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ABSTRACT
            This study uses data originally gained by a fall 1999 survey
process at Nova Southeastern University (NSU), Florida, to provide
information about student satisfaction. In this report, survey results are
broken out by the Florida geographic area at which the university offers
instruction at Student Service Centers: Miami-Dade County, Palm Beach County,
Orlando, Tampa, Jacksonville, and "other cluster or site." No data were
available for students at the university's Student Service Center in Las
Vegas, Nevada. Responses were received from 2,637 students. They were asked
why they had decided to attend NSU, and the three leading responses were
"convenience" (52%)' programs available (52%), and location (47%). The survey
was also designed to offer a sense of student library use. Only in
Jacksonville did the frequency of weekly usage of the University's library
infrastructure exceed 40%. The collapsed and breakout statistics in this
report provide evidence that students generally have positive opinions about
NSU and its many services. Program directors and administrative personnel at
the individual sites will want to give specific attention to possible
variations between sites. (Contains 95 tables and 13 references.) (SLD)

# FALL TERM 1999 NOVA SOUTHEASTERN UNIVERSITY STUDENTS
# RESPOND TO A BROAD-BASED SATISFACTION SURVEY:
# BREAKOUTS BY STUDENT SERVICE
# CENTER LOCATIONS

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## Research and Planning

### Report 00-26

### December 2000

# FALL TERM 1999 NOVA SOUTHEASTERN UNIVERSITY STUDENTS RESPOND TO A BROAD-BASED SATISFACTION SURVEY: BREAKOUTS BY STUDENT SERVICE CENTER LOCATIONS

**Thomas W. MacFarland**       Senior Research Associate
**Report 00-26**                December 2000

## EXECUTIVE SUMMARY

In 1996, Nova Southeastern University's Office of Research and Planning prepared an extensive series of reports relating to student satisfaction with academic resources and services. During Fall Term 1999, the common part of the various 1996 surveys was used to provide an update to the information gained from these many prior reports.

The purpose of this study was to use the data set originally gained from the Fall Term 1999 survey process and to focus on survey results for geographic areas where the University offers instruction at Student Service Centers: Miami-Dade County, Palm Beach County, Orlando, Tampa, Jacksonville, and Las Vegas. As a slight limitation to the way survey distribution was organized in October 1999, there are no results from students representing the Las Vegas, Nevada, Student Service Center.

To learn more about motivations for attending the University, survey participants were asked to respond to the statement *Why did you decide to attend NSU?* In rank order for all participants, the three leading responses were:

- Convenience . . . . . . . . . . . . . . . .  52 percent of total

- Type of programs available . . . .  52 percent of total

- Location . . . . . . . . . . . . . . . . . .  47 percent of total

The response *Small Class Size* also received a favorable response by participants from Miami-Dade County (53 percent) and Tampa (41 percent).

The survey was also designed to offer a sense of library use (Tables 9.A to 9.G), including the University's library infrastructure as well as other libraries. In Miami-Dade County, Palm Beach County, Orlando, and Tampa, less than 40 percent of all respondents indicated that they used the University's library infrastructure one or more times per week. Only in Jacksonville did the frequency of weekly usage of the University's library infrastructure exceed 40 percent.

Survey statements that specifically queried on issues related to student satisfaction with structure and services were prepared by tracking language from the *Criteria for Accreditation*. These statements focused on issues related to Faculty, Academic Program, Administration, Library and Information Services, and Student Services. A summary response by location was also prepared in response to the statement *Overall quality of this academic program.*

The collapsed and breakout statistics presented in this report provide evidence that students generally have positive opinions about Nova Southeastern University and the many services offered by the University. Program directors and administrative personnel with responsibilities for students at the sites mentioned in this report will, of course, want to give specific attention to possible variance between sites on the following issues:

- Process for assigning students to advisors

- Correctness of student records (including transcripts)

- Availability of computing resources

- Adequacy of computing resources

- Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services)

- Infusion of information technology into the curricula

- Provisions for training in the use of technology

It may also be useful for personnel with responsibility for students at off-campus sites to carefully examine the marketing-type information gained from this survey process. It is important to note that *convenience, type of programs*, and *location* remain among the most frequently marked responses regarding reasons for deciding to attend the University.

The University is compelled by the Commission on Colleges of the Southern Association of Colleges and Schools to give continual attention to the issue of Institutional Effectiveness. The survey process associated with this report and the more than 20 reports prepared by the Office of Research and Planning since 1995 that relate in one form or another to distance education should help the University demonstrate its complete commitment to Institutional Effectiveness, including Institutional Effectiveness issues related to distance education.

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# INTRODUCTION

## Background

In an effort to prepare for reaffirmation of accreditation by the Southern Association of Colleges and Schools, in 1996 Nova Southeastern University's Office of Research and Planning prepared an extensive series of reports relating to student satisfaction with academic resources and services[1]. During Fall Term 1999, the common part of the various 1996 surveys was used to provide an update to the information gained from these many reports and the results were presented in *Fall Term 1999 Nova Southeastern University Students Respond to a Broad-Based Satisfaction Survey* (2000).

## Purpose of This Study

For over 25 years, the University has used distance education modalities to provide instruction at geographic locations beyond the main campus, in Broward County, Florida. In 1999 there was a level of consolidation on how off-campus activities were organized at major urban areas and the reorganization resulted in the development of "brick-and-mortar" Student Service Centers that prominently display University affiliation:

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[1]    The abstracts of these reports are available at Research and Planing's listing off the University's home page: <http://www.nova.edu/cwis/urp/urp-researchreports.htm>.

96-02    *Graduates of Nova Southeastern University's Undergraduate Programs Tell Us About Their Undergraduate Experience.*

96-05    *Graduates of the Abraham S. Fischler Center for the Advancement of Education Reflect on Their Experience With Nova Southeastern University.*

96-06    *Graduates of the School of Business and Entrepreneurship Reflect Upon Their Academic Experience.*

96-07    *Graduates of the School of Computer and Information Sciences Offer Judgment on Their Experience With Nova Southeastern University.*

96-08    *South Florida vs. Other Locations: Comparing Student Responses to a Satisfaction Survey.*

96-12    *Students in the Abraham S. Fischler Center for the Advancement of Education Respond to a Satisfaction Survey: A Comparison Between On-Campus Students and Off-Campus Students.*

96-13    *Students in the School of Business and Entrepreneurship Respond to a Satisfaction Survey: A Comparison Between On-Campus Students and Off-Campus Students.*

96-14    *Students in the James M. Farquhar Center for Undergraduate Studies Respond to a Satisfaction Survey: A Comparison Between On-Campus Students and Off-Campus Students.*

96-15    *Students in the School of Computer and Information Sciences Respond to a Satisfaction Survey: Outcomes from an Academic Center Using Computer-Mediated Communication.*

96-23    *July 1, 1995, to June 30, 1996, Graduates of the James M. Farquhar Center for Undergraduate Studies at Nova Southeastern University Offer Judgment on Their University Experience.*

| | Miami-Dade County | | Tampa |
| | Palm Beach County | | Jacksonville |
| | Orlando | | Las Vegas |

The purpose of this study was to use the data set originally gained from the Fall Term 1999 survey process and to focus on survey results for geographic areas where the University offers instruction at these Student Service Centers. This reporting will provide a useful set of baseline results on student satisfaction with basic organization and services immediately prior to the organization of these consolidated Student Service Centers.

As a measure of comparison, results are also presented in collapsed format for all respondents and breakout results are also presented for Broward County. As a slight limitation to the way survey distribution was originally organized in October 1999, there are no results from students representing the Las Vegas, Nevada, Student Service Center.

This process should be especially useful as the University is compelled to report to the Southern Association of Colleges and Schools on its distance education activities. This issue is especially important since the survey was administered immediately before the University implemented the consolidated regional Student Service Centers. This pre-intervention benchmark measure will be especially useful when the current survey process is replicated, in either 2003 or 2004.

## METHODOLOGY

The methodology for survey preparation, distribution, and analysis was fully explained in *Fall Term 1999 Nova Southeastern University Students Respond to a Broad-Based Satisfaction Survey* (2000). The representation of the population, invited sample, and responding sample is detailed in Table 1.

There was a wide level of attention to survey instrument distribution instructions by the many faculty, cluster coordinators, site administrators, and academic center contact people associated with this project. As presented in *Fall Term 1999 Nova Southeastern University Students Respond to a Broad-Based Satisfaction Survey* (2000), there was agreement that the responding sample was acceptable in terms of overall representation of the population.

## RESULTS

Various characteristics of the responding sample and breakout groups are presented in Table 2 to Table 6. To learn more about motivations for attending the University, often as a distance

education student who will not visit the main campus until commencement, individual survey participants were asked to respond to the statement *Why did you decide to attend NSU?* (Tables 7.A to 7.G). In rank order for all participants, the three leading responses were:

- Convenience . . . . . . . . . . . . . . . . 52 percent of total

- Type of programs available . . . . 52 percent of total

- Location . . . . . . . . . . . . . . . . . . 47 percent of total

A high level of response to these constructs was also offered by participants now enrolled in areas served by the University's Student Service Center locations. However, it was interesting to note that *Small Class Size* also received a favorable response by participants from Miami-Dade County (53 percent) and Tampa (41 percent).

The survey instrument was prepared to determine if survey respondents have had sufficient course work at the University to offer a broad assessment of their experiences with services, with participants asked to mark the number of courses completed in their academic program (Tables 8.A to 8.G). Overall, nearly one-third of all respondents indicated that they had completed 9 or more courses. This level of experience with the University was uneven and less than 20 percent of all participants from Tampa and Jacksonville indicated that they had completed 9 or more courses in their current academic program.

The survey was also designed to offer a sense of library use (Tables 9.A to 9.G), including the University's library infrastructure as well as other libraries. Nearly 60 percent of all respondents indicated that they used the University's library one or more times per week. Responses to this inventory of library usage varied greatly, however, by respondents at the distant sites:

- In Miami-Dade County, Palm Beach County, Orlando, and Tampa, less than 40 percent of all respondents indicated that they used the University's library infrastructure one or more times per week.

- Only in Jacksonville did the frequency of weekly usage of the University's library infrastructure exceed 40 percent.

To gain general marketing-type information, respondents were also presented with a variety of choices on what they would have done if they had not attended the University (Tables 10.A to 10.G). Although there was certainly variance among the many choices offered, it is useful to note that approximately two-thirds of all respondents indicated that they would engage in some type of college or university attendance if they had not attended Nova Southeastern University.

Survey respondents were also asked to complete a brief inventory of all technology-based media that they may have experienced in courses (Tables 11.A to 11.G). Nearly one-half of all respondents indicated some level of experience with Electronic Mail and the World Wide Web,

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but this level of response was not matched by participants at sites now served by Student Service Centers:

- Miami-Dade County      28 percent Electronic Mail
  39 percent World Wide Web

- Palm Beach County      24 percent Electronic Mail
  29 percent World Wide Web

- Orlando      27 percent Electronic Mail
  25 percent World Wide Web

- Tampa      22 percent Electronic Mail
  21 percent World Wide Web

- Jacksonville      8 percent Electronic Mail
  32 percent World Wide Web

Survey statements that specifically queried on issues related to student satisfaction with University structure and services were prepared by tracking language from the *Criteria for Accreditation* (1998). These statements focused on issues related to Faculty (Tables 12.A to 12.G), Academic Program (Tables 13.A to 13.G), Administration (Tables 14.A to 14.G), Library and Information Services (Tables 15.A to 15.G), and Student Services (Tables 16.A to 16.G). A summary response by location (Table 17) was also prepared in response to the statement *Overall quality of this academic program*.

## SUMMARY

The collapsed and breakout statistics presented in this report provide evidence that students generally have positive opinions about Nova Southeastern University and the many services offered by the University. Program directors and administrative personnel with responsibilities for students at the sites mentioned in this report will, of course, want to give specific attention to the many breakout statistics related to satisfaction with services presented in Tables 12.A to 17. It may be especially useful to look at variance between sites on the following issues:

- Process for assigning students to advisors

- Correctness of student records (including transcripts)

- Availability of computing resources

- Adequacy of computing resources

- Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services)

- Infusion of information technology into the curricula

- Provisions for training in the use of technology

It may also be useful for personnel with responsibility for students at off-campus sites to carefully examine the marketing-type information gained from this survey process. It is important to note that *convenience, type of programs,* and *location* remain among the most frequently marked responses regarding reasons for deciding to attend the University. It is also important to note that these three responses have considerable support, regardless of location of class attendance.

As planned, the data set gained from this Fall Term 1999 survey has many potential uses beyond this immediate report and the previously published *Fall Term 1999 Nova Southeastern University Students Respond to a Broad-Based Satisfaction Survey* (2000).
The University's Office of Research and Planning anticipates an additional report on a comparison of satisfaction with services by Fall Term 1999 campus-based students and their distance education counterparts.

The University is compelled by the Commission on Colleges of the Southern Association of Colleges and Schools to give continual attention to the issue of Institutional Effectiveness (*Criteria for Accreditation*; 1998, pp. 19-22). The survey process associated with this report and the more than 20 reports prepared by the Office of Research and Planning since 1995 that relate in one form or another to distance education should help the University demonstrate its complete commitment to Institutional Effectiveness, including Institutional Effectiveness issues related to distance education.

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# APPENDIX

## Table 1

### Representation of the Fall Term 1999 Student Survey by Academic Center: Adjusted Data Set[2]

| Academic Center | Responding Sample | | Invited Sample | | Population | |
|---|---|---|---|---|---|---|
| | N | % | N | % | N | % |
| Fischler Graduate School of Education and Human Services . . . . . . . . . . . . . . . . | 842 | 32 | 1,040 | 31 | 6,075 | 34 |
| Farquhar Center for Undergraduate Studies . . . . . | 436 | 17 | 800 | 24 | 4,006 | 22 |
| Huizenga Graduate School of Business and Entrepreneurship . . . . . . . . . . . . . . . | 258 | 10 | 440 | 13 | 2,248 | 13 |
| Center for Psychological Studies . . . . . . . . . . . | 168 | 6 | 280 | 8 | 987 | 5 |
| Health Professions Division . . . . . . . . . . | 455 | 17 | 400 | 12 | 2,605 | 15 |
| Shepard Broad Law Center . . . . . . . . . . | 164 | 6 | 200 | 6 | 949 | 5 |
| School of Computer and Information Sciences . . | 208 | 8 | 120 | 4 | 683 | 4 |
| School of Social and Systemic Studies . . . . . . . . | 71 | 3 | 66 | 2 | 284 | 2 |
| Oceanographic Center . . . . . . . . . . | 35 | 1 | 20 | <1 | 117 | <1 |
| Total . . . . . . . . . . . . | 2,637 | | 3,366 | | 17,954 | |

Note.  Fall Term 1999 enrollment population data are from *Nova Southeastern University Fact Book 2000* (2000, p. 50).

[2]    The adjusted data set (N = 2,637) will be used for all analyses presented in this report.

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## Table 2

**Place of Class Attendance by Student Service Center: Respondents at All Locations**

| Place of Class Attendance | N | % |
|---|---|---|
| Broward County | 1,568 | 59 |
| Miami-Dade County | 148 | 6 |
| Palm Beach County | 62 | 2 |
| Orlando | 143 | 5 |
| Tampa | 108 | 4 |
| Jacksonville | 38 | 1 |
| Other Cluster/Site | 570 | 22 |
| Total | 2,637 | |

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## Table 3.A

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### All Respondents

| | Responding Sample | |
|---|---|---|
| Degree Level | N | % |
| Undergraduate .......................... | 408 | 15 |
| First Professional ..................... | 128 | 5 |
| Graduate ........................... | 1,878 | 71 |
| Unidentified ......................... | 223 | 8 |
| Total .............................. | 2,637 | |

## Table 3.B

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### Broward County

| | Responding Sample | |
|---|---|---|
| Degree Level | N | % |
| Undergraduate .......................... | 219 | 14 |
| First Professional ..................... | 127 | 8 |
| Graduate ........................... | 1063 | 68 |
| Unidentified ......................... | 159 | 10 |
| Total .............................. | 1568 | |

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## Table 3.C

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### Miami-Dade County

| Degree Level | Responding Sample | |
|---|---|---|
| | N | % |
| Undergraduate ........................ | 38 | 26 |
| First Professional .................... | 1 | <1 |
| Graduate ............................ | 103 | 70 |
| Unidentified ........................ | 6 | 4 |
| Total ............................... | 148 | |

## Table 3.D

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### Palm Beach County

| Degree Level | Responding Sample | |
|---|---|---|
| | N | % |
| Undergraduate ........................ | 21 | 34 |
| First Professional .................... | 0 | 0 |
| Graduate ............................ | 37 | 60 |
| Unidentified ........................ | 4 | 6 |
| Total ............................... | 62 | |

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## Table 3.E

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### Orlando

| Degree Level | Responding Sample | |
|---|---|---|
| | N | % |
| Undergraduate ......................... | 35 | 25 |
| First Professional ..................... | 0 | 0 |
| Graduate ........................... | 92 | 64 |
| Unidentified ......................... | 16 | 11 |
| Total ............................... | 143 | |

## Table 3.F

### Representation of the Fall Term 1999 Student Survey by Degree Level:
### Tampa

| Degree Level | Responding Sample | |
|---|---|---|
| | N | % |
| Undergraduate ......................... | 41 | 38 |
| First Professional ..................... | 0 | 0 |
| Graduate ........................... | 63 | 58 |
| Unidentified ......................... | 4 | 4 |
| Total ............................... | 108 | |

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**Table 3.G**

**Representation of the Fall Term 1999 Student Survey by Degree Level:
Jacksonville**

| Degree Level | Responding Sample | |
| --- | --- | --- |
| | N | % |
| Undergraduate . . . . . . . . . . . . . . . . . . . . . . . | 7 | 18 |
| First Professional . . . . . . . . . . . . . . . . . . . . | 0 | 0 |
| Graduate . . . . . . . . . . . . . . . . . . . . . . . | 27 | 71 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . | 4 | 11 |
| Total . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 38 | |

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## Table 4.A

### Representation of the Fall Term 1999 Student Survey by Gender:
### All Respondents

| | Responding Sample | |
| --- | --- | --- |
| Gender | N | % |
| Female ............................ | 1,563 | 59 |
| Male ............................ | 926 | 35 |
| Unidentified ..................... | 148 | 6 |
| Total ............................ | 2,637 | |

## Table 4.B

### Representation of the Fall Term 1999 Student Survey by Gender:
### Broward County

| | Responding Sample | |
| --- | --- | --- |
| Gender | N | % |
| Female ............................ | 918 | 59 |
| Male ............................ | 591 | 38 |
| Unidentified ..................... | 59 | 4 |
| Total ............................ | 1568 | |

**Table 4.C**

**Representation of the Fall Term 1999 Student Survey by Gender:**
**Miami-Dade County**

|  | Responding Sample | |
| --- | --- | --- |
| Gender | N | % |
| Female ......................... | 98 | 66 |
| Male ........................ | 41 | 28 |
| Unidentified .................... | 9 | 6 |
| Total ........................ | 148 | |


**Table 4.D**

**Representation of the Fall Term 1999 Student Survey by Gender:**
**Palm Beach County**

|  | Responding Sample | |
| --- | --- | --- |
| Gender | N | % |
| Female ......................... | 40 | 65 |
| Male ........................ | 18 | 29 |
| Unidentified .................... | 4 | 7 |
| Total ........................ | 62 | |

**Table 4.E**

**Representation of the Fall Term 1999 Student Survey by Gender:**
**Orlando**

| Gender | Responding Sample | |
| --- | --- | --- |
| | N | % |
| Female ........................ | 92 | 64 |
| Male ........................ | 37 | 26 |
| Unidentified .................... | 14 | 10 |
| Total ........................ | 143 | |

**Table 4.F**

**Representation of the Fall Term 1999 Student Survey by Gender:**
**Tampa**

| Gender | Responding Sample | |
| --- | --- | --- |
| | N | % |
| Female ........................ | 74 | 69 |
| Male ........................ | 24 | 22 |
| Unidentified .................... | 10 | 9 |
| Total ........................ | 108 | |

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**Table 4.G**

**Representation of the Fall Term 1999 Student Survey by Gender:**
**Jacksonville**

| Gender | Responding Sample | |
|---|---|---|
| | N | % |
| Female .......................... | 25 | 66 |
| Male .......................... | 10 | 26 |
| Unidentified .................... | 3 | 8 |
| Total .......................... | 38 | |

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## Table 5.A

### Race/Ethnic Group: Respondents at All Locations

| Race/Ethnic Group | N | % |
|---|---|---|
| Black, non-Hispanic | 407 | 15 |
| American Indian or Alaskan Native | 13 | <1 |
| Asian or Pacific Islander | 113 | 4 |
| Hispanic | 338 | 13 |
| White, Non-Hispanic | 1,426 | 54 |
| Other or Unidentified | 340 | 13 |
| Total | 2,637 | |

## Table 5.B

### Race/Ethnic Group: Broward County

| Race/Ethnic Group | N | % |
|---|---|---|
| Black, non-Hispanic | 172 | 11 |
| American Indian or Alaskan Native | 8 | <1 |
| Asian or Pacific Islander | 103 | 7 |
| Hispanic | 214 | 14 |
| White, Non-Hispanic | 893 | 57 |
| Other or Unidentified | 178 | 11 |
| Total | 1568 | |

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## Table 5.C

### Race/Ethnic Group: Miami-Dade County

| Race/Ethnic Group | N | % |
|---|---|---|
| Black, non-Hispanic | 20 | 14 |
| American Indian or Alaskan Native | 1 | <1 |
| Asian or Pacific Islander | 0 | 0 |
| Hispanic | 92 | 62 |
| White, Non-Hispanic | 11 | 7 |
| Other or Unidentified | 24 | 16 |
| Total | 148 | |

## Table 5.D

### Race/Ethnic Group: Palm Beach County

| Race/Ethnic Group | N | % |
|---|---|---|
| Black, non-Hispanic | 15 | 24 |
| American Indian or Alaskan Native | 0 | 0 |
| Asian or Pacific Islander | 1 | 2 |
| Hispanic | 5 | 8 |
| White, Non-Hispanic | 34 | 55 |
| Other or Unidentified | 7 | 11 |
| Total | 62 | |

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## Table 5.E

### Race/Ethnic Group: Orlando

| Race/Ethnic Group | N | % |
| --- | --- | --- |
| Black, non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 34 | 24 |
| American Indian or Alaskan Native . . . . . . . . . . . . . . . . . . . . . . . . | 1 | <1 |
| Asian or Pacific Islander . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 0 | 0 |
| Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 7 | 5 |
| White, Non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 83 | 58 |
| Other or Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 18 | 13 |
| Total . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 143 | |

## Table 5.F

### Race/Ethnic Group: Tampa

| Race/Ethnic Group | N | % |
| --- | --- | --- |
| Black, non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 16 |
| American Indian or Alaskan Native . . . . . . . . . . . . . . . . . . . . . . . . | 1 | <1 |
| Asian or Pacific Islander . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 3 | 3 |
| Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 6 | 6 |
| White, Non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 63 | 58 |
| Other or Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 18 | 17 |
| Total . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 108 | |

**Table 5.G**

**Race/Ethnic Group: Jacksonville**

| Race/Ethnic Group | N | % |
|---|---|---|
| Black, non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 21 |
| American Indian or Alaskan Native . . . . . . . . . . . . . . . . . . . . . | 0 | 0 |
| Asian or Pacific Islander . . . . . . . . . . . . . . . . . . . . . . | 1 | 3 |
| Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 3 |
| White, Non-Hispanic . . . . . . . . . . . . . . . . . . . . . . . . . . | 22 | 58 |
| Other or Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . | 6 | 16 |
| Total . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 38 | |

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**Table 6**

**Current Age of Respondents by Student Service Center**

| Academic Center | N | Age | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| | | Mode | Median | Mean | SD | |
| Broward County . . . . . . . . . . . . . . . . . . . . . . . . | 1441 | 23 | 27 | 29.9 | 9.3 | |
| Miami-Dade County . . . . . . . . . . . . . . . . . . | 133 | 27 | 29 | 31.6 | 7.9 | |
| Palm Beach County . . . . . . . . . . . . . . . . . | 51 | 38 | 39 | 37.4 | 8.0 | |
| Orlando . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 116 | 25 | 38 | 38.9 | 10.1 | |
| Tampa . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 95 | 27 | 38 | 38.3 | 9.1 | |
| Jacksonville . . . . . . . . . . . . . . . . . . . . . . . . | 31 | 26 | 31 | 33.1 | 9.8 | |
| Respondents at All Locations . . . . . . . . . . . . . | 2,332 | 24 | 31 | 33.4 | 10.5 | |

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## Table 7.A

## Reasons for Deciding to Attend NSU[3]: Respondents at All Locations

| Reason | N | % |
|---|---|---|
| Academic reputation | 876 | 33 |
| Admissions standards | 657 | 25 |
| Advice of counselors and teachers | 276 | 11 |
| Availability of scholarships or financial aid | 263 | 10 |
| Convenience | 1,358 | 52 |
| Cost | 174 | 7 |
| Location | 1,236 | 47 |
| Small class size | 738 | 28 |
| Social atmosphere | 241 | 9 |
| Type of programs available | 1,360 | 52 |
| Other | 376 | 14 |

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[3]    Respondents were asked to mark selections against the statement "Why did you decide to attend NSU?"

**Table 7.B**

**Reasons for Deciding to Attend NSU: Broward County**

| Reason | N | % |
|---|---|---|
| Academic reputation | 541 | 35 |
| Admissions standards | 408 | 26 |
| Advice of counselors and teachers | 150 | 10 |
| Availability of scholarships or financial aid | 163 | 10 |
| Convenience | 701 | 45 |
| Cost | 109 | 7 |
| Location | 765 | 49 |
| Small class size | 400 | 26 |
| Social atmosphere | 151 | 10 |
| Type of programs available | 842 | 54 |
| Other | 246 | 16 |

**Table 7.C**

**Reasons for Deciding to Attend NSU: Miami-Dade County**

| Reason | N | % |
|---|---|---|
| Academic reputation | 57 | 39 |
| Admissions standards | 44 | 30 |
| Advice of counselors and teachers | 23 | 16 |
| Availability of scholarships or financial aid | 20 | 14 |
| Convenience | 90 | 61 |
| Cost | 9 | 6 |
| Location | 74 | 50 |
| Small class size | 78 | 53 |
| Social atmosphere | 16 | 11 |
| Type of programs available | 83 | 56 |
| Other | | |

## Table 7.D

### Reasons for Deciding to Attend NSU: Palm Beach County

| Reason | N | % |
|---|---|---|
| Academic reputation | 17 | 27 |
| Admissions standards | 14 | 23 |
| Advice of counselors and teachers | 6 | 10 |
| Availability of scholarships or financial aid | 6 | 10 |
| Convenience | 35 | 57 |
| Cost | 6 | 10 |
| Location | 25 | 40 |
| Small class size | 21 | 34 |
| Social atmosphere | 4 | 7 |
| Type of programs available | 26 | 42 |
| Other | 7 | 11 |

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## Table 7.E

## Reasons for Deciding to Attend NSU: Orlando

| Reason | N | % |
|---|---|---|
| Academic reputation | 39 | 27 |
| Admissions standards | 33 | 23 |
| Advice of counselors and teachers | 10 | 7 |
| Availability of scholarships or financial aid | 7 | 5 |
| Convenience | 83 | 58 |
| Cost | 2 | 1 |
| Location | 65 | 46 |
| Small class size | 51 | 36 |
| Social atmosphere | 5 | 4 |
| Type of programs available | 64 | 45 |
| Other | 20 | 14 |

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**Table 7.F**

**Reasons for Deciding to Attend NSU: Tampa**

| Reason | N | % |
|---|---|---|
| Academic reputation | 33 | 31 |
| Admissions standards | 28 | 26 |
| Advice of counselors and teachers | 14 | 13 |
| Availability of scholarships or financial aid | 14 | 13 |
| Convenience | 77 | 71 |
| Cost | 4 | 4 |
| Location | 51 | 47 |
| Small class size | 44 | 41 |
| Social atmosphere | 16 | 15 |
| Type of programs available | 39 | 36 |
| Other | 12 | 11 |

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## Table 7.G

## Reasons for Deciding to Attend NSU: Jacksonville

| Reason | N | % |
|---|---|---|
| Academic reputation . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 13 | 34 |
| Admissions standards . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 13 | 34 |
| Advice of counselors and teachers . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 21 |
| Availability of scholarships or financial aid . . . . . . . . . . . . . . . . . | 4 | 11 |
| Convenience . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 22 | 58 |
| Cost . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 0 | 0 |
| Location . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 18 | 47 |
| Small class size . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 14 | 37 |
| Social atmosphere . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 3 |
| Type of programs available . . . . . . . . . . . . . . . . . . . . . . . . . . . | 20 | 53 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 13 |

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## Table 8.A

**Number of Courses Completed in This Academic Program: Respondents at All Locations**

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . . | 509 | 19 | 5 . . . . . . . . . . . . . . . | 115 | 4 |
| 1 . . . . . . . . . . . . . . . | 131 | 5 | 6 . . . . . . . . . . . . . . . | 179 | 7 |
| 2 . . . . . . . . . . . . . . . | 218 | 8 | 7 . . . . . . . . . . . . . . . | 109 | 4 |
| 3 . . . . . . . . . . . . . . . | 130 | 5 | 8 . . . . . . . . . . . . . . . | 142 | 5 |
| 4 . . . . . . . . . . . . . . . | 165 | 6 | 9 or more . . . . . . . . | 825 | 31 |
| | | | Unidentified . . . . . . | 114 | 4 |

## Table 8.B

**Number of Courses Completed in This Academic Program: Broward County**

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . . | 368 | 24 | 5 . . . . . . . . . . . . . . . | 41 | 3 |
| 1 . . . . . . . . . . . . . . . | 83 | 5 | 6 . . . . . . . . . . . . . . . | 89 | 6 |
| 2 . . . . . . . . . . . . . . . | 162 | 10 | 7 . . . . . . . . . . . . . . . | 47 | 3 |
| 3 . . . . . . . . . . . . . . . | 78 | 5 | 8 . . . . . . . . . . . . . . . | 72 | 5 |
| 4 . . . . . . . . . . . . . . . | 54 | 3 | 9 or more . . . . . . . . | 518 | 33 |
| | | | Unidentified . . . . . . | 56 | 4 |

**Table 8.C**

**Number of Courses Completed in This Academic Program: Miami-Dade County**

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . . | 35 | 24 | 5 . . . . . . . . . . . . . . | 7 | 5 |
| 1 . . . . . . . . . . . . . . . | 14 | 10 | 6 . . . . . . . . . . . . . . | 11 | 7 |
| 2 . . . . . . . . . . . . . . | 6 | 4 | 7 . . . . . . . . . . . . . . | 7 | 5 |
| 3 . . . . . . . . . . . . . . | 5 | 3 | 8 . . . . . . . . . . . . . . | 6 | 4 |
| 4 . . . . . . . . . . . . . . | 8 | 5 | 9 or more . . . . . . . . | 44 | 30 |
| | | | Unidentified . . . . . . | 5 | 3 |

**Table 8.D**

**Number of Courses Completed in This Academic Program: Palm Beach County**

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . . | 11 | 18 | 5 . . . . . . . . . . . . . . | 0 | 0 |
| 1 . . . . . . . . . . . . . . . | 2 | 3 | 6 . . . . . . . . . . . . . . | 5 | 8 |
| 2 . . . . . . . . . . . . . . | 3 | 5 | 7 . . . . . . . . . . . . . . | 5 | 8 |
| 3 . . . . . . . . . . . . . . | 0 | 0 | 8 . . . . . . . . . . . . . . | 5 | 8 |
| 4 . . . . . . . . . . . . . . | 2 | 3 | 9 or more . . . . . . . . | 29 | 47 |
| | | | Unidentified . . . . . . | 0 | 0 |

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## Table 8.E

### Number of Courses Completed in This Academic Program: Orlando

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . | 10 | 7 | 5 . . . . . . . . . . . . . . | 5 | 14 |
| 1 . . . . . . . . . . . . . . | 5 | 4 | 6 . . . . . . . . . . . . . . | 14 | 10 |
| 2 . . . . . . . . . . . . . . | 4 | 3 | 7 . . . . . . . . . . . . . . | 8 | 6 |
| 3 . . . . . . . . . . . . . . | 2 | 1 | 8 . . . . . . . . . . . . . . | 17 | 12 |
| 4 . . . . . . . . . . . . . . | 5 | 4 | 9 or more . . . . . . . . | 63 | 44 |
| | | | Unidentified . . . . . . | 10 | 7 |

## Table 8.F

### Number of Courses Completed in This Academic Program: Tampa

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 . . . . . . . . . . . . . . | 17 | 16 | 5 . . . . . . . . . . . . . . | 14 | 13 |
| 1 . . . . . . . . . . . . . . | 1 | <1 | 6 . . . . . . . . . . . . . . | 13 | 12 |
| 2 . . . . . . . . . . . . . . | 6 | 6 | 7 . . . . . . . . . . . . . . | 7 | 7 |
| 3 . . . . . . . . . . . . . . | 3 | 3 | 8 . . . . . . . . . . . . . . | 6 | 6 |
| 4 . . . . . . . . . . . . . . | 15 | 14 | 9 or more . . . . . . . . | 21 | 19 |
| | | | Unidentified . . . . . . | 5 | 5 |

## Table 8.G

## Number of Courses Completed in This Academic Program: Jacksonville

| Number of Courses | N | % | Number of Courses | N | % |
|---|---|---|---|---|---|
| 0 ............... | 4 | 11 | 5 ............... | 1 | 3 |
| 1 ............... | 2 | 5 | 6 ............... | 4 | 11 |
| 2 ............... | 5 | 13 | 7 ............... | 6 | 16 |
| 3 ............... | 3 | 8 | 8 ............... | 5 | 13 |
| 4 ............... | 0 | 0 | 9 or more ........ | 6 | 16 |
| | | | Unidentified ...... | 2 | 5 |

## Table 9.A

## Frequency of Library Usage: Respondents at All Locations

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week ............................... | 552 | 21 |
| 1 time per week ............................... | 465 | 18 |
| 2 times per week ............................... | 340 | 13 |
| 3 times per week ............................... | 271 | 10 |
| 4 times per week ............................... | 125 | 5 |
| 5 or more times per week ........................... | 290 | 11 |
| No response ........................................ | 594 | 23 |
| | | |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week ............................... | 829 | 31 |
| 1 time per week ............................... | 483 | 18 |
| 2 times per week ............................... | 319 | 12 |
| 3 times per week ............................... | 179 | 7 |
| 4 times per week ............................... | 70 | 3 |
| 5 or more times per week ........................... | 107 | 4 |
| No response ........................................ | 650 | 25 |

## Table 9.B

### Frequency of Library Usage: Broward County

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 212 | 14 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 283 | 18 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 224 | 14 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 192 | 12 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 101 | 6 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . . | 255 | 16 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 301 | 19 |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 650 | 42 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 234 | 15 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 131 | 8 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 85 | 5 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 25 | 2 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . . | 66 | 4 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 377 | 24 |

Table 9.C

Frequency of Library Usage: Miami-Dade County

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 63 | 43 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 22 | 15 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 14 | 10 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 11 | 7 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 1 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 3 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 31 | 21 |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 30 | 20 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 36 | 24 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 33 | 22 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 10 | 7 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 3 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 1 | <1 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 33 | 22 |

**Table 9.D**

**Frequency of Library Usage: Palm Beach County**

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 23 | 37 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 9 | 15 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 13 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 3 | 5 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 2 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 2 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 27 |
| | | |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 10 | 16 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 27 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 13 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 3 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 8 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 3 | 5 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 27 |

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**Table 9.E**

**Frequency of Library Usage: Orlando**

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 58 | 41 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 16 | 11 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 11 | 8 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 13 | 9 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 1 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 6 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 35 | 25 |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 32 | 22 |
| 1 time per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 30 | 21 |
| 2 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 24 | 17 |
| 3 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 13 | 9 |
| 4 times per week . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 4 |
| 5 or more times per week . . . . . . . . . . . . . . . . . . . . . . . . | 4 | 3 |
| No response . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 35 | 25 |

50

## Table 9.F

### Frequency of Library Usage: Tampa

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week .................................. | 57 | 53 |
| 1 time per week .................................. | 13 | 12 |
| 2 times per week .................................. | 2 | 2 |
| 3 times per week .................................. | 0 | 0 |
| 4 times per week .................................. | 0 | 0 |
| 5 or more times per week ........................... | 1 | <1 |
| No response .................................. | 35 | 32 |
| | | |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week .................................. | 13 | 12 |
| 1 time per week .................................. | 25 | 23 |
| 2 times per week .................................. | 20 | 19 |
| 3 times per week .................................. | 11 | 10 |
| 4 times per week .................................. | 4 | 4 |
| 5 or more times per week ........................... | 3 | 3 |
| No response .................................. | 32 | 30 |

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## Table 9.G

### Frequency of Library Usage: Jacksonville

| Library Usage Statement and Frequency of Weekly Use | N | % |
|---|---|---|
| During a typical term, I usually use NSU's libraries or library provided services ... | | |
| 0 times per week | 17 | 45 |
| 1 time per week | 9 | 24 |
| 2 times per week | 4 | 11 |
| 3 times per week | 3 | 8 |
| 4 times per week | 0 | 0 |
| 5 or more times per week | 0 | 0 |
| No response | 5 | 13 |
| | | |
| During a typical term, I usually use other libraries ... | | |
| 0 times per week | 3 | 8 |
| 1 time per week | 12 | 32 |
| 2 times per week | 4 | 11 |
| 3 times per week | 6 | 16 |
| 4 times per week | 3 | 8 |
| 5 or more times per week | 1 | 3 |
| No response | 9 | 24 |

**Table 10.A**

**What Survey Respondents Would Have Done If They Had Not Attended
Nova Southeastern University[4]: Respondents at All Locations**

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 383 | 15 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 112 | 4 |
| Attend a private college or university in another state . . . . . . . . . . | 375 | 14 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 300 | 11 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 189 | 7 |
| Attend a state college or university in another state . . . . . . . . . . . | 389 | 15 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . | 226 | 9 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 198 | 8 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 465 | 18 |

---

[4]    Respondents were asked to mark selections against the statement "What would you have done if you had not attended NSU?

## Table 10.B

### What Survey Respondents Would Have Done If They Had Not Attended Nova Southeastern University: Broward County

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 259 | 17 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 49 | 3 |
| Attend a private college or university in another state . . . . . . . . . . | 274 | 18 |
| Attend a state college or university in South Florida . . . . . . . . . . . | 203 | 13 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 91 | 6 |
| Attend a state college or university in another state . . . . . . . . . . . | 174 | 11 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . | 101 | 6 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 127 | 8 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 290 | 18 |

## Table 10.C

**What Survey Respondents Would Have Done If They Had Not Attended Nova Southeastern University: Miami-Dade County**

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 66 | 45 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | <1 |
| Attend a private college or university in another state . . . . . . . . . . . | 2 | 1 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 38 | 26 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 1 |
| Attend a state college or university in another state . . . . . . . . . . . | 2 | 1 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . . | 6 | 4 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 4 | 3 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 27 | 18 |

## Table 10.D

### What Survey Respondents Would Have Done If They Had Not Attended
### Nova Southeastern University: Palm Beach County

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 14 | 23 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 3 |
| Attend a private college or university in another state . . . . . . . . . . | 1 | 2 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 21 | 34 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 0 | 0 |
| Attend a state college or university in another state . . . . . . . . . . . | 2 | 3 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . . | 7 | 11 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 2 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 14 | 23 |

## Table 10.E

## What Survey Respondents Would Have Done If They Had Not Attended
## Nova Southeastern University: Orlando

| Response | N | % |
| --- | --- | --- |
| Attend another private college or university in South Florida . . . . . | 13 | 9 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 32 | 22 |
| Attend a private college or university in another state . . . . . . . . . . . | 3 | 2 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 8 | 6 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 42 | 29 |
| Attend a state college or university in another state . . . . . . . . . . . . | 8 | 6 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 6 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 9 | 6 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 20 | 14 |

## Table 10.F

## What Survey Respondents Would Have Done If They Had Not Attended
## Nova Southeastern University: Tampa

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 18 | 17 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 12 | 11 |
| Attend a private college or university in another state . . . . . . . . . . . | 0 | 0 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 22 | 20 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 14 | 13 |
| Attend a state college or university in another state . . . . . . . . . . . | 3 | 3 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 16 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 5 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 17 | 16 |

**Table 10.G**

**What Survey Respondents Would Have Done If They Had Not Attended
Nova Southeastern University: Jacksonville**

| Response | N | % |
|---|---|---|
| Attend another private college or university in South Florida . . . . . | 3 | 8 |
| Attend another private college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 8 | 21 |
| Attend a private college or university in another state . . . . . . . . . . . | 0 | 0 |
| Attend a state college or university in South Florida . . . . . . . . . . . . | 1 | 3 |
| Attend a state college or university in Florida, but not in South Florida . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 14 | 37 |
| Attend a state college or university in another state . . . . . . . . . . . | 1 | 3 |
| Not attend a college or university . . . . . . . . . . . . . . . . . . . . . . . . . . | 4 | 11 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 5 |
| Unidentified . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 5 | 13 |

## Table 11.A

### Technology-Based Media Experienced in Courses: Respondents at All Locations

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 242 | 9 |
| Compressed Video . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 177 | 7 |
| Electronic Mail . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1,233 | 47 |
| Electronic Classroom . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 406 | 15 |
| World Wide Web . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1,187 | 45 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 231 | 9 |

## Table 11.B

### Technology-Based Media Experienced in Courses: Broward County

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 111 | 7 |
| Compressed Video . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 113 | 7 |
| Electronic Mail . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 868 | 55 |
| Electronic Classroom . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 315 | 20 |
| World Wide Web . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 798 | 51 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 161 | 10 |

## Table 11.C

## Technology-Based Media Experienced in Courses: Miami-Dade County

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge | 10 | 7 |
| Compressed Video | 9 | 6 |
| Electronic Mail | 41 | 28 |
| Electronic Classroom | 17 | 12 |
| World Wide Web | 58 | 39 |
| Other | 11 | 7 |

## Table 11.D

## Technology-Based Media Experienced in Courses: Palm Beach County

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge | 11 | 18 |
| Compressed Video | 4 | 7 |
| Electronic Mail | 15 | 24 |
| Electronic Classroom | 4 | 7 |
| World Wide Web | 18 | 29 |
| Other | 3 | 5 |

### Table 11.E

### Technology-Based Media Experienced in Courses: Orlando

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge | 19 | 13 |
| Compressed Video | 16 | 11 |
| Electronic Mail | 39 | 27 |
| Electronic Classroom | 11 | 8 |
| World Wide Web | 36 | 25 |
| Other | 6 | 4 |

### Table 11.F

### Technology-Based Media Experienced in Courses: Tampa

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge | 8 | 7 |
| Compressed Video | 2 | 2 |
| Electronic Mail | 24 | 22 |
| Electronic Classroom | 8 | 7 |
| World Wide Web | 23 | 21 |
| Other | 5 | 5 |

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## Table 11.G

## Technology-Based Media Experienced in Courses: Jacksonville

| Technology-Based Medium | N | % |
|---|---|---|
| Audiobridge . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 6 | 16 |
| Compressed Video . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1 | 3 |
| Electronic Mail . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 3 | 8 |
| Electronic Classroom . . . . . . . . . . . . . . . . . . . . . . . . . . | 3 | 8 |
| World Wide Web . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 12 | 32 |
| Other . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 2 | 5 |

**Table 12.A**

**Statements[5] About *Faculty*: Respondents at All Locations**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty .................. | 2,537 | 4 | 4 | 4.2 | 0.8 |
| Access to full-time faculty, either through direct contact or other means ......... | 2,394 | 4 | 4 | 4.0 | 0.9 |
| Interaction with full-time faculty, either through direct contact or other means .. | 2,410 | 4 | 4 | 4.0 | 0.9 |

5    Respondents were directed to use the following rating scale for these statements:

| | | | |
|---|---|---|---|
| 1 | Very Dissatisfied | N/A | Not Applicable |
| 2 | Dissatisfied | U | Unknown or Unable to Answer |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | | |
| 4 | Satisfied | | |
| 5 | Very Satisfied | | |

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**Table 12.B**

**Statements About *Faculty*: Broward County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty . . . . . . . . . . . . . . . . . | 1519 | 4 | 4 | 4.1 | 0.8 |
| Access to full-time faculty, either through direct contact or other means . . . . . . . . | 1464 | 4 | 4 | 4.1 | 0.9 |
| Interaction with full-time faculty, either through direct contact or other means . . . | 1475 | 4 | 4 | 4.0 | 1.0 |

**Table 12.C**

**Statements About *Faculty*: Miami-Dade County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty . . . . . . . . . . . . . . . . . | 147 | 5 | 4 | 4.2 | 0.9 |
| Access to full-time faculty, either through direct contact or other means . . . . . . . . | 131 | 4 | 4 | 3.9 | 1.0 |
| Interaction with full-time faculty, either through direct contact or other means . . . | 128 | 4 | 4 | 3.8 | 1.0 |

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**Table 12.D**

**Statements About *Faculty*: Palm Beach County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty | 58 | 4 | 4 | 3.9 | 1.0 |
| Access to full-time faculty, either through direct contact or other means | 51 | 4 | 4 | 3.6 | 1.1 |
| Interaction with full-time faculty, either through direct contact or other means | 52 | 4 | 4 | 3.5 | 1.2 |

**Table 12.E**

**Statements About *Faculty*: Orlando**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty . . . . . . . . . . . . . | 137 | 5 | 4 | 4.1 | 1.0 |
| Access to full-time faculty, either through direct contact or other means . . . . . . . . | 118 | 4 | 4 | 3.8 | 1.1 |
| Interaction with full-time faculty, either through direct contact or other means . . | 122 | 4 | 4 | 3.7 | 1.0 |

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**Table 12.F**

**Statements About *Faculty*: Tampa**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty . . . . . . . . . . . . . . . . . . . . | 101 | 5 | 4 | 4.4 | 0.8 |
| Access to full-time faculty, either through direct contact or other means . . . . . . . | 91 | 4 | 4 | 3.9 | 0.9 |
| Interaction with full-time faculty, either through direct contact or other means . . | 94 | 4 | 4 | 3.9 | 0.9 |

**Table 12.G**

**Statements About *Faculty*: Jacksonville**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Competency of the faculty . . . . . . . . . . . . . . . . . . . . | 38 | 5 | 4 | 4.4 | 0.7 |
| Access to full-time faculty, either through direct contact or other means . . . . . . . | 35 | 5 | 4 | 4.3 | 0.8 |
| Interaction with full-time faculty, either through direct contact or other means . . | 33 | 4 | 4 | 4.0 | 0.9 |

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## Table 13.A

### Statements[6] About *Academic Program*: Respondents at All Locations

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth ............. | 2,584 | 5 | 4 | 4.3 | 0.8 |
| Opportunity for peer interaction ............... | 2,592 | 5 | 4 | 4.3 | 0.9 |
| Instructional methods ....................... | 2,589 | 4 | 4 | 4.0 | 0.9 |
| Delivery system ........................... | 2,486 | 4 | 4 | 4.0 | 0.9 |
| Quality of the learning environment ........... | 2,595 | 4 | 4 | 4.0 | 0.9 |
| Applied nature of thesis, practicum, or dissertation ... | 1,883 | 4 | 4 | 4.0 | 0.9 |
| Length of the academic program ............... | 2,555 | 4 | 4 | 4.1 | 0.8 |
| Length of the individual courses .............. | 2,582 | 4 | 4 | 4.1 | 0.8 |
| Process for assigning students to advisors ....... | 2,112 | 4 | 3 | 3.4 | 1.2 |

[6]   Respondents were directed to use the following rating scale for these statements:

| | | | |
|---|---|---|---|
| 1 | Very Dissatisfied | N/A | Not Applicable |
| 2 | Dissatisfied | U | Unknown or Unable to Answer |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | | |
| 4 | Satisfied | | |
| 5 | Very Satisfied | | |

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| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Quality of advising . . . . . . . . . . . . . . . . . . . . . . . . . . | 2,187 | 4 | 4 | 3.4 | 1.2 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . | 2,491 | 4 | 4 | 3.8 | 1.0 |

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**Table 13.B**

**Statements About *Academic Program*: Broward County**

| Survey Statement | N | Mode | Median | Mean | SD· |
|---|---|---|---|---|---|
| Opportunity for intellectual growth .................. | 1541 | 4 | 4 | 4.2 | 0.8 |
| Opportunity for peer interaction .................. | 1548 | 5 | 4 | 4.2 | 0.9 |
| Instructional methods .................. | 1549 | 4 | 4 | 3.9 | 0.9 |
| Delivery system .................. | 1464 | 4 | 4 | 3.9 | 0.9 |
| Quality of the learning environment .................. | 1547 | 4 | 4 | 4.0 | 0.9 |
| Applied nature of thesis, practicum, or dissertation .................. | 1068 | 4 | 4 | 3.9 | 0.9 |
| Length of the academic program .................. | 1522 | 4 | 4 | 4.1 | 0.9 |
| Length of the individual courses .................. | 1544 | 4 | 4 | 4.0 | 0.9 |
| Process for assigning students to advisors .................. | 1284 | 4 | 3 | 3.3 | 1.2 |
| Quality of advising .................. | 1288 | 4 | 4 | 3.4 | 1.2 |
| Adequacy of classroom facilities .................. | 1494 | 4 | 4 | 3.9 | 1.0 |

**Table 13.C**

**Statements About *Academic Program*: Miami-Dade County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth . . . . . . . . . . . . . . . . . | 145 | 5 | 4 | 4.3 | 0.8 |
| Opportunity for peer interaction . . . . . . . . . . . . . . . . . | 144 | 5 | 4 | 4.3 | 0.7 |
| Instructional methods . . . . . . . . . . . . . . . . . | 146 | 4 | 4 | 4.2 | 0.8 |
| Delivery system . . . . . . . . . . . . . . . . . | 140 | 4 | 4 | 4.1 | 0.9 |
| Quality of the learning environment . . . . . . . . . . . . . . . . . | 147 | 4 | 4 | 4.1 | 0.9 |
| Applied nature of thesis, practicum, or dissertation . . . . . . . . . . | 106 | 4 | 4 | 4.2 | 0.8 |
| Length of the academic program . . . . . . . . . . . . . . . . . | 144 | 5 | 4 | 4.3 | 0.7 |
| Length of the individual courses . . . . . . . . . . . . . . . . . | 145 | 5 | 4 | 4.3 | 0.7 |
| Process for assigning students to advisors . . . . . . . . . . . . . . . | 128 | 4 | 3 | 3.3 | 1.2 |
| Quality of advising . . . . . . . . . . . . . . . . . | 132 | 4 | 4 | 3.4 | 1.2 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . | 139 | 4 | 4 | 4.0 | 0.9 |

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**Table 13.D**

**Statements About *Academic Program*: Palm Beach County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth . . . . . . . . . . . . . . . . . . . . . . . | 62 | 4 | 4 | 4.2 | 0.7 |
| Opportunity for peer interaction . . . . . . . . . . . . . . . . . . . . . . . | 62 | 5 | 4 | 4.3 | 0.7 |
| Instructional methods . . . . . . . . . . . . . . . . . . . . . . . | 62 | 4 | 4 | 4.0 | 0.9 |
| Delivery system . . . . . . . . . . . . . . . . . . . . . . . | 61 | 4 | 4 | 3.9 | 1.0 |
| Quality of the learning environment . . . . . . . . . . . . . . . . . . . | 61 | 4 | 4 | 3.9 | 0.9 |
| Applied nature of thesis, practicum, or dissertation . . . . . . . | 43 | 3 | 4 | 3.8 | 0.9 |
| Length of the academic program . . . . . . . . . . . . . . . . . . . | 60 | 4 | 4 | 4.0 | 0.8 |
| Length of the individual courses . . . . . . . . . . . . . . . . . . . | 61 | 4 | 4 | 4.0 | 0.8 |
| Process for assigning students to advisors . . . . . . . . . . . . . | 47 | 1 | 3 | 2.7 | 1.3 |
| Quality of advising . . . . . . . . . . . . . . . . . . . | 53 | 2 | 2 | 2.7 | 1.3 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . . . | 58 | 4 | 4 | 3.8 | 1.0 |

**Table 13.E**

**Statements About *Academic Program*: Orlando**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth . . . . . . . . . . . . . . . . . . . . . . . . . | 141 | 5 | 4 | 4.3 | 0.7 |
| Opportunity for peer interaction . . . . . . . . . . . . . . . . . . . . . . . . . . . | 141 | 5 | 4 | 4.4 | 0.7 |
| Instructional methods . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 140 | 4 | 4 | 4.1 | 0.8 |
| Delivery system . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 134 | 4 | 4 | 4.1 | 0.8 |
| Quality of the learning environment . . . . . . . . . . . . . . . . . . . . . . . | 142 | 4 | 4 | 3.9 | 0.9 |
| Applied nature of thesis, practicum, or dissertation . . . . . . . . . . . . | 112 | 4 | 4 | 4.1 | 0.8 |
| Length of the academic program . . . . . . . . . . . . . . . . . . . . . . . . . . | 142 | 4 | 4 | 4.2 | 0.9 |
| Length of the individual courses . . . . . . . . . . . . . . . . . . . . . . . . . . | 141 | 4 | 4 | 4.2 | 0.8 |
| Process for assigning students to advisors . . . . . . . . . . . . . . . . . . | 120 | 3 | 3 | 3.1 | 1.3 |
| Quality of advising . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 127 | 4 | 3 | 3.2 | 1.3 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . . . . . . . . . | 136 | 4 | 4 | 3.6 | 1.1 |

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**Table 13.F**

**Statements About *Academic Program*: Tampa**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth . . . . . . . . . . . . . . . . . . . . | 106 | 5 | 4 | 4.3 | 0.7 |
| Opportunity for peer interaction . . . . . . . . . . . . . . . . . . . . . . | 104 | 5 | 4 | 4.5 | 0.6 |
| Instructional methods . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 103 | 4 | 4 | 4.3 | 0.7 |
| Delivery system . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 101 | 4 | 4 | 4.1 | 0.8 |
| Quality of the learning environment . . . . . . . . . . . . . . . . . | 102 | 4 | 4 | 3.8 | 1.1 |
| Applied nature of thesis, practicum, or dissertation . . . . . . . | 71 | 4 | 4 | 4.0 | 0.8 |
| Length of the academic program . . . . . . . . . . . . . . . . . . . . . | 105 | 4 | 4 | 4.3 | 0.7 |
| Length of the individual courses . . . . . . . . . . . . . . . . . . . . . | 105 | 4 | 4 | 4.4 | 0.7 |
| Process for assigning students to advisors . . . . . . . . . . . . . . | 70 | 4 | 4 | 3.4 | 1.2 |
| Quality of advising . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 79 | 3 | 3 | 3.1 | 1.3 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . . . . . | 95 | 4 | 4 | 3.4 | 1.2 |

**Table 13.G**

**Statements About *Academic Program*: Jacksonville**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Opportunity for intellectual growth . . . . . . . . . . . . . . . . . . . . | 36 | 4 | 4 | 4.3 | 0.6 |
| Opportunity for peer interaction . . . . . . . . . . . . . . . . . . . . . . | 36 | 5 | 4 | 4.5 | 0.6 |
| Instructional methods . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 38 | 4 | 4 | 4.1 | 0.8 |
| Delivery system . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 38 | 4 | 4 | 4.1 | 0.7 |
| Quality of the learning environment . . . . . . . . . . . . . . . . . . . | 38 | 4 | 4 | 4.1 | 0.8 |
| Applied nature of thesis, practicum, or dissertation . . . . . . . . | 18 | 4 | 4 | 3.8 | 0.9 |
| Length of the academic program . . . . . . . . . . . . . . . . . . . . . . | 37 | 4 | 4 | 4.0 | 0.9 |
| Length of the individual courses . . . . . . . . . . . . . . . . . . . . . . | 37 | 4 | 4 | 4.0 | 0.9 |
| Process for assigning students to advisors . . . . . . . . . . . . . . . | 30 | 3 | 4 | 3.4 | 1.3 |
| Quality of advising . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 32 | 4 | 4 | 3.8 | 1.3 |
| Adequacy of classroom facilities . . . . . . . . . . . . . . . . . . . . . . | 35 | 4 | 4 | 3.9 | 0.8 |

# Table 14.A

## Statements[7] About *Administration*: Respondents at All Locations

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies .............................. | 2,502 | 4 | 4 | 4.0 | 0.9 |
| Clarity of written policy on transfer of credit from other institutions ....... | 2,121 | 4 | 4 | 3.8 | 1.0 |
| Clarity of written completion requirements ......................... | 2,454 | 4 | 4 | 3.9 | 0.9 |
| Clarity of written curricular offerings, as identified in program catalog ..... | 2,465 | 4 | 4 | 3.9 | 0.9 |
| Program orientation ........................................ | 2,481 | 4 | 4 | 3.9 | 1.0 |
| Course registration activities ................................. | 2,513 | 4 | 4 | 3.8 | 1.0 |
| Published grading policy .................................... | 2,412 | 4 | 4 | 3.9 | 1.0 |
| Interaction with administrative personnel ........................ | 2,449 | 4 | 4 | 3.6 | 1.1 |
| Clarity of program catalog .................................. | 2,482 | 4 | 4 | 3.9 | 0.9 |
| Correctness of student records (including transcripts) ................ | 2,190 | 4 | 4 | 3.6 | 1.2 |

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[7]   Respondents were directed to use the following rating scale for these statements:

| | | | |
|---|---|---|---|
| 1 | Very Dissatisfied | N/A | Not Applicable |
| 2 | Dissatisfied | U | Unknown or Unable to Answer |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | | |
| 4 | Satisfied | | |
| 5 | Very Satisfied | | |

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**Table 14.B**

**Statements About *Administration*: Broward County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . . . | 1484 | 4 | 4 | 4.0 | 0.8 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . | 1227 | 4 | 4 | 3.8 | 1.0 |
| Clarity of written completion requirements . . . . . . . . . . . . . . . . | 1457 | 4 | 4 | 4.0 | 0.9 |
| Clarity of written curricular offerings, as identified in program catalog . . . | 1463 | 4 | 4 | 3.9 | 0.9 |
| Program orientation . . . . . . . . . . . . . . . . . . . . . . . | 1481 | 4 | 4 | 3.9 | 1.0 |
| Course registration activities . . . . . . . . . . . . . . . . | 1489 | 4 | 4 | 3.7 | 1.1 |
| Published grading policy . . . . . . . . . . . . . . . . . . | 1432 | 4 | 4 | 3.9 | 1.0 |
| Interaction with administrative personnel . . . . . . . . . . . . . . . | 1468 | 4 | 4 | 3.7 | 1.1 |
| Clarity of program catalog . . . . . . . . . . . . . . . . . | 1482 | 4 | 4 | 3.9 | 0.9 |
| Correctness of student records (including transcripts) . . . . . . . . . | 1306 | 4 | 4 | 3.7 | 1.1 |

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**Table 14.C**

**Statements About *Administration*: Miami-Dade County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . . . . | 142 | 4 | 4 | 4.1 | 0.8 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . . | 128 | 4 | 4 | 3.9 | 1.0 |
| Clarity of written completion requirements . . . . . . . . . . . . . . . | 140 | 4 | 4 | 4.0 | 0.9 |
| Clarity of written curricular offerings, as identified in program catalog. . . . | 135 | 4 | 4 | 4.1 | 0.9 |
| Program orientation . . . . . . . . . . . . . . . | 133 | 4 | 4 | 3.9 | 1.0 |
| Course registration activities . . . . . . . . . . . . . . | 140 | 4 | 4 | 3.9 | 1.0 |
| Published grading policy . . . . . . . . . . . . . . . . . . . | 130 | 4 | 4 | 3.9 | 0.9 |
| Interaction with administrative personnel . . . . . . . . . . . . . . | 130 | 4 | 4 | 3.6 | 1.1 |
| Clarity of program catalog . . . . . . . . . . . . . . . | 137 | 4 | 4 | 4.1 | 0.8 |
| Correctness of student records (including transcripts) . . . . . . . . . | 125 | 4 | 4 | 3.6 | 1.2 |

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**Table 14.D**

**Statements About *Administration*: Palm Beach County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . . . . . . | 61 | 4 | 4 | 3.5 | 1.0 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . | 54 | 4 | 4 | 3.4 | 1.0 |
| Clarity of written completion requirements . . . . . . . . . . . . . . | 58 | 4 | 4 | 3.5 | 1.1 |
| Clarity of written curricular offerings, as identified in program catalog . . . | 60 | 4 | 4 | 3.6 | 0.9 |
| Program orientation . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 55 | 4 | 4 | 3.4 | 1.2 |
| Course registration activities . . . . . . . . . . . . . . . . . | 59 | 4 | 4 | 3.4 | 1.0 |
| Published grading policy . . . . . . . . . . . . . . . . . | 55 | 4 | 4 | 3.6 | 1.0 |
| Interaction with administrative personnel . . . . . . . . . . | 59 | 4 | 3 | 3.1 | 1.1 |
| Clarity of program catalog . . . . . . . . . . . . . . . . | 59 | 4 | 3 | 3.4 | 0.9 |
| Correctness of student records (including transcripts) . . . . . . | 49 | 4 | 3 | 3.0 | 1.3 |

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**Table 14.E**

**Statements About *Administration*: Orlando**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . | 137 | 4 | 4 | 3.8 | 1.0 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . | 125 | 4 | 4 | 3.6 | 1.2 |
| Clarity of written completion requirements . . . . . . . . . . . . . . . | 134 | 4 | 4 | 3.8 | 1.0 |
| Clarity of written curricular offerings, as identified in program catalog . . . | 133 | 4 | 4 | 3.8 | 1.0 |
| Program orientation . . . . . . . . . . . . . . | 134 | 4 | 4 | 3.6 | 1.1 |
| Course registration activities . . . . . . . . . . . . | 139 | 4 | 4 | 3.7 | 1.1 |
| Published grading policy . . . . . . . . . . . . . . . | 140 | 4 | 4 | 3.6 | 1.2 |
| Interaction with administrative personnel . . . . . . . . . . . . . | 139 | 4 | 3 | 3.2 | 1.3 |
| Clarity of program catalog . . . . . . . . . . . | 141 | 4 | 4 | 3.6 | 1.1 |
| Correctness of student records (including transcripts) . . . . . . . | 130 | 4 | 3 | 3.2 | 1.4 |

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**Table 14.F**

**Statements About *Administration*: Tampa**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . | 94 | 4 | 4 | 3.9 | 0.8 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . | 86 | 4 | 4 | 3.6 | 1.1 |
| Clarity of written completion requirements . . . . . . . . . . . . . . . | 94 | 4 | 4 | 3.7 | 1.0 |
| Clarity of written curricular offerings, as identified in program catalog . . . | 95 | 4 | 4 | 3.8 | 0.9 |
| Program orientation . . . . . . . . . . . . . . . | 97 | 4 | 4 | 3.8 | 0.9 |
| Course registration activities . . . . . . . . . . . | 98 | 4 | 4 | 3.6 | 1.1 |
| Published grading policy . . . . . . . . . . . | 91 | 4 | 4 | 3.8 | 1.0 |
| Interaction with administrative personnel . . . . . . . . . . | 92 | 3 | 3 | 3.1 | 1.2 |
| Clarity of program catalog . . . . . . . . . . | 93 | 4 | 4 | 3.7 | 1.0 |
| Correctness of student records (including transcripts) . . . . . . | 82 | 3 | 3 | 3.3 | 1.3 |

99

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**Table 14.G**

**Statements About *Administration*: Jacksonville**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Clarity of written admission policies . . . . . . . . . . . . . . . . . . . . . . | 37 | 4 | 4 | 4.0 | 0.9 |
| Clarity of written policy on transfer of credit from other institutions . . . . . . | 34 | 4 | 4 | 3.8 | 1.0 |
| Clarity of written completion requirements . . . . . . . . . . . . . . . . . | 36 | 4 | 4 | 4.1 | 0.8 |
| Clarity of written curricular offerings, as identified in program catalog . . . . | 37 | 4 | 4 | 4.2 | 0.8 |
| Program orientation . . . . . . . . . . . . . . . . . . . . . . . . . . . | 34 | 4 | 4 | 3.8 | 1.1 |
| Course registration activities . . . . . . . . . . . . . . . . . . . . . . | 36 | 4 | 4 | 4.0 | 0.9 |
| Published grading policy . . . . . . . . . . . . . . . . . . . . . . . . | 37 | 4 | 4 | 3.9 | 1.1 |
| Interaction with administrative personnel . . . . . . . . . . . . . . . . | 35 | 4 | 4 | 3.9 | 1.1 |
| Clarity of program catalog . . . . . . . . . . . . . . . . . . . . . . . | 35 | 4 | 4 | 4.1 | 0.8 |
| Correctness of student records (including transcripts) . . . . . . . . . . | 32 | 4 | 4 | 3.5 | 1.2 |

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**Table 15.A**

**Statements[8] About _Library and Information Services_: Respondents at All Locations**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials .............. | 2,348 | 4 | 4 | 3.9 | 1.1 |
| Adequacy of library and learning resource materials .............. | 2,320 | 4 | 4 | 3.8 | 1.1 |
| Orientation program relative to library services ............... | 2,286 | 4 | 4 | 3.7 | 1.1 |
| Training in access to information in electronic and other formats ..... | 2,300 | 4 | 4 | 3.7 | 1.1 |
| Availability of computing resources ............... | 2,269 | 4 | 4 | 3.8 | 1.1 |
| Adequacy of computing resources ............... | 2,261 | 4 | 4 | 3.9 | 1.0 |
| Access to information through technology ............... | 2,370 | 4 | 4 | 4.0 | 1.0 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) ............... | 2,057 | 4 | 4 | 3.7 | 1.1 |

8    Respondents were directed to use the following rating scale for these statements:

| | | | |
|---|---|---|---|
| 1 | Very Dissatisfied | N/A | Not Applicable |
| 2 | Dissatisfied | U | Unknown or Unable to Answer |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | | |
| 4 | Satisfied | | |
| 5 | Very Satisfied | | |

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Infusion of information technology into the curricula . . . . . . . . . . . . | 2,250 | 4 | 4 | 3.8 | 1.0 |
| Provisions for training in the use of technology . . . . . . . . . . . . | 2,161 | 4 | 4 | 3.6 | 1.1 |

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**Table 15.B**

**Statements About *Library and Information Services*: Broward County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials .......... | 1463 | 4 | 4 | 3.9 | 1.1 |
| Adequacy of library and learning resource materials .......... | 1447 | 4 | 4 | 3.8 | 1.1 |
| Orientation program relative to library services .......... | 1384 | 4 | 4 | 3.7 | 1.1 |
| Training in access to information in electronic and other formats .... | 1404 | 4 | 4 | 3.8 | 1.0 |
| Availability of computing resources .......... | 1433 | 4 | 4 | 4.0 | 1.0 |
| Adequacy of computing resources .......... | 1434 | 4 | 4 | 4.0 | 0.9 |
| Access to information through technology .......... | 1461 | 4 | 4 | 4.1 | 0.9 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) .......... | 1315 | 4 | 4 | 3.9 | 1.0 |
| Infusion of information technology into the curricula .......... | 1394 | 4 | 4 | 3.9 | 1.0 |
| Provisions for training in the use of technology .......... | 1338 | 4 | 4 | 3.7 | 1.0 |

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**Table 15.C**

**Statements About *Library and Information Services*: Miami-Dade County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials .......... | 112 | 5 | 4 | 3.6 | 1.3 |
| Adequacy of library and learning resource materials .......... | 111 | 5 | 4 | 3.7 | 1.2 |
| Orientation program relative to library services .......... | 118 | 4 | 4 | 3.8 | 1.1 |
| Training in access to information in electronic and other formats ..... | 115 | 4 | 4 | 3.9 | 1.1 |
| Availability of computing resources .......... | 114 | 4 | 4 | 3.8 | 1.1 |
| Adequacy of computing resources .......... | 113 | 4 | 4 | 3.8 | 1.1 |
| Access to information through technology .......... | 120 | 4 | 4 | 3.9 | 1.0 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) .......... | 105 | 4 | 4 | 3.6 | 1.1 |
| Infusion of information technology into the curricula .......... | 111 | 4 | 4 | 3.8 | 1.0 |
| Provisions for training in the use of technology .......... | 110 | 4 | 4 | 3.7 | 1.0 |

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**Table 15.D**

**Statements About *Library and Information Services*: Palm Beach County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials ............. | 49 | 4 | 4 | 4.0 | 0.8 |
| Adequacy of library and learning resource materials ............. | 49 | 4 | 4 | 3.9 | 0.8 |
| Orientation program relative to library services ............. | 53 | 4 | 4 | 3.8 | 1.0 |
| Training in access to information in electronic and other formats ..... | 52 | 4 | 4 | 3.7 | 1.0 |
| Availability of computing resources ............. | 46 | 4 | 4 | 3.7 | 1.0 |
| Adequacy of computing resources ............. | 47 | 4 | 4 | 3.7 | 1.0 |
| Access to information through technology ............. | 52 | 4 | 4 | 3.8 | 1.0 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) ............. | 44 | 4 | 3 | 3.3 | 1.1 |
| Infusion of information technology into the curricula ............. | 47 | 4 | 4 | 3.6 | 1.0 |
| Provisions for training in the use of technology ............. | 50 | 4 | 4 | 3.4 | 1.1 |

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**Table 15.E**

**Statements About *Library and Information Services*: Orlando**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials .............. | 123 | 4 | 4 | 3.5 | 1.3 |
| Adequacy of library and learning resource materials ............... | 121 | 4 | 4 | 3.6 | 1.2 |
| Orientation program relative to library services .............. | 118 | 5 | 4 | 3.5 | 1.4 |
| Training in access to information in electronic and other formats ..... | 125 | 4 | 4 | 3.3 | 1.4 |
| Availability of computing resources .............. | 123 | 3 | 3 | 3.2 | 1.3 |
| Adequacy of computing resources .............. | 123 | 4 | 3 | 3.2 | 1.3 |
| Access to information through technology .............. | 130 | 4 | 4 | 3.5 | 1.3 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) .............. | 111 | 3 | 3 | 2.8 | 1.2 |
| Infusion of information technology into the curricula .............. | 114 | 4 | 3 | 3.3 | 1.1 |
| Provisions for training in the use of technology .............. | 104 | 3 | 3 | 3.0 | 1.2 |

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**Table 15.F**

**Statements About *Library and Information Services*: Tampa**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials . . . . . . . . . . . . . . | 73 | 4 | 4 | 3.5 | 1.3 |
| Adequacy of library and learning resource materials . . . . . . . . . . . . . . | 70 | 4 | 4 | 3.6 | 1.2 |
| Orientation program relative to library services . . . . . . . . . | 79 | 4 | 4 | 3.5 | 1.2 |
| Training in access to information in electronic and other formats . . . . . | 75 | 4 | 4 | 3.6 | 1.2 |
| Availability of computing resources . . . . . . . . . . . . . . | 67 | 4 | 4 | 3.5 | 1.2 |
| Adequacy of computing resources . . . . . . . . . . . . . . | 65 | 4 | 4 | 3.6 | 1.2 |
| Access to information through technology . . . . . . . . . | 78 | 4 | 4 | 3.7 | 1.2 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) . . . . . . . . . | 57 | 4 | 4 | 3.2 | 1.3 |
| Infusion of information technology into the curricula . . . . . . . . . | 75 | 4 | 4 | 3.6 | 1.1 |
| Provisions for training in the use of technology . . . . . . . . . | 72 | 4 | 4 | 3.4 | 1.2 |

**Table 15.G**

**Statements About *Library and Information Services*: Jacksonville**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Availability of library and learning resource materials .......... | 30 | 4 | 4 | 3.4 | 1.3 |
| Adequacy of library and learning resource materials .......... | 28 | 4 | 4 | 3.6 | 1.3 |
| Orientation program relative to library services .......... | 30 | 4 | 4 | 3.6 | 1.2 |
| Training in access to information in electronic and other formats ..... | 30 | 4 | 4 | 3.6 | 1.1 |
| Availability of computing resources .......... | 26 | 3 | 3 | 3.2 | 1.1 |
| Adequacy of computing resources .......... | 25 | 4 | 4 | 3.4 | 1.1 |
| Access to information through technology .......... | 31 | 3 | 4 | 3.5 | 1.2 |
| Instructional support services (e.g., educational equipment and specialized facilities such as laboratories, audio visual and duplicating services) .......... | 25 | 4 | 3 | 3.0 | 1.2 |
| Infusion of information technology into the curricula .......... | 28 | 4 | 4 | 3.6 | 0.9 |
| Provisions for training in the use of technology .......... | 28 | 3 | 3 | 3.4 | 1.0 |

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## Table 16.A

### Statements[9] About *Student Services*: Respondents at All Locations

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services .............. | 1,589 | 4 | 4 | 3.5 | 1.0 |
| Counseling and career development .............. | 1,583 | 3 | 3 | 3.3 | 1.1 |
| Remedial services available .............. | 1,256 | 3 | 3 | 3.3 | 1.0 |
| Student government opportunities .............. | 1,419 | 3 | 4 | 3.5 | 1.0 |
| Student behavior policies and procedures .............. | 1,679 | 4 | 4 | 3.6 | 1.0 |
| Financial aid services .............. | 2,086 | 1 | 3 | 2.8 | 1.4 |
| Health services .............. | 1,259 | 3 | 3 | 3.4 | 1.1 |
| Refund policies when withdrawing from courses .............. | 1,285 | 3 | 3 | 3.4 | 1.1 |
| Safety and security of classroom buildings and the learning environment .............. | 2,124 | 4 | 4 | 3.9 | 1.0 |

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[9]     Respondents were directed to use the following rating scale for these statements:

| | | |
|---|---|---|
| 1 | Very Dissatisfied | N/A   Not Applicable |
| 2 | Dissatisfied | U   Unknown or Unable to Answer |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | |
| 4 | Satisfied | |
| 5 | Very Satisfied | |

# Table 16.B

## Statements About *Student Services*: Broward County

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services . . . . . . . . . . . . . . . . . . . | 1016 | 4 | 4 | 3.6 | 1.0 |
| Counseling and career development . . . . . . . . . . . . . . | 1007 | 3 | 4 | 3.4 | 1.1 |
| Remedial services available . . . . . . . . . . . . . . . . . . | 783 | 3 | 3 | 3.4 | 1.0 |
| Student government opportunities . . . . . . . . . . . . . . . | 1005 | 4 | 4 | 3.7 | 1.0 |
| Student behavior policies and procedures . . . . . . . . . . . | 1120 | 4 | 4 | 3.7 | 1.0 |
| Financial aid services . . . . . . . . . . . . . . . . . . . . . | 1304 | 1 | 3 | 2.7 | 1.4 |
| Health services . . . . . . . . . . . . . . . . . . . . . . . . | 890 | 3 | 4 | 3.4 | 1.1 |
| Refund policies when withdrawing from courses . . . . . . . | 802 | 3 | 3 | 3.3 | 1.1 |
| Safety and security of classroom buildings and the learning environment . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1384 | 4 | 4 | 4.0 | 1.0 |

**Table 16.C**

**Statements About *Student Services*: Miami-Dade County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services ................................ | 96 | 3 | 4 | 3.5 | 1.0 |
| Counseling and career development ........................ | 108 | 3 | 3 | 3.3 | 1.1 |
| Remedial services available ................................ | 79 | 3 | 3 | 3.4 | 0.9 |
| Student government opportunities .......................... | 65 | 3 | 3 | 3.4 | 1.1 |
| Student behavior policies and procedures ................. | 93 | 4 | 4 | 3.8 | 0.9 |
| Financial aid services ...................................... | 116 | 4 | 4 | 3.3 | 1.4 |
| Health services ............................................. | 66 | 3 | 3 | 3.4 | 0.9 |
| Refund policies when withdrawing from courses .......... | 90 | 3 | 4 | 3.5 | 1.1 |
| Safety and security of classroom buildings and the learning environment ............................................... | 124 | 5 | 4 | 4.0 | 1.0 |

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**Table 16.D**

**Statements About *Student Services*: Palm Beach County**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 34 | 3 | 3 | 3.1 | 1.0 |
| Counseling and career development . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 36 | 2 | 3 | 2.6 | 1.2 |
| Remedial services available . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 33 | 3 | 3 | 3.0 | 1.1 |
| Student government opportunities . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 28 | 3 | 3 | 3.0 | 1.1 |
| Student behavior policies and procedures . . . . . . . . . . . . . . . . . . . . . . . . . . | 30 | 3 | 3 | 3.3 | 1.1 |
| Financial aid services . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 50 | 4 | 3 | 3.1 | 1.4 |
| Health services . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 27 | 3 | 3 | 3.1 | 1.0 |
| Refund policies when withdrawing from courses . . . . . . . . . . . . . . . . . . . . | 33 | 3 | 3 | 3.2 | 1.2 |
| Safety and security of classroom buildings and the learning environment . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | 47 | 4 | 4 | 3.8 | 0.9 |

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**Table 16.E**

**Statements About *Student Services*: Orlando**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services .............. | 85 | 3 | 3 | 3.0 | 1.2 |
| Counseling and career development ...... | 87 | 3 | 3 | 2.8 | 1.3 |
| Remedial services available .............. | 74 | 3 | 3 | 3.0 | 1.2 |
| Student government opportunities ......... | 63 | 3 | 3 | 2.9 | 1.2 |
| Student behavior policies and procedures ... | 85 | 3 | 3 | 3.3 | 1.2 |
| Financial aid services .................... | 117 | 1 | 2 | 2.3 | 1.4 |
| Health services .......................... | 59 | 3 | 3 | 2.9 | 1.2 |
| Refund policies when withdrawing from courses ... | 73 | 3 | 3 | 3.1 | 1.2 |
| Safety and security of classroom buildings and the learning environment .................. | 116 | 4 | 4 | 3.6 | 1.2 |

**Table 16.F**

**Statements About *Student Services*: Tampa**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services .......................... | 53 | 3 | 3 | 3.2 | 1.2 |
| Counseling and career development ................... | 57 | 3 | 3 | 3.0 | 1.2 |
| Remedial services available .......................... | 46 | 3 | 3 | 3.3 | 1.0 |
| Student government opportunities .................... | 37 | 3 | 3 | 3.3 | 1.0 |
| Student behavior policies and procedures ............ | 46 | 3 | 4 | 3.6 | 1.0 |
| Financial aid services ............................... | 66 | 3 | 3 | 2.6 | 1.2 |
| Health services ...................................... | 30 | 3 | 3 | 3.3 | 1.1 |
| Refund policies when withdrawing from courses ...... | 40 | 3 | 3 | 3.4 | 1.1 |
| Safety and security of classroom buildings and the learning environment ......................................... | 73 | 5 | 4 | 3.9 | 1.1 |

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**Table 16.G**

**Statements About *Student Services*: Jacksonville**

| Survey Statement | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Student development services . . . . . . . . . . . . . . . . . . | 20 | 3 | 3 | 3.2 | 1.2 |
| Counseling and career development . . . . . . . . . . . . . . | 20 | 4 | 4 | 3.8 | 1.2 |
| Remedial services available . . . . . . . . . . . . . . . . . . | 15 | 3 | 4 | 3.5 | 1.1 |
| Student government opportunities . . . . . . . . . . . . . . . | 14 | 1 | 3 | 2.7 | 1.4 |
| Student behavior policies and procedures . . . . . . . . . . | 20 | 3 | 4 | 3.4 | 1.3 |
| Financial aid services . . . . . . . . . . . . . . . . . . . . . | 28 | 4 | 3 | 2.9 | 1.4 |
| Health services . . . . . . . . . . . . . . . . . . . . . . . . | 12 | 3 | 3 | 2.9 | 1.2 |
| Refund policies when withdrawing from courses . . . . . . | 18 | 3 | 4 | 3.5 | 1.3 |
| Safety and security of classroom buildings and the learning environment . . . . . . . . . . . . . . . . . . | 33 | 5 | 4 | 4.2 | 0.9 |

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**Table 17**

**Statements About *Summary Evaluation*[10] by Student Service Center**

| Academic Center | N | Mode | Median | Mean | SD |
|---|---|---|---|---|---|
| Broward County . . . . . . . . . . . . . . . . . . . . . . . . . . . | 1307 | 4 | 4 | 4.0 | 0.8 |
| Miami-Dade County . . . . . . . . . . . . . . . . . . | 106 | 4 | 4 | 4.1 | 0.9 |
| Palm Beach County . . . . . . . . . . . . . . . . . . | 46 | 4 | 4 | 3.7 | 0.9 |
| Orlando . . . . . . . . . . . . . . . . . . . . . . . . . . | 104 | 4 | 4 | 4.0 | 0.9 |
| Tampa . . . . . . . . . . . . . . . . . . . . . . . . . . | 77 | 4 | 4 | 4.0 | 0.8 |
| Jacksonville . . . . . . . . . . . . . . . . . . . . . . . | 28 | 4 | 4 | 4.3 | 0.6 |
| Respondents at All Locations . . . . . . . . . . . | 2,070 | 4 | 4 | 4.0 | 0.8 |

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[10] Respondents were directed to use the following rating scale to mark their level of satisfaction with the single statement:  *Overall quality of this academic program.*

| | | N/A | Not Applicable |
|---|---|---|---|
| 1 | Very Dissatisfied | U | Unknown or Unable to Answer |
| 2 | Dissatisfied | | |
| 3 | Neutral, Neither Satisfied Nor Dissatisfied | | |
| 4 | Satisfied | | |
| 5 | Very Satisfied | | |

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
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