

St. Petersburg College

Outcomes Assessment Review Report

Report Completion Date: December, 2008

Introduction

Institutional effectiveness and planning process is a continuous endeavor; operationally the process begins with a series of meetings by four oversight groups (Student Services, Educational Support Services, Administrative Services and Educational)

The four oversight groups are charged with the following key tasks:

- (i) Evaluate whether the institution successfully achieved its desired outcomes from the previous institutional effectiveness and planning cycle,
- (ii) Identify key areas requiring improvement that were identified in the assessment analysis, and
- (iii) Develop strategies and recommendations to formulate quality improvement initiatives for the next institutional effectiveness and planning cycle

Check the Appropriate Oversight Group:

	Student Services Oversight Group
	Educational Support Services Oversight Group
x	Administrative Services Oversight Group
	Educational Oversight Group

The Administrative Services Oversight Group:

This is an ad hoc working group. Its focus is on reviewing key information concerning the effectiveness of administrative services and the effectiveness of using technology at the College. The group leader/chairperson is the Vice President of Administrative and Business Services.

Status of each item identified in this report from last year:

The Administrative Oversight Group identified nine areas under “Area that need improvement”, I through IX, in the Administrative Services Oversight Group Report for the 2008-2009 operating year. Each will be addressed below.

Area I – Close the performance gap in student satisfaction with parking to greater than -1.00 over the three-year period 2008-2009, 2009-2010, and 2010-2011 as measured by the 2007-2008 Enrolled Student Survey result. Table 1 presents the outcomes for the base year and current year.

Table 1 Two Year Outcomes Report (Satisfaction, Importance, Performance Gap)

	Sat 07/08	Imp 07/08	Gap 07/08	Sat 08/09	Imp 08/09	Gap 08/09
Parking	4.60	6.41	-1.82	4.75	6.46	-1.71
Basis of Objectives:	2007-2008 Basis			Measure 2007-2008 Results Against		

Table 2 contains a description of this objective, current status and comments on the actions items taken to improve outcomes.

Table 2–Status of Objectives from 2008-2009

Objective	Status	Comments
<p>Close the performance gap in student satisfaction with parking to greater than -1.00 over the three-year period 2008-2009, 2009-2010, 2010-2011 as measured by the 2007-2008 Enrolled Student Survey Result.</p> <p>Still does not meet the criteria.</p>	On-going	1. St. Pete/Gibbs Campus: On-going – Fund and construct additional parking spaces by December 2009 once the portables are relocated and space is available for additional parking.
	On-going	2. Health Education Center: On-going – Fund and construct additional parking spaces by December 2008. This was completed as part of the Orthotics and Prosthetics project. Also, fund and construct additional parking spaces to the Health Education Center by the end of 2010-2011 after demolishing the Veterinary Technology Building.
	On-going	3. Clearwater Campus: On-going – Identify and implement additional improvements in parking patterns and parking availability on the Clearwater campus as construction and remodeling of buildings are completed during 2008-2009 and 2009-2010.
	On-going	4. Enrolled Survey: Not Completed – The Enrolled Student Survey has not yet been changed to incorporate a question of “Were you able to find a parking space?”. Institutional Effectiveness is working to develop a specific question/line of questions that will obtain the information we desire to gain.

Table 3 Parking

	2007-2008 Performance Gap	2008-2009 Performance Gap	Difference
SP Gibbs	-2.38	-2.23	0.15
Clearwater	-1.97	-1.98	-0.01
Tarpon	-1.66	-1.61	0.05
Seminole	-0.99	-0.88	0.11
Health	-1.92	-1.98	-0.06
Allstate	-1.05	-1.56	-0.51
eCampus	-1.46	-1.35	0.11
EpiCenter	-0.54	-0.93	-0.39
Downtown	-1.97	-1.78	0.19
Midtown	-1.13	NA	Few Responses

Area II –Food Services

Table 4 - Status of Objectives from 2008-2009

<p>Increase student satisfaction with food services by 10%, as measured for each campus on the 2008-2009 Enrolled Student Survey satisfaction rating and performance gaps.</p> <p>Still does not meet the criteria.</p>	Completed	1. Completed - The specific satisfaction Food Services Survey was completed. A report was prepared containing results in summary and by campus. Purchasing and Institutional Effectiveness met with each Provost to review the results. Provosts then met with their Food Services vendor to review and develop opportunities for improvement and a plan to implement. This process has been very effective in driving change on some of the campuses.
	On-going	2. Ongoing – Due to timing and a change of Provosts at the SP/Gibbs campus, the expiring food services contract was extended for one year. The current Provost will determine by Spring 2009 if there will be another renewal or a Request for Proposal. Subway was approached to offer food service at the Clearwater campus; however, there was not enough space available for their needs. Subway said they could be interested if the opportunity arose at the SP/Gibbs campus.
	On-going	3. Ongoing - As part of the review of the Food Services Survey results, Provosts were provided highlights of best practices on campuses that had high satisfaction scores. Provosts also shared these with their Food Service vendors.

Table 5 Food Service

	2007-2008 Performance Gap	2008-2009 Performance Gap	Results
SP Gibbs	-0.80	-0.92	Less Satisfied
Clearwater	-1.23	-0.70	43% Increase
Tarpon	-0.43	-0.38	12% Increase
Seminole	-0.34	-0.42	Less Satisfied
Health	-1.03	-1.81	Less Satisfied
Allstate*	-.54	-1.30	Less Satisfied
eCampus	.11	-0.23	Less Satisfied
EpiCenter	-0.58	0.06	90% Increase
Downtown*	-0.79	-0.76	4% Increase
Midtown*	.15	NA	Few Responses

*These campuses currently do not have contracted manual food service vendors at their sites.

Area III - Bookstores

Table 6 – Status of Objectives from 2008-2009

<p>Increase student satisfaction with bookstore services collegewide and on campuses by 10% for campuses below satisfaction and performance gap criteria, as measured by the 2008-2009 Enrolled Student Survey.</p> <p>Great improvement collegewide.</p>	On-going	<ol style="list-style-type: none"> 1. Ongoing – The College did actively support and lobby for sales tax exemption legislation. A Bill was developed; however, it did not pass. The College will continue to actively support such legislation. 2. Ongoing – The new Director of Follett is having campus meetings to raise awareness and focus on textbook issues. For this Fall session, no campuses reported being out of stock on required course materials, which was a big improvement from the prior year. 3. Completed – Began working towards this goal in 2007. The new Dean structure has greatly assisted in increasing common textbooks across campuses and increasing the lifecycle of textbooks. 4. Ongoing - A study was conducted by a consultant and a report of his finding was submitted. Leadership will make recommendations in January.
	On-going	
	Completed	
	On-going	

Table 7 Bookstore

	2007-2008 Performance Gap	2008-2009 Performance Gap	Results
Collegewide	-1.07	-0.97	9% Increase
SP Gibbs	-1.06	-1.16	Less Satisfied
Clearwater	-1.31	-1.10	16% Increase
Tarpon	-0.84	-0.65	23% Increase
Seminole	-0.74	-0.63	15% Increase
Health	-1.19	-1.49	Less Satisfied
Allstate	-1.26	-0.57	55% Increase
eCampus	-1.14	-1.09	4% Increase
EpiCenter	-1.66	-1.27	23% Increase
Downtown	-1.24	-1.14	8% Increase
Midtown	-0.24	-1.20	Less Satisfied

Area IV - Angel Learning Management System

Table 8 – Status of Objectives from 2008-2009

Objective	Status	Comments
Evaluate satisfaction of student and faculty with the Angel system for purposes of establishing a baseline satisfaction and performance gap rating.	On-going	1. Ongoing – Institutional Effectiveness will be working to update the Enrolled Student Survey in 2009-2010, which could include one or more questions relating to the Angel system services.
	On-going	2. Ongoing – A new satisfaction survey to measure faculty satisfaction with Angel has not yet been developed; however, it is on the list of new surveys to provide.
	Completed	3. Completed – AIS has worked diligently to increase communication with Cabinet related to maintenance windows and coordinate times least disruptive to classes.
	On-going	4. Ongoing – Angel Learning does not currently support the 24/7/365 model. AIS continues efforts to encourage Angel Learning to consider a model that would fit this need. Currently, we are formally still under the support agreement that provides support from 8:00 am – 8:00 pm, M – F. However, informally, AIS has been provided contact information to be used for an after hours emergency.
	Completed	5. Completed – The College successfully upgraded to version 7.3 and this upgrade was less disruptive than prior Angel upgrades. Also, the use of Angel was expanded to require all classes in case of a disaster.

Area V – Access to Budget & Other Financial Information

Table 9 - Status of Objectives from 2008-2009

Objective	Status	Comments
<p>Improve satisfaction level of administrators with their monthly budget reports to a level of 5 on the satisfaction scale of 7.</p> <p>We improved to an average 5 rating on a 7-point scale.</p>	Completed	1. Completed – A custom table was created that increased historical years of data available to users from 14-months to 5 years.
	On-going	2. Ongoing – Corporate Training worked to develop comprehensive training to be periodically provided to users; however, it was not completed. The Budgeting Department is taking this task to complete and offer periodic training in the future.
	Completed	3. Completed – Access to monthly budget reports was given via MySPC Portal.

Area VI – Planning & Budgeting Processes

Table 10 – Status of Objectives from 2008-2009

Objective	Status	Comments
<p>Improve user satisfaction with the college’s strategic planning and budgeting system as measured by (i) the College’s Effectiveness of the Planning, Budgeting, and Technology Resources Satisfaction Survey and (ii) analysis of unit manager comments on survey.</p>	On-going	1. Ongoing – The budget submission and approval process was simplified by building an Excel based budget worksheet that included workflow approval. We are currently evaluating the Planning piece of SPOL to determine alternatives that would simplify this process.
	Completed	2. Completed - The Excel based budget worksheet enabled budget supervisors to view approved budget dollars more timely than in the past.
	On-going	3. Ongoing - We are currently evaluating the Planning piece of SPOL to determine alternatives that would simplify this process.

Area VII – SPC OneCard Refund Process

Table 11 – Status of Objectives from 2008-2009

Objective	Status	Comments
<p>Improve student satisfaction in activation and use of the SPC OneCard refund process to a level of 5 on the satisfaction scale of 7, as measured by the 2008-2009 Enrolled Student Survey.</p> <p>Achieved satisfaction rating of 5 on a satisfaction scale of 7.</p>	Completed	<p>1. Completed – Marketing materials related to the SPC OneCard Refund Process was loaded onto the College website. Also, simplified explanations were developed to assist students in understanding the process.</p>
	Completed	<p>2. Completed – Training sessions were provided to Student Services areas, such as Counseling and Financial Aid.</p>
	Completed	<p>3. Completed – Higher One Service Reps were invited to meet with Campus offices to discuss issues, concerns, and services. The Rep has visited three times.</p>
	On-going	<p>4. Ongoing – Higher One Service Rep campus visits resulted in much better communication. These visits are anticipated to continue periodically in order to discuss opportunities for improvement.</p>

Area VIII – Breadth, Depth, and Ease of Use of Operational Data

Table 12 – Status of Objectives from 2008-2009

Objective	Status	Comments
<p>Improve user satisfaction with the breadth, depth, and ease of use in accessing and manipulating the college’s operational data to prepare plans and business decisions.</p>	On-going	<p>1. Ongoing – Completed evaluation of several Business Intelligence (BI) system proposals; however, determined them to be too expensive. Researching other alternatives, including a system at Tallahassee Community College (TCC).</p>
	On-going	<p>2. Ongoing – The College Administrative and Business Services Management team was a provided an online demo by TCC to view their system. As a next step, a trip is scheduled for AIS personnel to visit TCC to discuss detailed infrastructure behind their Business Intelligence application. A proposal/recommendation, and timeline will then be presented to the College’s senior leadership</p>
	Completed	<p>3. Completed – The ranking of BI vendors was performed; however, determined to be too expensive.</p>
	Completed	<p>4. Completed but not implemented – Determined not to move forward with a BIT System. The College is working on an alternative with TCC.</p>
	On-going	<p>5. Ongoing – While the alternative with TCC is considered, Key Performance Indicators (KPIs) will be developed for major SPC business and operational functions and IE/Assessment Outcomes.</p>

Area IX – Non-Credit Registration Process Improvement

Table 13 – Status of Objectives from 2008-2009

Objective	Status	Comments
Strengthen non-credit registration via PeopleSoft SA version 9.0 or via an alternative system such as Lumens.	On-going	1. Ongoing – The Lumens system is scheduled to go live in January.
	On-going	2. Ongoing – Interfaces will be completed with Student, HR/Payroll, and CashNet systems; however, not with SPD and PDB at this time.
	On-going	3. Ongoing – Phase I enhancement will begin within a reasonable time after initial implementation.

For each area that needs improvement, identify objectives and action steps that will lead to improvement (these should be included in individual Unit Plans in the upcoming year)

I. Areas Needing Improvement: Parking

Objective for Upcoming Year: 2009-2010

Close the performance gap in student satisfaction with parking to greater than -1.00 over the three-year period 2008-2009, 2009-2010, and 2010-2011 as measure by the 2007-2008 Enrolled Student Survey result.

Action Steps:

- 1) *Fund and construct additional parking spaces at the Health Education Center by 2010-2011 and the St. Petersburg/Gibbs Campus by December of 2009.*
- 2) *Fund and construct additional parking spaces to the Health Education Center by the end of 2009-2010 after demolishing of the Veterinary Technology Building.*
- 3) *Identify and implement additional improvements in parking patterns and parking availability on the Clearwater Campus as construction and remodeling of buildings are completed during 2008-2009 and 2009-2010.*
- 4) *Develop a new question on the Enrolled Student Survey to ascertain if students are unable to find any parking when they come onto a campus.*
- 5) *Develop a follow-up mechanism after an improvement is made to a campus in order to determine if it did ease parking issues.*

II. Areas Needing Improvement: Food Services

Objective for Upcoming Year: 2009-2010

Increase student satisfaction with food services by 5%, as measured for each campus on the 2009-2010 Enrolled Student Survey satisfaction rating and performance gap using 2007-2008 as a baseline.

Action Steps:

- 1) For renewals of expiring food services contracts (e.g., SP/Gibbs Orange Blossom), consider a broader array of prospective food service vendors, such as Subway (now providing pizza, fruit, breakfast) and other similar vendors.*
- 2) Continue cross-campus communication related to best practices and monitor improvements being made based on the food survey results.*

III. Areas Needing Improvement: Bookstores

Objectives for Upcoming Year: 2009-2010

Increase student satisfaction with bookstore services collegewide and on campuses by 5% for campuses below satisfaction and performance gap criteria, as measured by the 2009-2010 Enrolled Student Survey, utilizing 2007-2008 as a baseline.

Contain and/or reduce textbook prices through: i) Sales tax exemption legislation; and 2) Increased used book supply in SPC stores.

Action Steps:

- 1) Continue to actively support and lobby for sales tax exemption legislation*
- 2) Based on the Bookstore Viability Report, provide recommendations to the College's Leadership Team and continue to raise awareness and focus on textbook issues*
- 3) Consider working with the Bookstore vendor to create an online venue through which students can trade/sell books*
- 4) Monitor impact of new legislation requiring books to be posted 30 days before classes begin*
- 5) Begin renegotiating Bookstore contract in February that expires in June.*

IV. Area Needing Improvement: Planning & Budgeting Processes

Objective for Upcoming Year: 2009-2010

Improve user satisfaction with the college's strategic planning and budgeting system as measured by (i) the College's Effectiveness of the Planning, Budgeting, and Technology Resources Satisfaction Survey and (ii) analysis of unit manager comments on the survey.

Action Steps:

- 1) *Continue to simplify the budget submission and approval processes through SPOL and non-SPOL alternatives*
- 2) *Identify alternatives to SPOL and prepare a report and recommendation on continuing or discontinuing the use of SPOL.*

V. Area Needing Improvement: *Breadth, Depth and Ease of Use of Operational Data*

Objective for Upcoming Year: 2009-2010

Improve breadth, depth, and ease of use of operational data as shown by increasing user satisfaction and manipulating the college's operational data to prepare plans and make business decisions

Action Steps:

- 1) *Continue evaluation of TCC Business Intelligence Application for implementation at SPC and implement, if appropriate*
- 2) *Implement E-Requisitioning to automate the Purchase Order approval process*
- 3) *Implement Webtime to automate the time sheet/payroll process*
- 4) *Assign Functional Technical Analysts to three major areas (HR/Payroll, Business Services, and Student Services) to assist in user functionality and automation*
- 5) *Develop/implement a reporting database for use by Institutional Effectiveness.*

VI. Area Needing Improvement: *Non-Credit Registration Process Improvement*

Objective for Upcoming Year: 2009-2010

Continue to strengthen non-credit registration via expanded utilization of Lumens.

Action Steps:

- 1) *Complete initial implementation of Lumens for Corporate Training*
- 2) *Identify and begin phase 1 enhancement after initial implementation*
- 3) *Evaluate application to other non-credit arenas and implement, as appropriate.*

Completion and Review Process Information

This Outcomes Assessment Review report was prepared by:

Jamelle Conner

December 15, 2008

Enter Name of Preparer

Date