

# Student Services Survey (Fall 2015) Results

## Purpose of Survey

The purpose of the Student Services Survey is to measure student satisfaction with the service areas in the University. It is a way for the Florida Polytechnic to learn about current level of service and improve upon the student comments and suggestions on this survey.

## Survey Description

Students services survey was conducted between November 30, 2015 and December 9, 2015 and distributed via email among all student registered in the University.

Service areas included in this year's survey were as follows:

- Admissions
- Financial Aid
- Orientation
- Registrar's Office
- Advising
- Library
- Academic Success Center
- Student Affairs
- SGA and Student Activities
- Health, Textbook, and Dining Services
- Parking Services
- Campus Police/Security
- IT Helpdesk and Computer Labs
- Counseling Center
- Bursar's Office

Additional questions were added to inquire students about safety and security of the University's main building. The survey provided students the opportunity to share their comments for each service area, as well as general comments and/or suggestions. Student's contact information was requested if participant wished to be contacted by a staff member.

A Likert scales was used on the survey. For accurate interpretation of results presented in this report, keep in mind the following scale:

1 = Never Used, 2 = Highly Unsatisfied, 3 = Unsatisfied, 4 = Satisfied, 5 = Highly Satisfied

In general, high scores can be interpreted as the student consensus indicating satisfaction with the services received. On the other hand, low scores should be considered as an area that requires immediate attention and/or improvement according to student feedback.

For questions and/or concerns about this report, please contact the Office of Institutional Research & Effectiveness via the Request Desk at <https://floridapolyoire.freshdesk.com> or call our offices at 863.874.8545 / 863.874.8543

## Survey Distribution Statistics

Completed Surveys: 279

Response Rate: 30.6%

Average Completion Time: 5.8 minutes

December 10, 2015

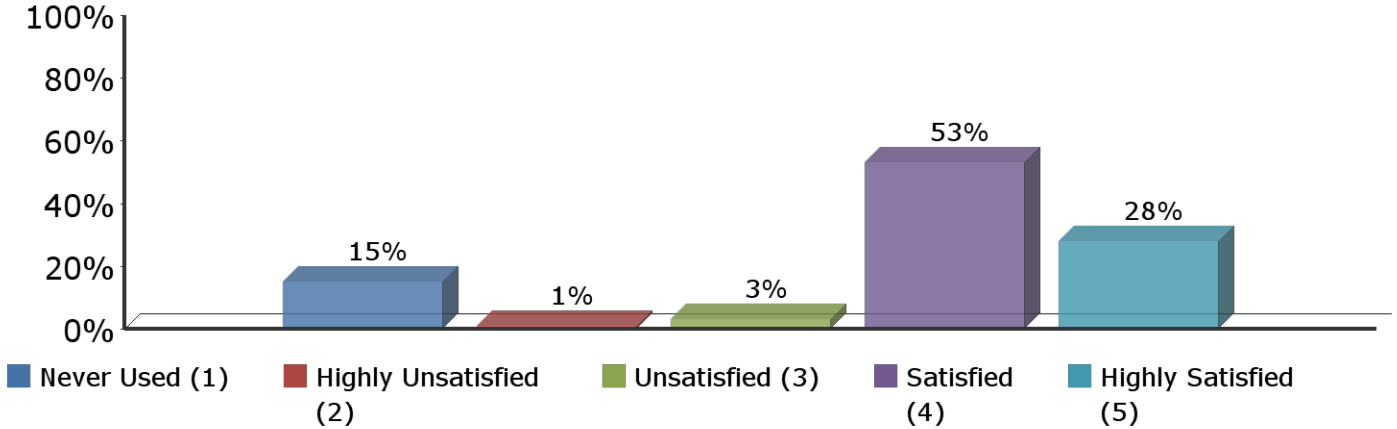
**Please rank your satisfaction with the following services:**

Area	Never Used (1)	Highly Unsatisfied (2)	Unsatisfied (3)	Satisfied (4)	Highly Satisfied (5)	Average Value
Admissions	15.4%	1.4%	2.9%	52.7%	27.6%	3.8
Financial Aid	12.3%	2.5%	6.5%	44.4%	34.3%	3.9
Orientation	28.0%	1.1%	6.5%	41.6%	22.9%	3.3
Registrar's Office	11.2%	1.8%	6.8%	51.1%	29.1%	3.9
On-going Advising with Faculty	13.3%	2.5%	7.5%	50.5%	26.2%	3.7
Registration via CAMS Student Portal	0.4%	8.6%	21.1%	46.2%	23.7%	3.8
Computer/IT Helpdesk	21.6%	2.2%	5.4%	41.4%	29.5%	3.6
Computer Labs	18.6%	1.1%	5.4%	48.0%	26.9%	3.6
Library Resources Availability	19.5%	5.8%	8.3%	40.4%	26.0%	3.5
Academic Success Center	32.0%	1.1%	5.0%	35.6%	26.3%	3.2
Student Activities	18.0%	3.2%	11.2%	46.4%	21.2%	3.5
Student Government Association	34.1%	1.8%	6.1%	38.0%	20.1%	3.1
Student Affairs Staff	33.6%	1.4%	5.1%	37.2%	22.7%	3.1
Counseling Center	57.8%	0.4%	2.2%	25.6%	14.1%	2.4
Health Services Staff	50.7%	4.3%	3.2%	23.4%	18.3%	2.5
Textbook Services	31.3%	4.7%	10.4%	37.1%	16.5%	3.0
Dining Services	18.1%	13.0%	20.2%	38.3%	10.5%	3.1
Campus Police & Security	11.2%	1.1%	1.8%	29.5%	56.5%	4.2
Parking Services	18.8%	6.5%	14.4%	43.0%	17.3%	3.3
Utility and Comprehensiveness of the FL Poly website	6.8%	3.6%	14.0%	50.0%	25.5%	3.8
Initial Academic Advising (First Semester)	20.6%	4.3%	8.3%	42.2%	24.5%	3.5
Bursar's Office	19.2%	1.8%	6.9%	48.6%	23.6%	3.6

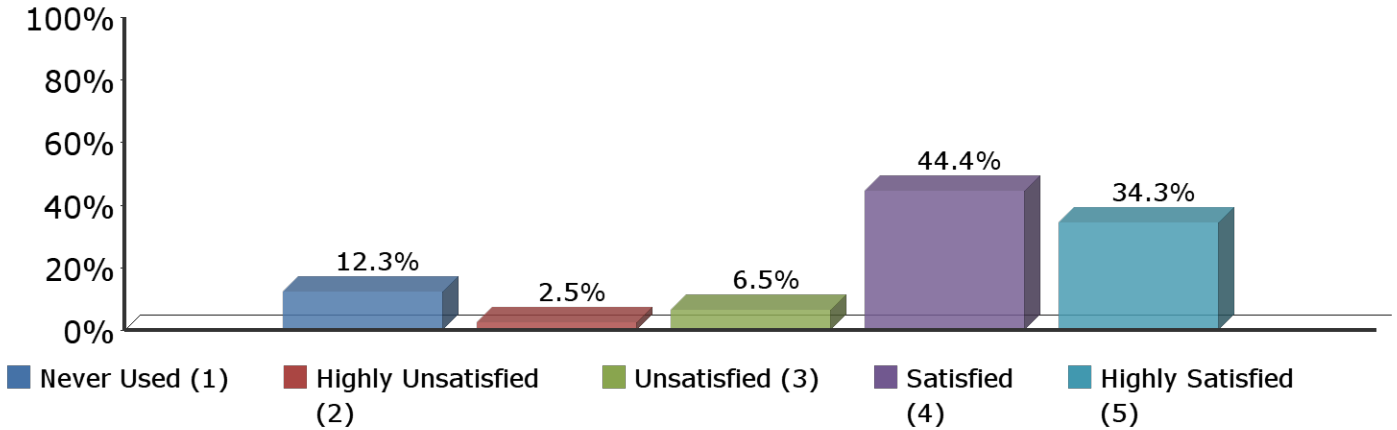
**Overall Average: 3.4**

**Ranking Percentage by Area:**

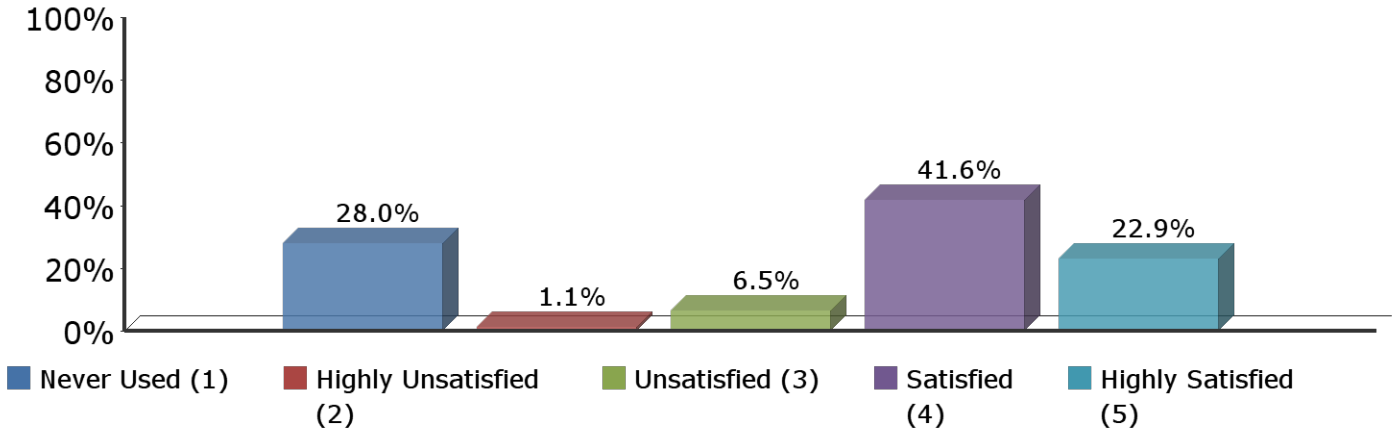
**ADMISSIONS**



**FINANCIAL AID**

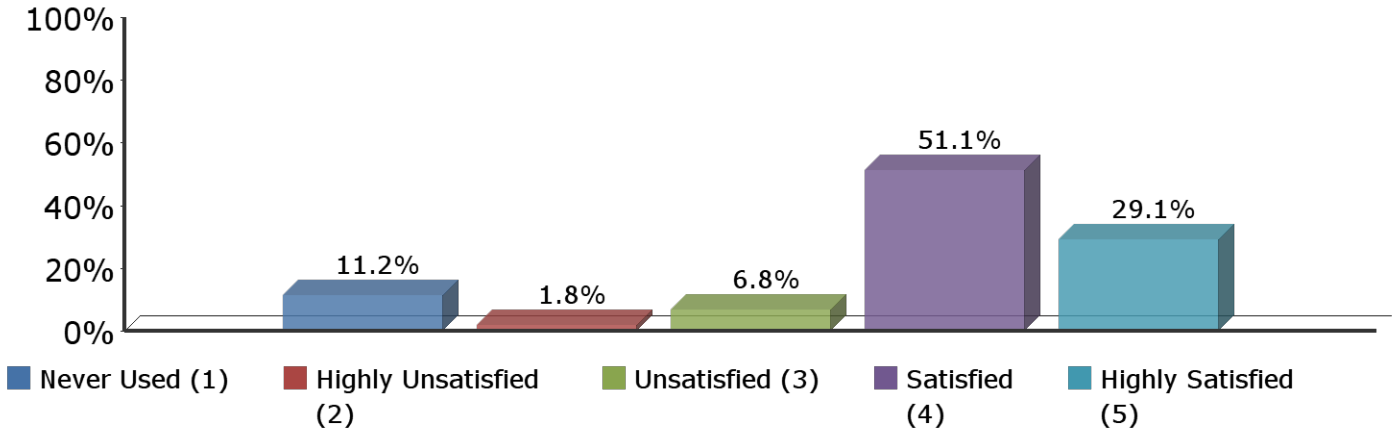


**ORIENTATION**

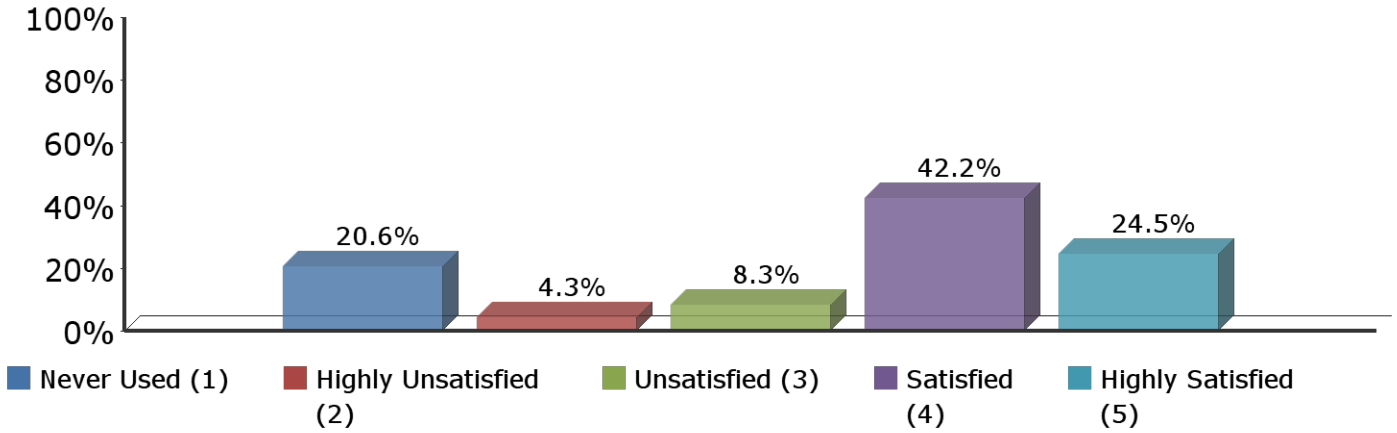


**Ranking Percentage by Area:**

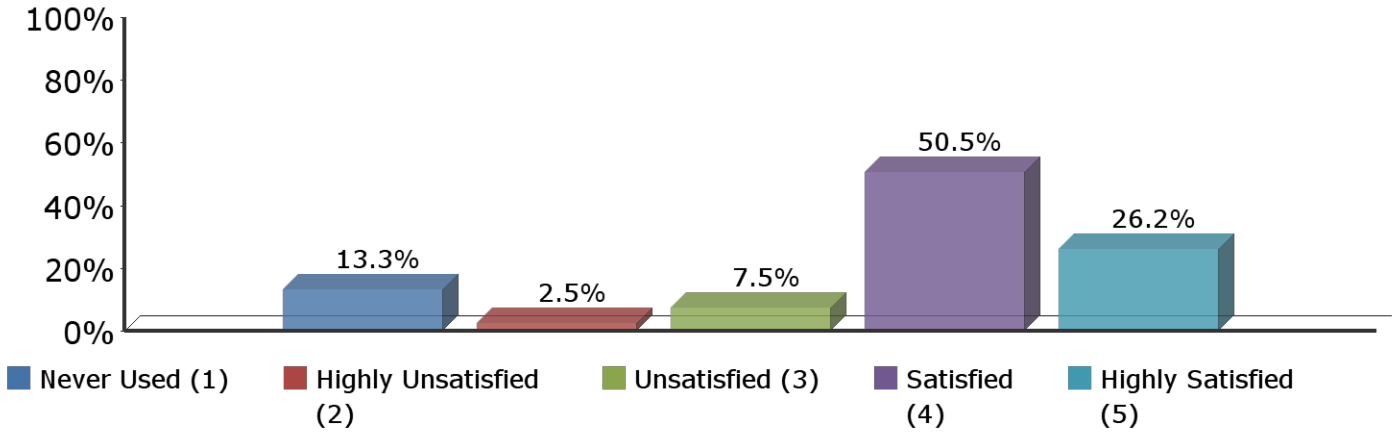
**REGISTRAR'S OFFICE**



**INITIAL ACADEMIC ADVISING**

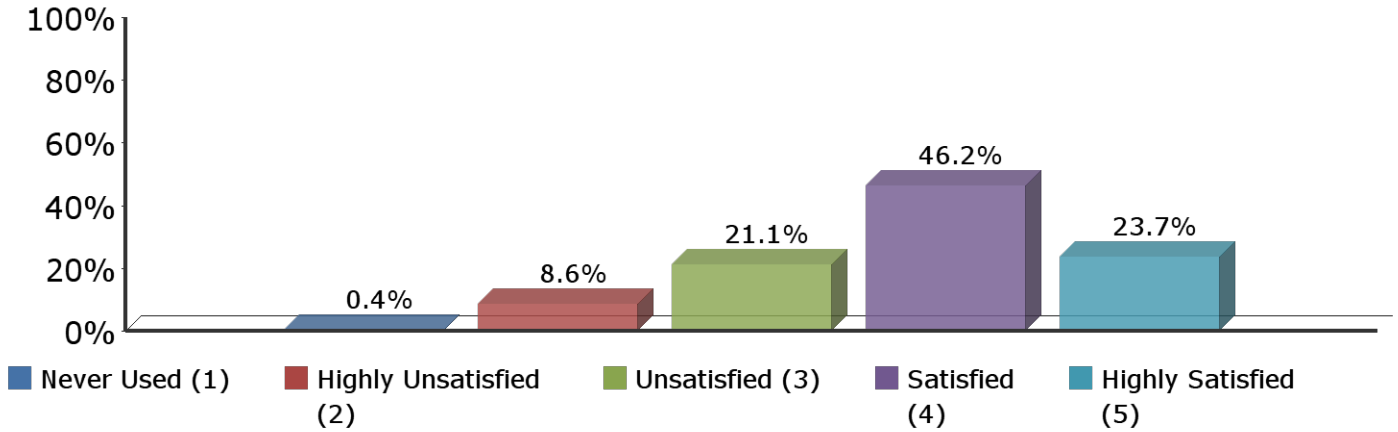


**ON-GOING ADVISING WITH FACULTY**

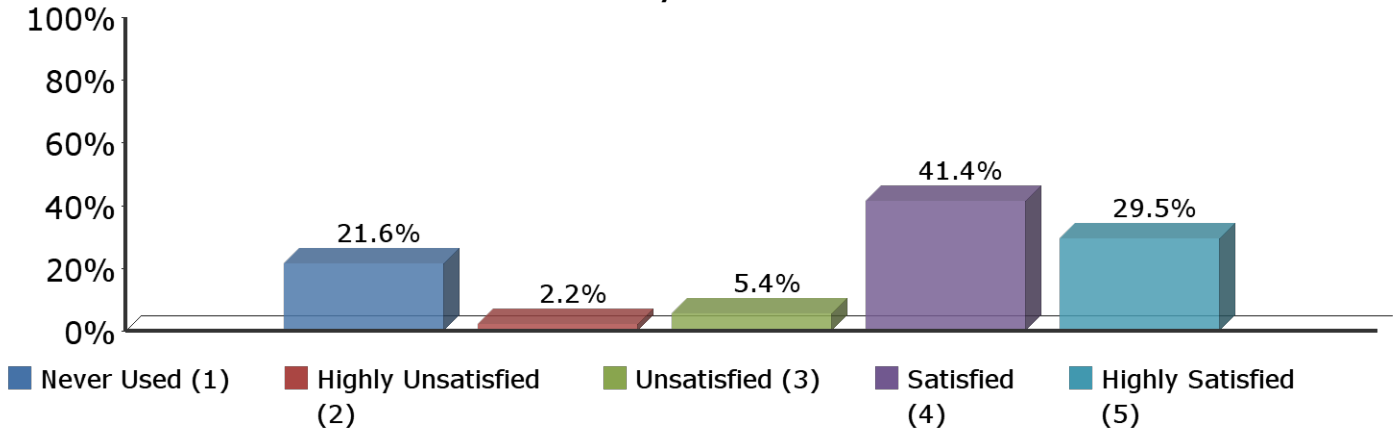


**Ranking Percentage by Area:**

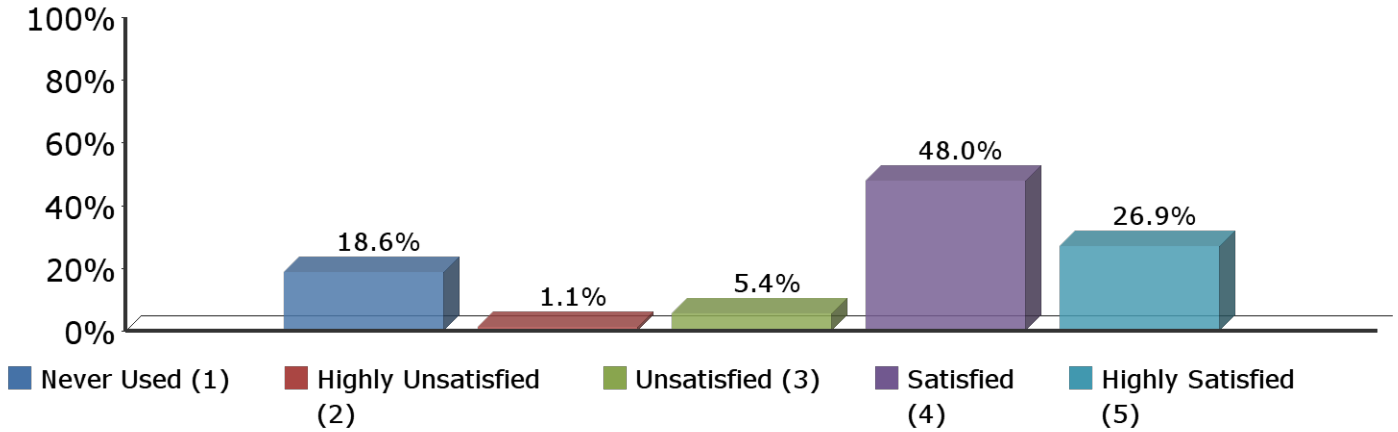
**REGISTRATION VIA CAMS PORTAL**



**COMPUTER/IT HELPDESK**

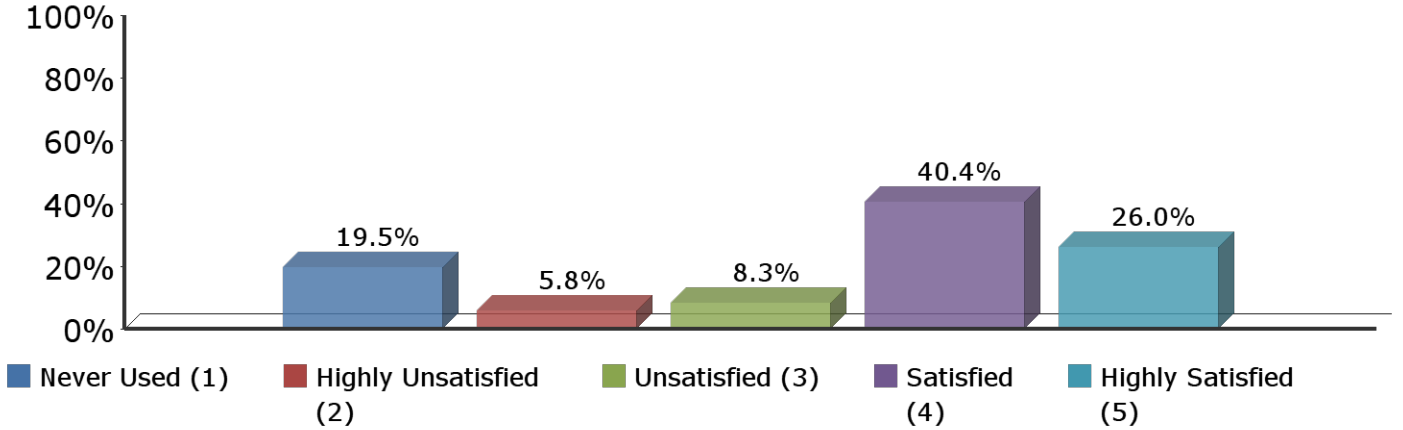


**COMPUTER LABS**

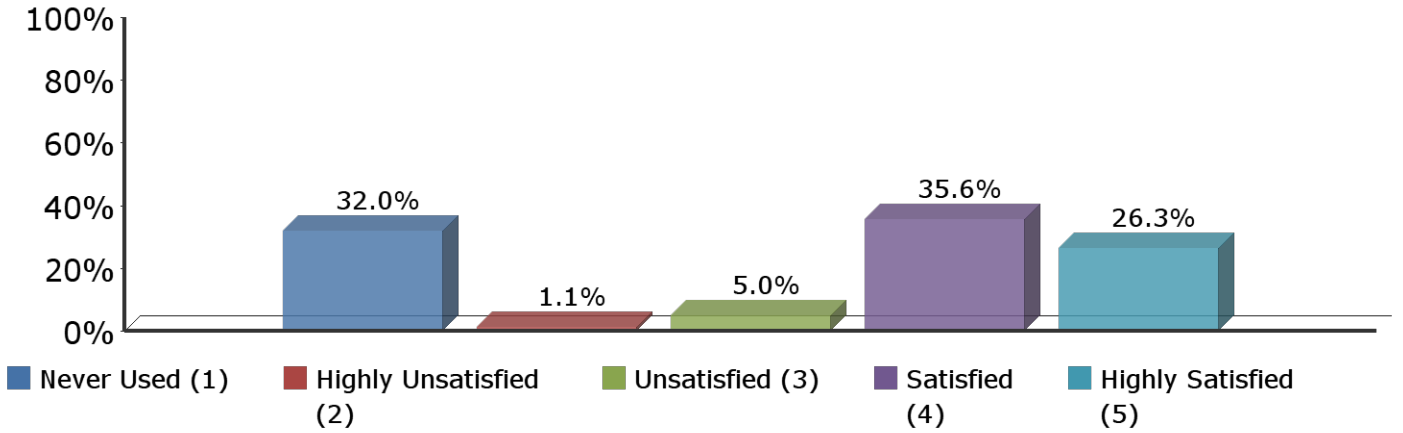


**Ranking Percentage by Area:**

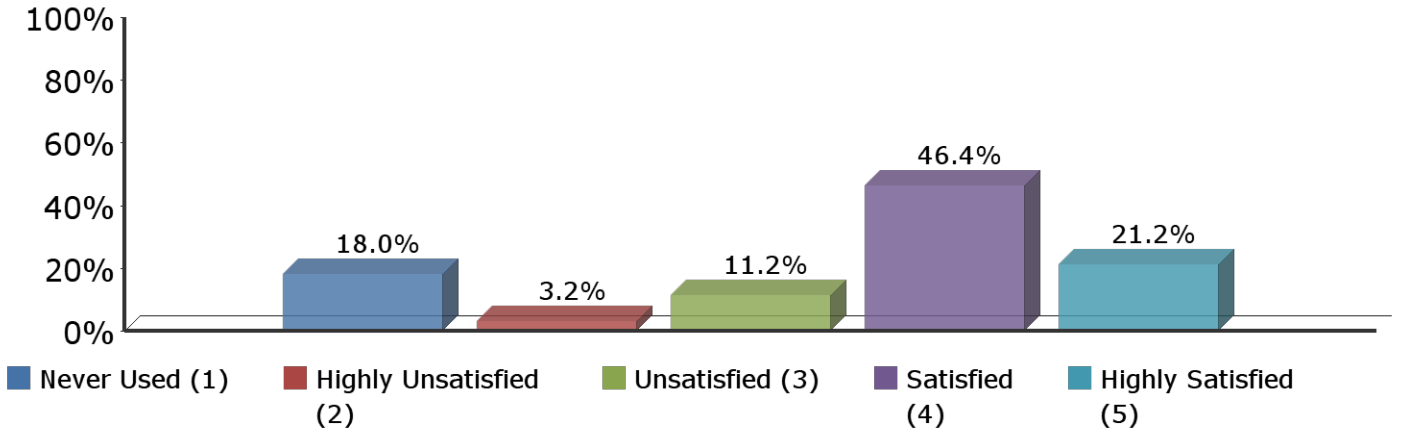
**LIBRARY RESOURCES AVAILABILITY**



**ACADEMIC SUCCESS CENTER**

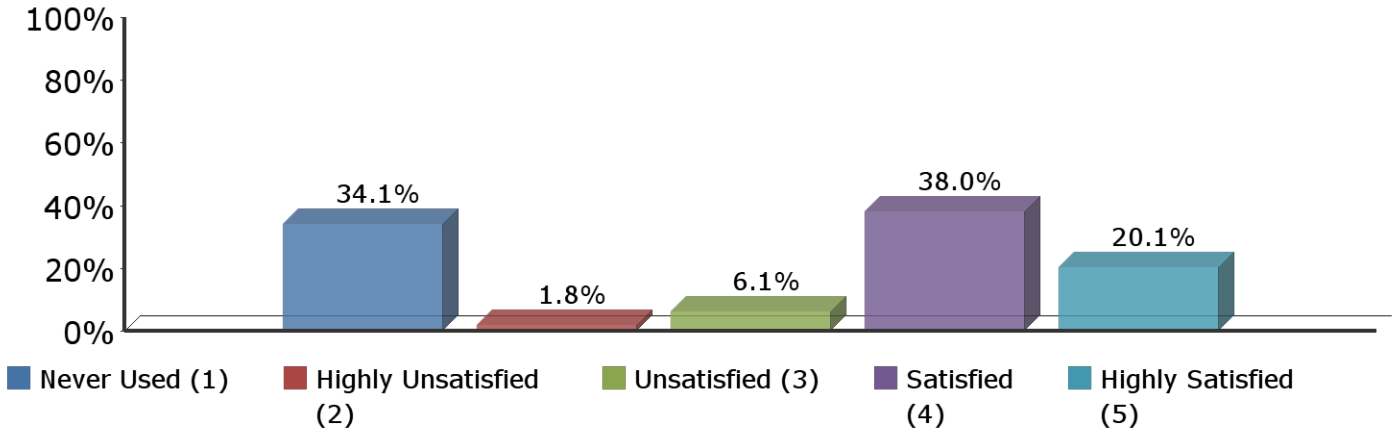


**STUDENT ACTIVITIES**

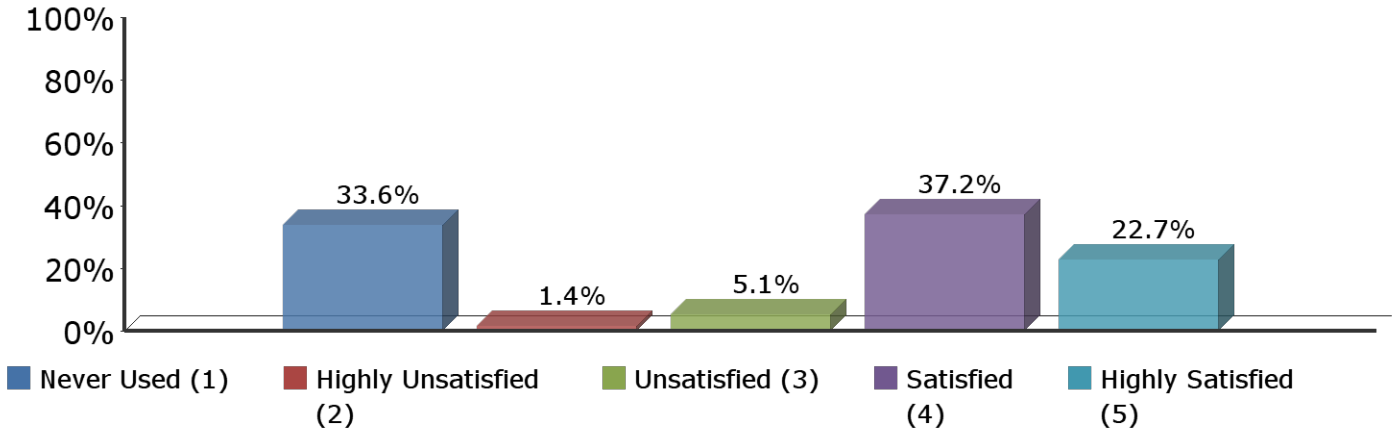


**Ranking Percentage by Area:**

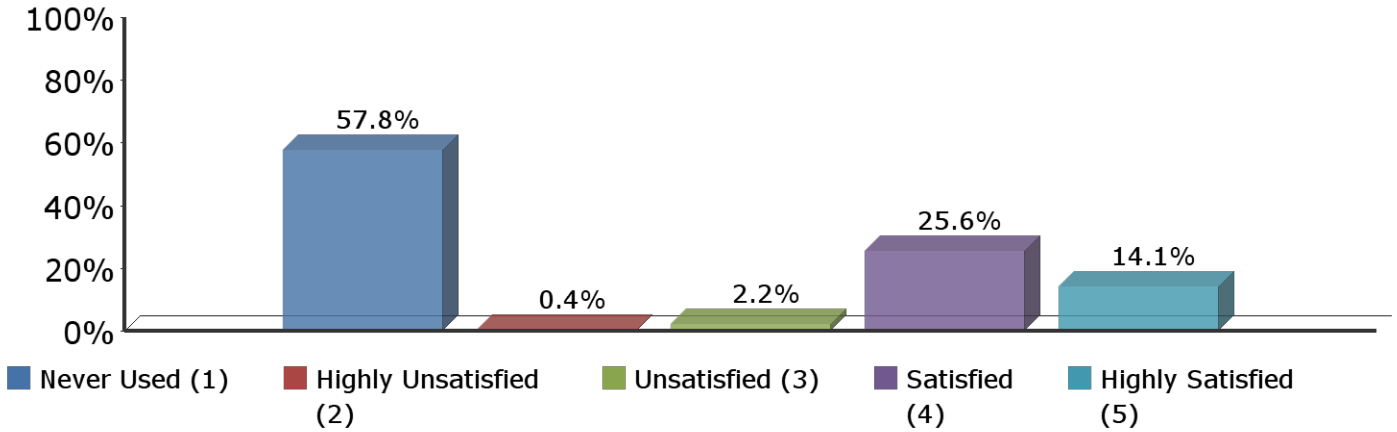
**STUDENT GOVERNMENT ASSOCIATION**



**STUDENT AFFAIRS STAFF**



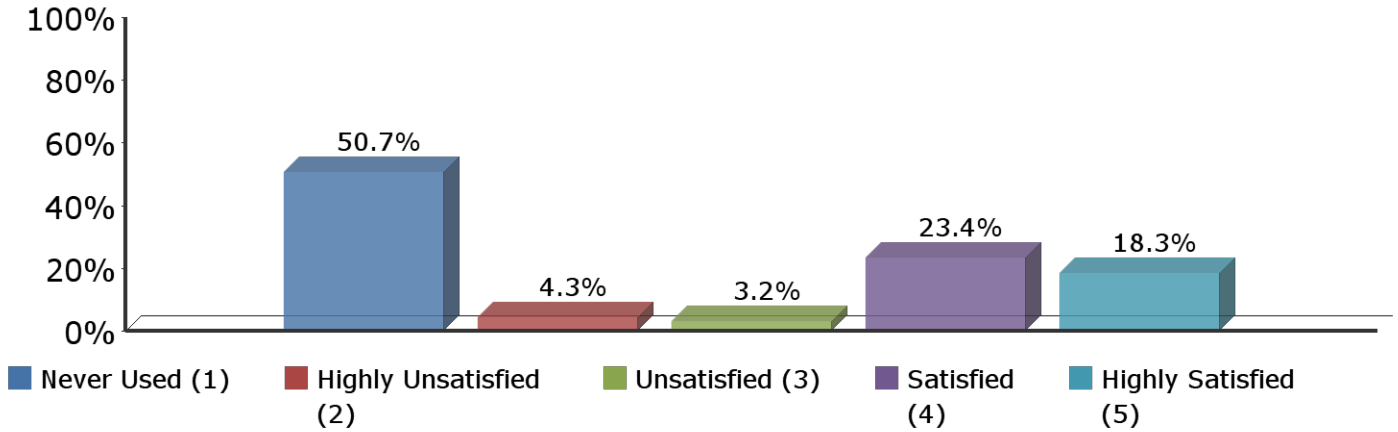
**COUNSELING CENTER**



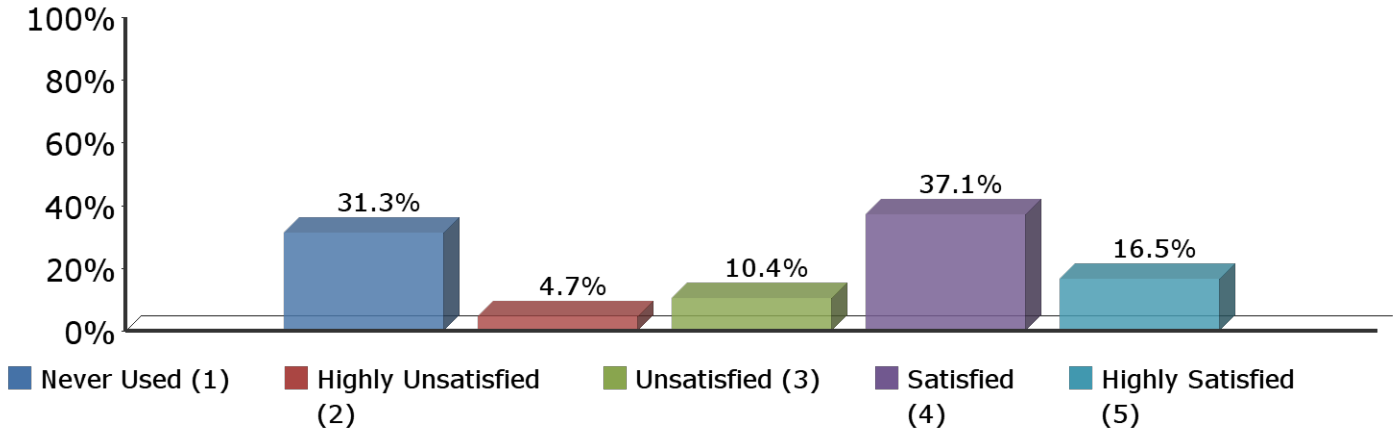


**Ranking Percentage by Area:**

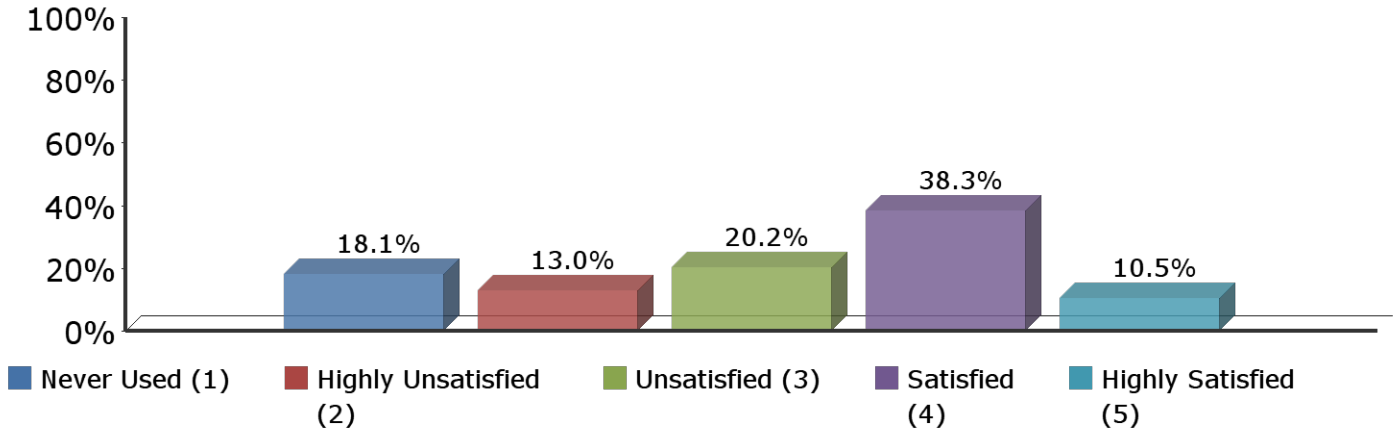
**HEALTH SERVICES STAFF**



**TEXTBOOK SERVICES**

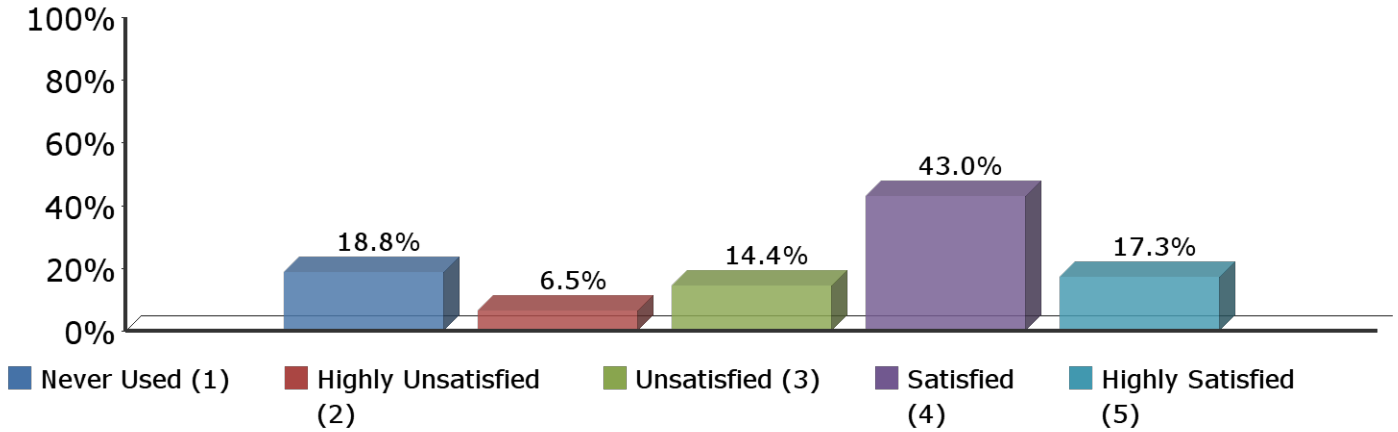


**DINING SERVICES**

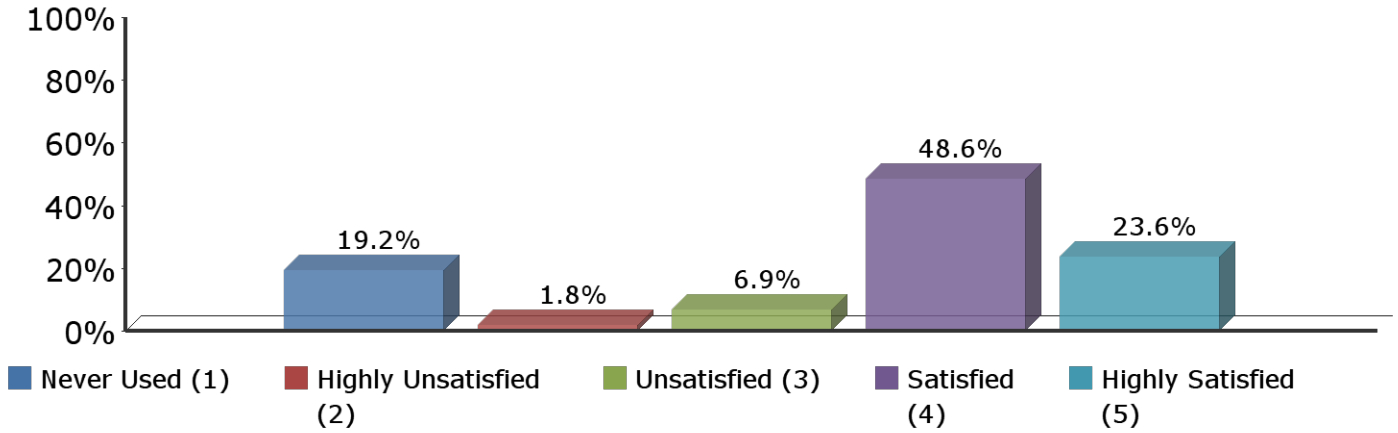


**Ranking Percentage by Area:**

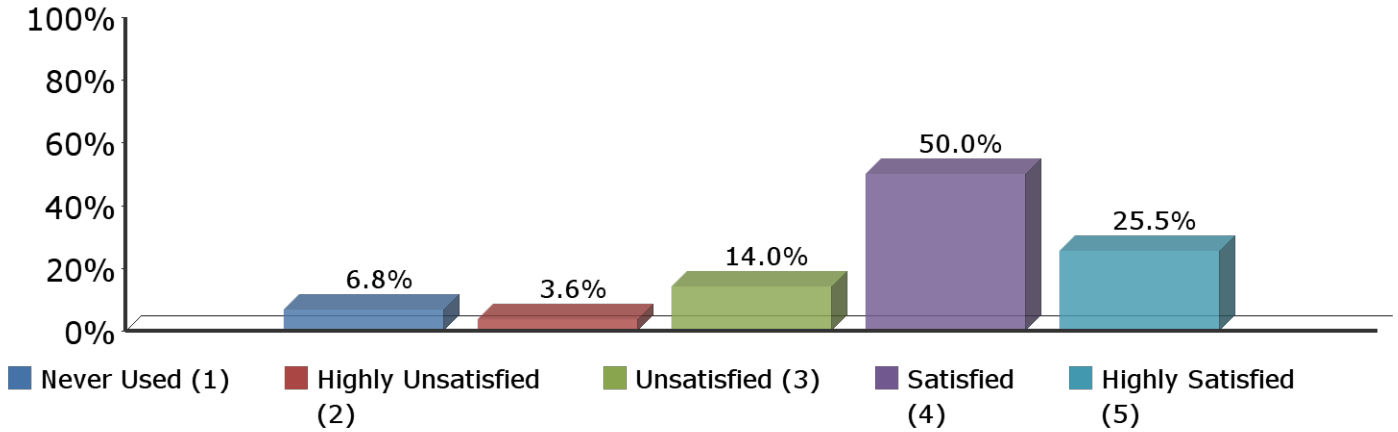
**PARKING SERVICES**



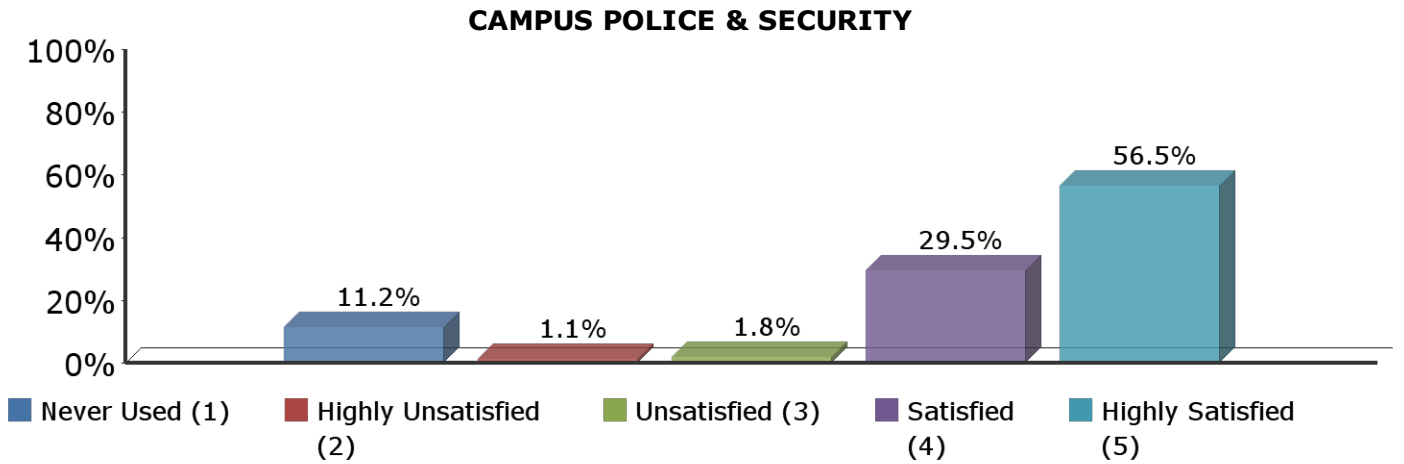
**BURSAR'S OFFICE**



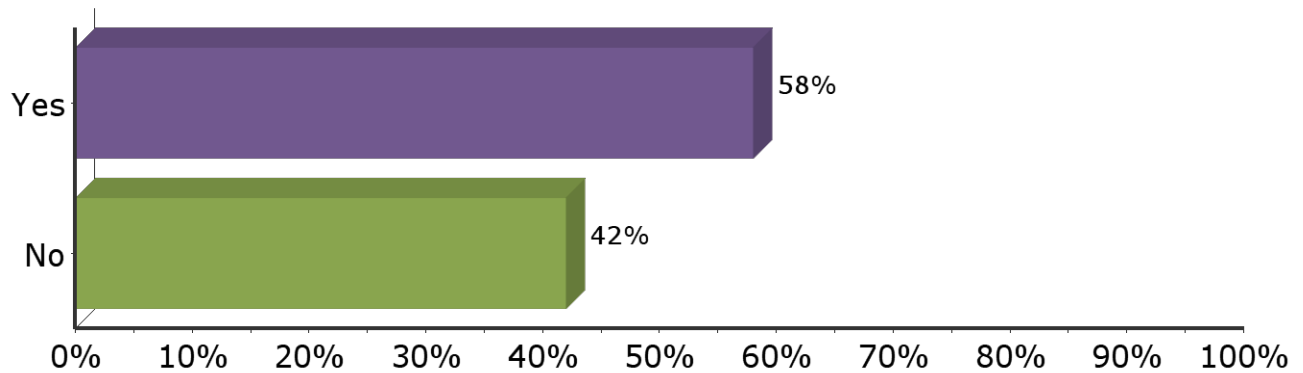
**UTILITY & COMPREHENSIVENESS OF FL POLY WEBSITE**



**Ranking Percentage by Area:**



**Would you prefer to have the IST building unlocked on the South end and access it without using your student ID card?**



**Would you prefer to have the IST building open only during normal business hours (8am-5pm)?**

