Good Professors, but services in the labs are substandard. I had a problem with my Panther Card and no one could help, it was after hours...Saturday at 11:00 am. The live chat assistance and communication with the Distance Learning Programs need a lot of help. Those types of services, if you are going to offer it should be better streamlined for the distance learner.
Definetly saturday classes more refresher classes for older returning students
Is there a fitness center on the Eissey Campus?
I just wish I had more time to participate in the clubs. I work full time, and school part-time in the evenings keeps me very busy with little time to enjoy any of the activities.
The library and it's help is phenomenal !!
where is the fitness center??is it like a gym??and what are the hours its open??
Provide scholarships for adults, who are not just graduating high school within the past couple of years
If there were more of these available at night or on weekends, it defenately would look into joining them
some things designed exclusively for returning students ie:older adults ages 30 and up
I would recommend creating internet based activities and clubs. I would be nice to be able to communicate with other students that I share the same educational plan with.
I think PBCC should have another nursing program on the Boca Campus. Because they dont offer it there, I have to transfer to BCC North. I live in Broward and Lake Worth is too far for some students to drive.
NEED MORE AVAILABLE TIME SLOTS FOR THE MATH LAB,READING LAB AND WRITTING LAB CLASSES.
PBCC offers a wide variety of services and activities that I would like to participate but aren't able to because of my job.
Yes, I have inquire about Pbcc having a extra good teacher to teach those student who need to take a tabe class in the evenings or if possiable Saturday Mornings. For those full time student who cannot attend during the day session. please, tried to hire a teacher. Thanks
Not employed but very busy with volunteer services.Age restricts many activities.Sometimes unfamiliar with the campus buildings and offerings.
I have not had a good experience when I needed adviser at PBCC. I wasted my time because the adviser gave me the wrong information. I almost missed class.
I don't have a problem with the services that the college provides, I usually work 50 plus hours per week, which takes up a lot of my time.
Question #13 on this page appears to have a problem. I am employed full time during the day; and I work an occasional part time job at night.
I think there many students that are not aware about the benefits and the importance to be a member of some Club or Organization at PBCC.They reason I mention that it is because I have been at PBCC for about one year and half I did not know it either until I became a member PTK,the ALpa Gamma Sigma Chapter.
There was no choice to report, but I am a full time employee during the day, that is why I marked "Full time at night". Thank you.
PBL- very disorganized, president thinks its his personal fan club and is not interested in making sure other members can participate in activities, gives little notification to others of events he knows about in advance. As a business club it is a sad representation of how a business should be run. So far, no extracurricular activities have been held, started, or completed and no benefits have been gained since becoming a member. I was looking forward to a real experience based on what the other chapters and ads claimed took place in the club, but because of information being withheld/ delayed for no reason, I have missed out on participating in the first two competitions (part of the reason I paid to join) and will not qualify, as a result, for the final competition. I can't beleive this is a national organization sponsered in any part by the college!
I am pleased with the services that I currently use or have used in the past. The new gym is great I hope to utilize it. Thanks
I would be interested if I only had the time. Thank you.
Is there a gym in all Pbcc campus?? What are the hrs???
I believe the clubs are not "advertised" enough. I have been here for years and I am just finding out about most of the clubs available. Also, if a club or organization is offered at one campus but not at the others, we the students still want to know about it because it may be just the club we were looking for. The clubs need to have more activities set up so it's worth your time and effort to be a member.
for a community college it seems to have a nice variety of options, however many times i see old news and outdated info around campus. the calenders should be changed promptly in order to got people to know about whats coming up, for better involvement ,
Advisors need to pull it together and start listening to the students. PBCC needs more advisors!
Was interested in working out at the gym on weekends, only to find out they are closed. Thought that was sort of silly.I work full time during the day, which question 13 will not let me choose.
The services, clubs, organizations, activities need to be advertised more. I would probably join a club or participate in an activity if I had more information on them and if the times worked with my schedule.
I really want some intramural sports. It would benefit the students connection with school and health.
Need closer locations, transportation, and the timing.
I would like to participate in one of them.
Question # 13 does not give the option to check Full-time day. # 13 for me is Full- time day.

Need more four year degrees
I did not like the limited choices for answers on question 2. There should be a fourth choice to indicate that students have not used a particular service, but said service may be of use or interest in the future.
The student career center is very helpful, also the language lab for foreign student.
I am a returning student who originally graduated from PBCC, 24 years ago. This return is for a career change. I think there may be several students like myself and services for them should be considered.
How come there is not a gay & lesbian club? Is there a way to start one?
I wish to have more information about these, because I am very interested!!!
the panther web help line has been great about calling back. keep up the good response time !thanks
Question 13 is messed up. My answer would have been full-time during the day
Continue adding on line classes. Add more four year degrees with on line capabilities.
I would like to participate in one of them.
Security and the Administration should do something about people with noisier cars and stereos playing loud as they cruise around the parking lots, often playing their offensive music-every other word seems to be nigger or nigga, horror, gang bangers ect. it is disruptive and offensive, reminds me a ghetto. Is that what this college is-Ghetto?
night students work during the day and usually weekends. Why can't facilities stay open as long as there are classes? Also why is it that none of the honors classes are offered at night? I feel that night students are offered less chances to succeed in their classes when for the most part they have to work twice as hard as most day students. It seems to me that more helpful amenities should be offered during night class hours. I'm pretty sure you can find a night crew willing to work from 3.30-9.30pm maybe even students looking for work hours.
If PBCC has an International students club, I would like to know more about that
I am a student and I also work as a student worker. I have a physical disability. I am asking if at some point when my disability (arthritis) flairs up and sometimes it's hard to get around campus can we request assistance to get from class to class I do have my information documented with Dr. Swain this help would truly be appreciated and help motivate disabled people to continue their dreams and goals Thank You May peace be with You.
I SIMPLY WISH TO LEARN MORE... PLEASE KEEP ME UPDATED. :)
Yes I would like to see more class choices at night at the Boca Raton campus using the same professors that teach during the day.
I would like to reach a representative from Phi Beta Kappa Society. I have been unable to get any person for the last three months. The only information that is available is on line, but they do not provide a phone number or location to go. Thank you.
The club that I am in does a lot to encourage older adults
i would like to see more clubs and activities at the Glades campus. it is a lot closer for me
I would like for some of the classes that I am taking to be in the Glades. I hope that PBCC would consider bringing teachers to the Glades. Some classes are not offered in the Glades that most students need to take. Because Lake Worth, Palm Beach Garden, Boca Raton is too far to drive for a person who works full time I would like to get my degree but I don't like to drive to for. Thank you