

# Institutional Summary

## Academic Services

	Collin County Comm. College Dist.			Community, Junior & Technical			
Item	Import	Satis / SD	Gap	Import	Satis / SD	Gap	Mean Difference
14. Library resources and services are adequate.	6.23	5.65 / 1.35	0.58	6.11	5.34 / 1.48	0.77	0.31***
21. There are a sufficient number of study areas on campus.	5.95	5.32 / 1.43	0.63	5.85	5.17 / 1.52	0.68	0.15**
26. Library staff are helpful and approachable.	5.99	5.58 / 1.31	0.41	5.88	5.30 / 1.45	0.58	0.28***
34. Computer labs are adequate and accessible.	6.15	5.39 / 1.45	0.76	6.13	5.34 / 1.52	0.79	0.05
42. The equipment in the lab facilities is kept up to date.	6.11	5.46 / 1.30	0.65	6.10	5.20 / 1.48	0.90	0.26***
50. Tutoring services are readily available.	5.86	5.21 / 1.41	0.65	5.88	5.16 / 1.48	0.72	0.05
55. Academic support services adequately meet the needs of students.	5.83	5.09 / 1.32	0.74	5.87	5.05 / 1.37	0.82	0.04

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Collin County Community College District -  
7/2003Student Satisfaction Inventory, 2-Year  
College

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## Registration Effectiveness

Collin County Comm. College Dist.				Community, Junior & Technical			Mean Difference
Item	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
5. The personnel involved in registration are helpful.	6.12	5.15 / 1.52	0.97	6.11	5.25 / 1.55	0.86	-0.10
8. Classes are scheduled at times that are convenient for me.	6.47	5.35 / 1.49	1.12	6.41	5.31 / 1.57	1.10	0.04
15. I am able to register for classes I need with few conflicts.	6.36	5.28 / 1.55	1.08	6.31	5.26 / 1.56	1.05	0.02
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.13	5.50 / 1.34	0.63	6.10	5.32 / 1.42	0.78	0.18***

43. Class change (drop/add) policies are reasonable.	6.01	5.55 / 1.32	0.46	6.01	5.30 / 1.45	0.71	0.25***
51. There are convenient ways of paying my school bill.	6.07	5.53 / 1.35	0.54	6.07	5.21 / 1.53	0.86	0.32***
56. The business office is open during hours which are convenient for most students.	5.96	5.34 / 1.37	0.62	5.98	5.25 / 1.45	0.73	0.09
60. Billing policies are reasonable.	5.96	5.38 / 1.38	0.58	5.97	5.17 / 1.47	0.80	0.21***
62. Bookstore staff are helpful.	5.86	5.37 / 1.41	0.49	5.94	5.33 / 1.53	0.61	0.04

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## Institutional Summary

### Service Excellence

Collin County Comm. College Dist.				Community, Junior & Technical			Mean Difference
Item	Import	Satis / SD	Gap	Import	Satis / SD	Gap	