

Collin College
Financial Services and Veterans Affairs
Service Unit Program Review

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SERVICE UNIT PROGRAM REVIEW

Collin College - Financial Services and Veterans Affairs

PROGRAM STATUS

1. Describe how the program supports:
 - a. The college mission and core values.
 - b. The college strategic plan.

The Financial Aid appeal process makes a specific effort to improve the student's academic success (see *Strategic Goal #1: "Improve academic success by implementing strategies for completion."*) by requiring the student to set forth their academic plan and a detailed timeline for completion.

Financial Aid has also made an effort to improve services for veterans (see *Strategic Goal #1, §1.3: "A culture of student preparedness will be the focus of student success."*) by participating in Veterans Priority Registration sessions where students receive individualized advising, confirmation of their degree plan, and assistance in completing their Veterans Intent to Register and Cashier's Office Chapter 33 forms.

To increase productivity and improve response time (see *Strategic Goal #1, §1.6: "Financial Aid/Veteran's Affairs accuracy and responsiveness will be improved."*; and *§1.6.3: "Improve processes and productivity in Financial Aid Department."*), the Financial Aid staff participates in various webcasts and training seminars throughout the year. They also utilize the service of a third party servicer for financial aid verification.

PROGRAM STATUS

2. How does the program conform to THECB requirements?
 - a. List any program requirements from THECB.
 - b. Describe how they are met.
3. How does the program conform to federal requirements
 - a. List any federal requirements for the program.
 - b. Describe how they are met.

Each year an external audit is conducted to determine the District's compliance with *U.S. Office of management and Budget (OMB) Circular A-133 Compliance Supplement* and the *State of Texas Single Audit Circular* compliance requirements that could have a direct and material effect on major federal and state programs.

The audit for fiscal year 12 disclosed a material weakness compliance finding. The material weakness shows that Financial Aid is not conforming to federal guidelines. The financial aid findings for fiscal year 2012 and 2011 are as follows;

Finding 2012-1

Federal Program: Federal Pell Grant

Type of Finding: Material Weakness and Material Noncompliance

Finding 2012-2

Federal Program: Federal Pell Grant / Federal Direct Loan

Type of Finding: Significant Deficiency and Noncompliance

Finding 2012-3

Federal Program: Federal Pell Grant / Supplemental Educational Opportunity Grants

Type of Finding: Control Deficiency and Noncompliance

Findings 2011-1

Federal Program: Federal Pell Grant / Federal Direct Student Loans

Type of Finding: Control Deficiency and Noncompliance

Findings 2011-2

Federal Program: Federal Work Study Program

Type of Finding: Control Deficiency and Noncompliance

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent or detect and correct noncompliance with a type of compliance requirement of a federal or state program on a timely basis.

A significant deficiency is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal or state program that is less severe than a material weakness, yet important enough to merit attention by those charged with governance of the institution.

A material weakness is a deficiency, or a combination of deficiencies, in internal control over compliance such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal or state program will not be prevented, or detected and corrected on a timely basis.

Financial Aid must implement procedures to ensure that controls are in place to meet all federal and state program compliance requirements.

Collin hired a consultant to review the organizational structure of Financial Aid and also evaluate what procedures can be implemented to improve compliance. The consultant's findings are currently being evaluated by the Administration.

PROGRAM STATUS

4. List all program literature (course schedules, student handbooks, flyers, brochures, catalog entries, etc.) and provide last date updated. All program literature must be reviewed and updated no earlier than three months prior to the program review due date.

Note: Debra Wilkison, Director of Financial Aid/Veterans Affairs states that financial aid does not produce any program literature. Everything is online.

As a part of the Program Review the college website (last modified 11/2/12) was reviewed and determined that the information listed is extensive and presented in an orderly fashion.

Title	Type	Last Updated
Financial Aid URL http://www.collin.edu/gettingstarted/financialaid/		
Overview -Work Study Employment Opportunities	Web page	11/2/12
About Us	Web page	9/11/12
News and Updates -Important Financial Aid Changes for the 2012-2013 Academic Year	Web page	9/11/12
Applying for Aid -Questions & Answers	Web page	2/15/13
Cost of Attendance - 2012-2013	Web page	1/7/13
Types of Aid -Grants -Federal Work-Study -Texas Work Study -William D. Ford Direct Loan Program -Subsidized Federal Direct Loans -Unsubsidized Federal Direct Loans -Federal Direct Parent Loans for Undergraduate Students (PLUS)	Web page	2/15/13
Satisfactory Academic Progress	Web page	2/8/13
Forms -Satisfactory Academic Progress -Signature Page -Texas Application for State Financial Aid 2012-2013 -SB1528 Statement of Intent -Special Circumstances -Dependency override	Web page	2/8/13
Return to Title IV	Web page	9/11/12
Fire Science Exemption	Web page	12/17/12
Scholarships links to: -free scholarship searches -individual scholarships	Web page	2/4/13

-minority student scholarships		
Additional Links	Web page	9/11/12
Hazelwood Act	Web page	9/11/12
Peace Officer Exemption	Web page	9/11/12
<p>Veterans Benefits URL</p> <p>http://www.collin.edu/gettingstarted/financialaid/veterans/</p>		
About Us		2/11/13
Getting Started With Benefits		2/12/13
Satisfactory Progress -Academic Progress -Academic Support		2/8/13
Requirements by Chapter		1/30/13
Forms -Veterans -Dependents -WAVE: Web Automated Verification of Enrollment -Degree Audit		1/31/13
Payment Procedures for Chapter 33		9/11/12
Parent Institution Letters		9/11/12
Hazelwood		9/11/12
Support Information: Links & Services	Web Sites: -U.S. Department of Veterans Affairs and all service branches -VA Educational Counseling Services -Collin Counseling Services	2/11/13
<p>Financial Aid Listings URL (CougarWEB)</p> <p>https://vssb.collin.edu/PROD/twbkwbis.P_GenMenu?name=bmenu.P_FAAUnsecMnu</p>		
Financial Aid Listings	Web Sites:	Release: 8.16

	<p>Federal Aid Application or Renewal Application</p> <p>Dept. of Veterans Affairs</p> <p>Student Loans</p> <p>Download Financial Aid Forms</p> <p>Download VA Forms</p> <p>General Financial Aid Information</p> <p>National Student Loan Data System</p> <p>General Scholarship Search Tools</p>	
Each campus, SCC, PRC, and CPC have posters encouraging students to complete paperwork early.		
Department of Education brochures		
Collin College Access office announcements regarding veteran early registration		

PROGRAM STATUS

5. List all university/business and industry partnerships and describe them.

Collin College partners with four Texas universities to offer a variety of degree programs at our Collin Higher Education Center (CHEC) and has entered into ten Pre-Admission

partnership agreements* for qualified students who would like to begin their university experience while attending Collin.

Collin’s four University Partners at CHEC are: University of Texas at Dallas; University of North Texas; Texas Woman's University; and Texas A&M-Commerce.

Collin’s ten Pre-Admission Partners are: Austin College; Baylor University; Dallas Baptist University; Southern Methodist University; Texas A&M College Station; Texas A&M-Commerce; Texas Tech University; Texas Woman's University; University of Texas at Dallas; and University of North Texas.

Note: For the Financial Services/Veterans Affairs support unit there are no business or industry partnerships. All work is done through the Federal Government.

University	Partnership Type	Special Requirements
The University of Texas at Dallas	CHEC University Partner and Pre-Admission Partner	Student must meet University Partner’s Admission Requirements.
University of North Texas	CHEC University Partner and Pre-Admission Partner	Student must meet University Partner’s Admission Requirements.
Texas Woman’s University	CHEC University Partner and Pre-Admission Partner	Student must meet University Partner’s Admission Requirements.
Texas A&M University-Commerce	CHEC University Partner and Pre-Admission Partner	Student must meet University Partner’s Admission Requirements.

* These agreements allow Collin College transfer students the opportunity to complete freshman and sophomore requirements while enrolled at Collin College and are guaranteed admission to the partner university when admission requirements are met. Each pre-admission partnership includes privileges for Collin College students.

PROGRAM STATUS

6. Facilities and Resources report.

(See Financial Resources report on following pages)

Facilities and Resources: Program Review FA/VA Services						
Room / Office		Special Characteristics (i.e. permanent like a ventilator hood)	Meets Current Needs: Yes / No	Will Meet Needs Next 5-years: Yes / No	Describe Additional Needs for any "N" Answers in Columns 5 or 6	
Location & Designation	Size					
Central Park Campus						
D-118 H	12'x16'	Office	Yes	Yes		
D-118 F	12'x16'	Office	Yes	Yes		
D-118 E	12'x16'	Office	Yes	Yes		
D-118 G	12'x16'	Office	Yes	Yes		
D-118	Approx 12'-13'	Work Counter (3)	Yes	Yes		
Preston Ridge Campus						
F-109 C	12'x14'	Office	Yes	Yes		
F-109 D	12'x14'	Office	Yes	Yes		
F-109 E	12'x14'	Office	Yes	Yes		
F-109 F	12'x14'	Office	Yes	Yes		
F-109	Approx 15'-20"	Work Counter (4)	Yes	Yes		
Spring Creek Campus						
G-153	8'x9'	Office	Yes	Yes		
G-154	8'x9'	Office	Yes	Yes		
G-123	8'x9'	Office	Yes	Yes		
G-124	8'x9'	Office	Yes	Yes		
			No	No	This is director's office and the sound proofing is not adequate. Offices with adjacent walls can overhear conversations (in-person & telephone) that are required to be confidential.	
G-125	8'x9'	Office	Yes	Yes		
G-103	Approx 18'x8'	Student WrkSt (2)	Yes	Yes		
G-103	Approx 12'x12'	Work Counter (4)	Yes	Yes		

Equipment & Supplies: List all Equipment valued at \$5,000 or more each

Current Equipment Item or Budget Amount	Meets Current Needs:		Will Meet Needs Next 5-years:		For any "No" in columns 2 or 3, justify needed equipment or budget change
	Yes / No	Yes / No	Yes / No	Yes / No	
District Wide					
Konica (ID# 9309-5474) bizhub 283 (leased) - SCC campus only	No	No	No	No	With increased traffic the same set-up is requested for FAVA offices on both the Preston Ridge and Central Park campuses.

Financial Resources				
Source of Funds (i.e. college budget, grant, etc.)	Meets Current Needs: Yes / No	Will Meet Needs Next 5-years: Yes / No	For any "No" in columns 2 or 3, explain why	For any "No" in columns 2 or 3, identify expected source of additional funds.
Departmental Budget (FA/VA #221205)	No	No	<p>District Wide</p> <p>Increase in state/federal regulations and the number of students requesting financial assistance for college the current staffing numbers are not adequate to meet the current demands.</p>	Increase in the annual budget for FA/VA account 221205.

INSTITUTIONAL RESEARCH DATA

Unduplicated, actual, annual enrollment data

- Student Satisfaction Surveys
- Noel-Levitz

PROGRAM DEVELOPMENT SINCE LAST PROGRAM REVIEW

1. Summarize assessment activities and actions taken in response since last program review.

(See FSVA inserts report on following pages)

2. Describe any continuous improvement activity if different from assessment.

(See FSVA inserts report on following pages)

WeaveOnline Detailed Assessment Report

2010-2011

2011-2012

Collin College Student Surveys

2010

2012

Noel-Levitz Reports

2010

2012

Financial Services & Veterans Affairs Continuous Improvement Plan Report

Financial Services & Veterans Affairs (FSVA) department continues to work with Collin College Institutional Effectiveness (IE) and Institutional Research Office (IRO) to identify outcomes, develop methods to analyze departmental effectiveness and to implement actions based on these results to measure improvements as a part of the departments continuous improvement plan (CIP).

Since the last program review FSVA has completed two CIP's using survey data from studies conducted working with IE and IRO. The two Collin College student surveys (2010-11 and 2011-12) are supplemented by data from Noel-Levitz (2010 and 2012) reports.

IE working with IRO designed and implemented student surveys in Fall of 2010 and Spring of 2012. In both surveys the response rate of the Collin College student population was a statistically valid representation of the students attending Collin College.

Survey questions were developed using a 5 point likert scale and students participating were given an opportunity to make comments. Both the likert scale rating and comments were used in developing the CIP's.

The data gathered has been input into a data base system called WeaveOnline.

“WeaveOnline is a powerful software application that addresses the need to develop and maintain continuous improvement processes for both the academic and administrative structures within an institution of higher education” (<http://www.weaveonline.com>, 2012).

Collin College has selected Weaveonline to provide software and consulting support for storing and reporting of the College's CIP's. Two complete reports are attached at the end of this section. The following is a brief overview of the information in each report.

2010-2011 FSVA Report

The outcome/objective areas targeted were to:

Increase the knowledge of FSVA staff.

Survey findings showed a finding of 3.85 on a 5.0 scale. The detailed action plan that FSVA would implement as a part of their CIP to improve this finding is in the attached weaveonline report.

The CIP for outcome/objective one on staff knowledge included training for staff and making sure each staff member was aware of new and existing procedures.

Increase the satisfaction of those using FSVA services.

Survey findings showed a finding of 3.64 on a 5.0 scale. The detailed action plan that FSVA would implement as a part of their CIP to improve this finding is in the attached weaveonline report.

The CIP for outcome/objective on satisfaction included using outside services more effectively and providing the support of a call center.

2011-2012 FSVA Report

In the results of this report each CIP was measured and findings compared to the 2010-2011 FSVA Report. A brief overview of this is given below with more details in the attached Weave report.

In the 2011-2012 FSVA report the outcome/objective statements remained the same. Findings were reported from the Spring 2012 Collin College survey indicating the impact of the CIP's implemented by FSVA in the two targeted areas, knowledge and satisfaction.

Increase the knowledge of FSVA staff.

Survey results showed a finding of 3.85 on a 5.0 scale for the 2010-2011 report and this has increased to 4.07 on a 5.0 scale for the 2011-12 report (see graph p. 23). This analysis shows an improvement that students see in the knowledge of the FSVA staff. The detailed action plan that FSVA will continue to implement as a part of their CIP is to improve these findings is in the attached report.

Increase the satisfaction of those using FSVA services.

Survey results showed a finding of 3.64 on a 5.0 scale for the 2010-11 report and this has increased to a 3.91 for the 2011-12 report (see graph p. 22). This analysis shows an improvement what students report regarding their satisfaction with the services provided by FSVA staff. The detailed action plan that FSVA will continue to implement as a part of their CIP to improve these findings is in the attached report.

Other Survey Report Data

In addition to Collin College survey data, measures were followed using Noel-Levitz (NL) data for Spring of 2010 and Spring of 2012. While the focus of the CIP was on outcome/objective statements from Collin College surveys NL was used to provide a comprehensive comparable view of the work being done by the CIP.

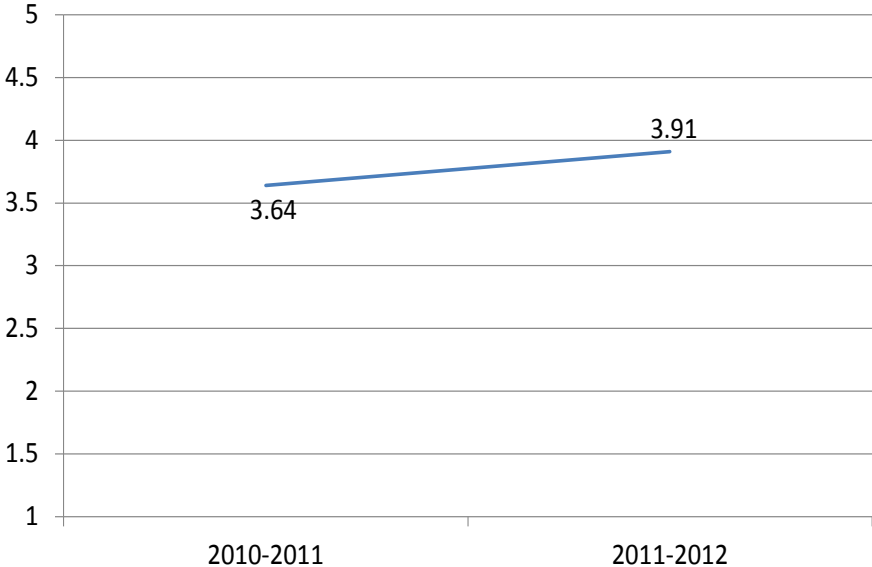
Questions 7, 13, and 20 covered areas related to financial services and each showed improvement over the time period of this program review. A copy of this study is at the end of this report.

Future CIP Work

Planning for the next CIP has begun and both of the above outcomes will continue with the addition of adding one more. The new outcome statement will be comparing the number of students applying for financial aid to the number that receive it, documenting the number of students that have completed the process. This will be based on FAFSA applications each academic year.

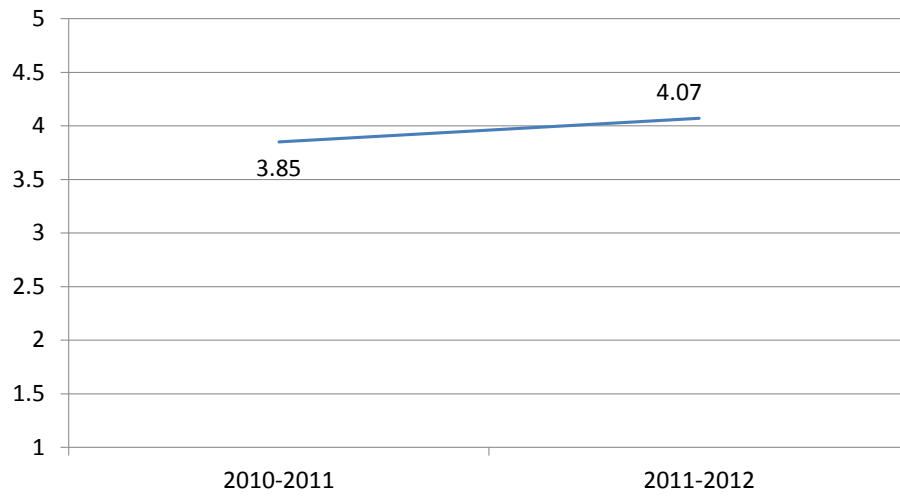
Financial Aid/Veterans Affairs Program Review

Outcome/Objective—Student Satisfaction



Financial Aid/Veterans Affairs Program Review

Outcome/Objective--Knowledge



Collin College

Detailed Assessment Report 2010-2011 Financial Aid / Veteran Affairs

As of: 12/08/2012 04:41 PM CST

Mission / Purpose

Collin College can assist you in realizing your dreams of a college degree. No student should ever let the worry of finances stop them from achieving their college education. You may qualify for federal financial and/or state aid, Collin College Foundation scholarships, campus work study jobs, and/or student loans.

Collin College is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.

Core Values - We have a passion for: Learning, Service and Involvement, Creativity and Innovation, Academic Excellence, Dignity and Respect, and Integrity

Goals

G 1: Resources

The Collin College Financial Aid Office will work with students/interested parties/Veterans to identify and obtain resources to support their educational pursuits.

G 2: Tools

Our desire is to give you the tools you will need to make informed decisions

G 3: Funding applied

To insure all qualified funding is applied to your student account in a timely fashion.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Increase knowledge

Increase the knowledge of the Financial Services staff

Related Measures

M 1: Knowledge survey

Likert scale score between 1-5. Institutional Effectiveness 2010 Student Survey

Source of Evidence: Client satisfaction survey (student, faculty)

Target:
3.5 out of 5

Finding (2010-2011) - Target: Met
3.85 out of 5

Related Action Plans (by Established cycle, then alpha):

Action Plan - Training

Established in Cycle: 2010-2011

Yearly training to go over new and existing procedures; allow all staff to sign up for training

For full information, see the *Details of Action Plans* section of this report.

O/O 2: Increase satisfaction

Increase overall satisfaction rating for Financial Services

Related Measures

M 2: Satisfaction survey

Likert scale between 1 and 5. Institutional Effectiveness 2010 Student Survey

Source of Evidence: Client satisfaction survey (student, faculty)

Target:
3.5 out of 5

Finding (2010-2011) - Target: Met
3.64 out of 5

Related Action Plans (by Established cycle, then alpha):

Action Plan - Add assistance

Established in Cycle: 2010-2011

Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center dur...

For full information, see the *Details of Action Plans* section of this report.

Details of Action Plans for This Cycle (by Established cycle, then alpha)

Action Plan - Add assistance

Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center during peak times so callers can more easily get through to a financial aid specialist.

Established in Cycle: 2010-2011

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Satisfaction survey | **Outcome/Objective:** Increase satisfaction

Projected Completion Date: 08/2011

Responsible Person/Group: Debra Wilkinson

Action Plan - Training

Yearly training to go over new and existing procedures; allow all staff to sign up for training

Established in Cycle: 2010-2011

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge survey | **Outcome/Objective:** Increase knowledge

Projected Completion Date: 08/2011

Responsible Person/Group: Debra Wilkinson

Collin College

Detailed Assessment Report 2011-2012 Financial Aid / Veteran Affairs

As of: 12/20/2012 04:30 PM CST

Mission / Purpose

Collin College can assist you in realizing your dreams of a college degree. No student should ever let the worry of finances stop them from achieving their college education. You may qualify for federal financial aid and/or state aid, Collin College Foundation scholarships, campus work study jobs, and/or student loans.

Collin College is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.

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Goals

G 1: Resources

The Collin College Financial Aid Office will work with students/interested parties/Veterans to identify and obtain resources to support their educational pursuits.

G 2: Tools

Our desire is to give you the tools you will need to make informed decisions

G 3: Funding applied

To insure all qualified funding is applied to your student account in a timely fashion.

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: Increase knowledge

Increase the knowledge of the Financial Services staff

Related Measures

M 1: Knowledge

Likert scale score between 1-5

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

3.5 out of 5 for 2010-11, increase to 4.0 for 2011-12

Finding (2011-2012) - Target: Met

Collin College Institutional Effectiveness student survey for Spring of 2012 found results of 4.07 out of 5.0

Finding (2010-2011) - Target: Met

3.85 out of 5

Related Action Plans (by Established cycle, then alpha):**Action Plan - Training**

Established in Cycle: 2010-2011

Yearly training to go over new and existing procedures; allow all staff to sign up for training

Action Plan - Training

Established in Cycle: 2011-2012

Continue with efforts to provide training to go over new and existing procedures; allow all staff to sign up for training in all...

For full information, see the *Details of Action Plans* section of this report.

O/O 2: Increase satisfaction

Increase overall satisfaction rating for Financial Services

Related Measures**M 2: Satisfaction survey**

Likert scale between 1 and 5. Institutional Effectiveness 2010 Student Survey

Source of Evidence: Client satisfaction survey (student, faculty)

Target:

3.5 out of 5 for 2010-11, increase to 3.8 for 2011-12.

Finding (2011-2012) - Target: Met

Collin College I.E. Student Survey results of 3.91 out of 5.0 for Spring of 2012 Survey.

Finding (2010-2011) - Target: Met

3.64 out of 5

Related Action Plans (by Established cycle, then alpha):**Action Plan - Add assistance**

Established in Cycle: 2010-2011

Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center dur...

Action Plan - Add Assistance

Established in Cycle: 2011-2012

Continue to train support staff in all areas of dealing with interested parties as well as adding support services including cal...

For full information, see the *Details of Action Plans* section of this report.

O/O 3: Students Receive Aid

Students apply for and receive the aid they need

Related Measures

M 3: Student completion rate

Compare the number of students who have completed the process to the number who have not completed their file.

Source of Evidence: Activity volume

Target:

10% increase in FAFSA applications each academic year

Finding (2011-2012) - Target: Not Reported This Cycle

Compile statistics on a monthly basis. Utilize Department of Education software as well as Banner.

Related Action Plans (by Established cycle, then alpha):**Action Plan - Communication Plan**

Established in Cycle: 2011-2012

Utilize technology to notify students of available resources, including email, website along with other methods TBD.

For full information, see the *Details of Action Plans* section of this report.

Details of Action Plans for This Cycle (by Established cycle, then alpha)**Action Plan - Add assistance**

Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center during peak times so callers can more easily get through to a financial aid specialist.

Established in Cycle: 2010-2011

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Satisfaction survey | **Outcome/Objective:** Increase satisfaction

Responsible Person/Group: Debra Wilkinson

Action Plan - Training

Yearly training to go over new and existing procedures; allow all staff to sign up for training

Established in Cycle: 2010-2011

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge | **Outcome/Objective:** Increase knowledge

Responsible Person/Group: Debra Wilkinson

Action Plan - Add Assistance

Continue to train support staff in all areas of dealing with interested parties as well as adding support services including call center personnel.

Established in Cycle: 2011-2012

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Satisfaction survey | **Outcome/Objective:** Increase satisfaction

Responsible Person/Group: Debra Wilkison

Action Plan - Communication Plan

Utilize technology to notify students of available resources, including email, website along with other methods TBD.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Student completion rate | **Outcome/Objective:** Students Receive Aid

Responsible Person/Group: Debra Wilkison

Action Plan - Training

Continue with efforts to provide training to go over new and existing procedures; allow all staff to sign up for training in all areas for supporting students and Veterans and other interested parties

Established in Cycle: 2011-2012

Implementation Status: Finished

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Knowledge | **Outcome/Objective:** Increase knowledge

Responsible Person/Group: Debra Wilkison

**Collin Educational Support/Programs
Student Survey: Fall 2010
Collin College
January 12, 2011**

Section I: Essential Services/Programs

Please indicate which of the following services/programs you are aware of? Please check all that apply.

		0	1	Total
	Count	24	374	398
Please indicate which of the following services/programs - Advising	%	6.0%	94.0%	100.0%
	Count	42	356	398
Please indicate which of the following services/programs - Admissions and Records	%	10.6%	89.4%	100.0%
	Count	26	372	398
Please indicate which of the following services/programs - Bookstore	%	6.5%	93.5%	100.0%
	Count	97	301	398
Please indicate which of the following services/programs - Bursars Office/Tuition and Fee Payment	%	24.4%	75.6%	100.0%
	Count	62	336	398
Please indicate which of the following services/programs - Campus Communications (CougarWeb, Internet access etc.)	%	15.6%	84.4%	100.0%
	Count	92	306	398
Please indicate which of the following services/programs - Financial Aid Office	%	23.1%	76.9%	100.0%
	Count	44	354	398
Please indicate which of the following services/programs - Registration	%	11.1%	88.9%	100.0%
	Count	175	223	398
Please indicate which of the following services/programs - Student Life	%	44.0%	56.0%	100.0%
	Count	72	326	398
Please indicate which of the following services/programs - Testing Center(s)	%	18.1%	81.9%	100.0%

Have you used the following services/programs? Please check all that apply.

		0	1	Total
	Count	56	339	395
Have you used the following services/programs? - Advising	%	14.2%	85.8%	100.0%
	Count	68	327	395
Have you used the following services/programs? - Admissions and Records	%	17.2%	82.8%	100.0%
	Count	56	339	395
Have you used the following services/programs? - Bookstore	%	14.2%	85.8%	100.0%
	Count	180	215	395
Have you used the following services/programs? - Bursars Office/Tuition and Fee Payment	%	45.6%	54.4%	100.0%
	Count	82	313	395
Have you used the following services/programs? - Campus Communications (CougarWeb, Internet access etc.)	%	20.8%	79.2%	100.0%
	Count	213	182	395
Have you used the following services/programs? - Financial Aid Office	%	53.9%	46.1%	100.0%
	Count	79	316	395
Have you used the following services/programs? - Registration	%	20.0%	80.0%	100.0%
	Count	302	93	395
Have you used the following services/programs? - Student Life	%	76.5%	23.5%	100.0%
	Count	137	258	395
Have you used the following services/programs? - Testing Center(s)	%	34.7%	65.3%	100.0%

**The hours the service/program is available are convenient.
1= Very inconvenient, 5= Very convenient**

		1	2	3	4	5	Total
The hours the service/program is available are convenient - Advising	Count	12	18	68	113	125	336
	%	3.6%	5.4%	20.2%	33.6%	37.2%	100.0%
The hours the service/program is available are convenient -Admissions and Records	Count	9	14	68	104	124	319
	%	2.8%	4.4%	21.3%	32.6%	38.9%	100.0%
The hours the service/program is available are convenient -Bookstore	Count	15	20	51	115	124	325
	%	4.6%	6.2%	15.7%	35.4%	38.2%	100.0%
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	Count	4	2	33	68	103	210
	%	1.9%	1.0%	15.7%	32.4%	49.0%	100.0%
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	Count	10	13	26	73	184	306
	%	3.3%	4.2%	8.5%	23.9%	60.1%	100.0%
The hours the service/program is available are convenient -Financial Aid Office	Count	8	19	28	52	71	178
	%	4.5%	10.7%	15.7%	29.2%	39.9%	100.0%
The hours the service/program is available are convenient -Registration	Count	10	12	58	95	132	307
	%	3.3%	3.9%	18.9%	30.9%	43.0%	100.0%
The hours the service/program is available are convenient -Student Life	Count	1	1	16	22	51	91
	%	1.1%	1.1%	17.6%	24.2%	56.0%	100.0%
The hours the service/program is available are convenient -Testing Center(s)	Count	8	11	32	67	134	252
	%	3.2%	4.4%	12.7%	26.6%	53.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The hours the service/program is available are convenient -Advising	336	1	5	3.96	1.054
The hours the service/program is available are convenient -Admissions and Records	319	1	5	4.00	1.017
The hours the service/program is available are convenient -Bookstore	325	1	5	3.96	1.097
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	210	1	5	4.26	.892
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	306	1	5	4.33	1.021
The hours the service/program is available are convenient -Financial Aid Office	178	1	5	3.89	1.176
The hours the service/program is available are convenient -Registration	307	1	5	4.07	1.033
The hours the service/program is available are convenient -Student Life	91	1	5	4.33	.883
The hours the service/program is available are convenient -Testing Center(s)	252	1	5	4.22	1.036
Valid N (listwise)	28				

The service was provided in a timely manner.

1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
The service/program was provided in timely manner -Advising	Count	31	35	81	91	95	333
	%	9.3%	10.5%	24.3%	27.3%	28.5%	100.0%
The service/program was provided in timely manner -Admissions and Records	Count	22	39	58	97	102	318
	%	6.9%	12.3%	18.2%	30.5%	32.1%	100.0%
The service/program was provided in timely manner -Bookstore	Count	11	12	42	103	158	326
	%	3.4%	3.7%	12.9%	31.6%	48.5%	100.0%
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	Count	4	5	19	62	121	211
	%	1.9%	2.4%	9.0%	29.4%	57.3%	100.0%
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	Count	5	10	37	84	167	303
	%	1.7%	3.3%	12.2%	27.7%	55.1%	100.0%
The service/program was provided in timely manner -Financial Aid Office	Count	23	26	30	43	56	178
	%	12.9%	14.6%	16.9%	24.2%	31.5%	100.0%
The service/program was provided in timely manner -Registration	Count	19	18	53	99	116	305
	%	6.2%	5.9%	17.4%	32.5%	38.0%	100.0%
The service/program was provided in timely manner -Student Life	Count	2	1	10	23	55	91
	%	2.2%	1.1%	11.0%	25.3%	60.4%	100.0%
The service/program was provided in timely manner -Testing Center(s)	Count	9	7	21	72	143	252
	%	3.6%	2.8%	8.3%	28.6%	56.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The service/program was provided in timely manner -Advising	333	1	5	3.55	1.261
The service/program was provided in timely manner -Admissions and Records	318	1	5	3.69	1.234
The service/program was provided in timely manner -Bookstore	326	1	5	4.18	1.017
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	211	1	5	4.38	.888
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	303	1	5	4.31	.926
The service/program was provided in timely manner -Financial Aid Office	178	1	5	3.47	1.399
The service/program was provided in timely manner -Registration	305	1	5	3.90	1.160
The service/program was provided in timely manner -Student Life	91	1	5	4.41	.894
The service/program was provided in timely manner -Testing Center(s)	252	1	5	4.32	.992
Valid N (listwise)	27				

The staff was courteous.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
The staff was courteous -Advising	Count	18	15	50	80	168	331
	%	5.4%	4.5%	15.1%	24.2%	50.8%	100.0%
The staff was courteous -Admissions and Records	Count	14	14	37	88	163	316
	%	4.4%	4.4%	11.7%	27.8%	51.6%	100.0%
The staff was courteous -Bookstore	Count	10	11	39	71	193	324
	%	3.1%	3.4%	12.0%	21.9%	59.6%	100.0%
The staff was courteous -Bursars Office/ Tuition and Fee Payment	Count	4	4	19	48	134	209
	%	1.9%	1.9%	9.1%	23.0%	64.1%	100.0%
The staff was courteous -Campus Communications (CougarWeb, Internet access etc.)	Count	3	6	38	50	204	301
	%	1.0%	2.0%	12.6%	16.6%	67.8%	100.0%
The staff was courteous -Financial Aid Office	Count	18	12	26	32	90	178
	%	10.1%	6.7%	14.6%	18.0%	50.6%	100.0%
The staff was courteous -Registration	Count	12	7	43	75	162	299
	%	4.0%	2.3%	14.4%	25.1%	54.2%	100.0%
The staff was courteous -Student Life	Count	3	1	12	18	56	90
	%	3.3%	1.1%	13.3%	20.0%	62.2%	100.0%
The staff was courteous -Testing Center(s)	Count	12	10	31	50	146	249
	%	4.8%	4.0%	12.4%	20.1%	58.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Advising	331	1	5	4.10	1.150
The staff was courteous -Admissions and Records	316	1	5	4.18	1.087
The staff was courteous -Bookstore	324	1	5	4.31	1.017
The staff was courteous -Bursars Office/ Tuition and Fee Payment	209	1	5	4.45	.882
The staff was courteous -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.48	.862
The staff was courteous -Financial Aid Office	178	1	5	3.92	1.355
The staff was courteous -Registration	299	1	5	4.23	1.044
The staff was courteous -Student Life	90	1	5	4.37	.988
The staff was courteous -Testing Center(s)	249	1	5	4.24	1.120
Center(s) Valid N (listwise)	27				

The staff was knowledgeable.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
The staff was knowledgeable -Advising	Count	24	26	57	82	143	332
	%	7.2%	7.8%	17.2%	24.7%	43.1%	100.0%
The staff was knowledgeable -Admissions and Records	Count	9	15	39	89	164	316
	%	2.8%	4.7%	12.3%	28.2%	51.9%	100.0%
The staff was knowledgeable -Bookstore	Count	12	13	36	84	178	323
	%	3.7%	4.0%	11.1%	26.0%	55.1%	100.0%
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	Count	5	3	18	52	130	208
	%	2.4%	1.4%	8.7%	25.0%	62.5%	100.0%
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	Count	5	8	42	64	182	301
	%	1.7%	2.7%	14.0%	21.3%	60.5%	100.0%
The staff was knowledgeable -Financial Aid Office	Count	17	15	26	39	80	177
	%	9.6%	8.5%	14.7%	22.0%	45.2%	100.0%
The staff was knowledgeable -Registration	Count	11	8	40	84	161	304
	%	3.6%	2.6%	13.2%	27.6%	53.0%	100.0%
The staff was knowledgeable -Student Life	Count	2	3	13	17	56	91
	%	2.2%	3.3%	14.3%	18.7%	61.5%	100.0%
The staff was knowledgeable -Testing Center(s)	Count	10	7	32	51	151	251
	%	4.0%	2.8%	12.7%	20.3%	60.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Advising	332	1	5	3.89	1.248
The staff was knowledgeable -Admissions and Records	316	1	5	4.22	1.023
The staff was knowledgeable -Bookstore	323	1	5	4.25	1.049
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	208	1	5	4.44	.893
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.36	.934
The staff was knowledgeable -Financial Aid Office	177	1	5	3.85	1.338
The staff was knowledgeable -Registration	304	1	5	4.24	1.020
The staff was knowledgeable -Student Life	91	1	5	4.34	.991
The staff was knowledgeable -Testing Center(s)	251	1	5	4.30	1.056
Valid N (listwise)	26				

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.
1= Very unsatisfied, 5 = Very satisfied

		1	2	3	4	5	Total
Rate overall satisfaction -Advising	Count	33	32	62	104	105	336
	%	9.8%	9.5%	18.5%	31.0%	31.3%	100.0%
Rate overall satisfaction -Admissions and Records	Count	16	14	53	112	129	324
	%	4.9%	4.3%	16.4%	34.6%	39.8%	100.0%
Rate overall satisfaction -Bookstore	Count	8	11	56	108	152	335
	%	2.4%	3.3%	16.7%	32.2%	45.4%	100.0%
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	Count	4	2	18	73	115	212
	%	1.9%	.9%	8.5%	34.4%	54.2%	100.0%
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	Count	6	7	37	94	166	310
	%	1.9%	2.3%	11.9%	30.3%	53.5%	100.0%
Rate overall satisfaction -Financial Aid Office	Count	21	17	30	52	62	182
	%	11.5%	9.3%	16.5%	28.6%	34.1%	100.0%
Rate overall satisfaction -Registration	Count	10	12	48	118	123	311
	%	3.2%	3.9%	15.4%	37.9%	39.5%	100.0%
Rate overall satisfaction -Student Life	Count	2	2	8	26	54	92
	%	2.2%	2.2%	8.7%	28.3%	58.7%	100.0%
Rate overall satisfaction -Testing Center (s)	Count	9	4	29	84	129	255
	%	3.5%	1.6%	11.4%	32.9%	50.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Advising	336	1	5	3.64	1.280
Rate overall satisfaction -Admissions and Records	324	1	5	4.00	1.088
Rate overall satisfaction -Bookstore	335	1	5	4.15	.974
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	212	1	5	4.38	.832
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	310	1	5	4.31	.908
Rate overall satisfaction -Financial Aid Office	182	1	5	3.64	1.342
Rate overall satisfaction -Registration	311	1	5	4.07	.996
Rate overall satisfaction -Student Life	92	1	5	4.39	.901
Rate overall satisfaction -Testing Center (s)	255	1	5	4.25	.969
Valid N (listwise)	28				

Section I: Essential Services/Programs

Please indicate which of the following services/programs you are aware of? Please check all that apply.

		0	1	Total
	Count	64	1023	1087
Advising	%	5.9%	94.1%	100.0%
	Count	89	998	1087
Admissions and Records	%	8.2%	91.8%	100.0%
	Count	54	1033	1087
Bookstore	%	5.0%	95.0%	100.0%
	Count	222	865	1087
Bursars Office/Tuition and Fee Payment	%	20.4%	79.6%	100.0%
	Count	139	948	1087
Campus Communications (CougarWeb, Internet access etc.)	%	12.8%	87.2%	100.0%
	Count	277	810	1087
Financial Aid Office	%	25.5%	74.5%	100.0%
	Count	112	975	1087
Registration	%	10.3%	89.7%	100.0%
	Count	407	680	1087
Student Life	%	37.4%	62.6%	100.0%
	Count	206	881	1087
Testing Center (s)	%	19.0%	81.0%	100.0%
	Count	82	1005	1087
Blackboard	%	7.5%	92.5%	100.0%

Have you used the following services/programs? Please check all that apply.

		0	1	Total
	Count	184	902	1086
Advising	%	16.9%	83.1%	100.0%
	Count	158	928	1086
Admissions and Records	%	14.5%	85.5%	100.0%
	Count	111	975	1086
Bookstore	%	10.2%	89.8%	100.0%
	Count	419	667	1086
Bursars Office/Tuition and Fee Payment	%	38.6%	61.4%	100.0%
	Count	201	885	1086
Campus Communications (CougarWeb, Internet access etc.)	%	18.5%	81.5%	100.0%
	Count	591	495	1086
Financial Aid Office	%	54.4%	45.6%	100.0%
	Count	203	883	1086
Registration	%	18.7%	81.3%	100.0%
	Count	760	326	1086
Student Life	%	70.0%	30.0%	100.0%
	Count	368	718	1086
Testing Center (s)	%	33.9%	66.1%	100.0%
	Count	112	974	1086
Blackboard	%	10.3%	89.7%	100.0%

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Please use a five-point scale to tell us about your experience with the services/programs you said you have used.

**The hours the service/program is available are convenient.
1= Very inconvenient, 5= Very convenient**

		1	2	3	4	5	Total
Advising	Count	35	38	156	253	357	839
	%	4.2%	4.5%	18.6%	30.2%	42.6%	100.0%
Admissions and Records	Count	31	44	142	271	355	843
	%	3.7%	5.2%	16.8%	32.1%	42.1%	100.0%
Bookstore	Count	31	50	157	277	378	893
	%	3.5%	5.6%	17.6%	31.0%	42.3%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	13	16	64	167	351	611
	%	2.1%	2.6%	10.5%	27.3%	57.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	21	13	57	158	565	814
	%	2.6%	1.6%	7.0%	19.4%	69.4%	100.0%
Financial Aid Office	Count	20	21	60	140	214	455
	%	4.4%	4.6%	13.2%	30.8%	47.0%	100.0%
Registration	Count	22	31	111	221	412	797
	%	2.8%	3.9%	13.9%	27.7%	51.7%	100.0%
Student Life	Count	9	11	30	97	157	304
	%	3.0%	3.6%	9.9%	31.9%	51.6%	100.0%
Testing Center (s)	Count	19	21	80	191	345	656
	%	2.9%	3.2%	12.2%	29.1%	52.6%	100.0%
Blackboard	Count	36	30	69	178	576	889
	%	4.0%	3.4%	7.8%	20.0%	64.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The hours the service/program is available are convenient-Advising	839	1	5	4.02	1.081
Admissions and Records	843	1	5	4.04	1.063
Bookstore	893	1	5	4.03	1.066
Bursars Office/ Tuition and Fee Payment	611	1	5	4.35	.923
Campus Communications (CougarWeb, Internet access etc.)	814	1	5	4.51	.892
Financial Aid Office	455	1	5	4.11	1.083
Registration	797	1	5	4.22	1.007
Student Life	304	1	5	4.26	.982
Testing Center (s)	656	1	5	4.25	.987
Blackboard	889	1	5	4.38	1.040
Valid N (listwise)	104				

The service was provided in a timely manner.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	56	87	206	243	272	864
	%	6.5%	10.1%	23.8%	28.1%	31.5%	100.0%
Admissions and Records	Count	54	82	175	253	314	878
	%	6.2%	9.3%	19.9%	28.8%	35.8%	100.0%
Bookstore	Count	25	49	122	294	427	917
	%	2.7%	5.3%	13.3%	32.1%	46.6%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	13	11	61	160	383	628
	%	2.1%	1.8%	9.7%	25.5%	61.0%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	15	13	78	199	535	840
	%	1.8%	1.5%	9.3%	23.7%	63.7%	100.0%
Financial Aid Office	Count	33	36	65	132	197	463
	%	7.1%	7.8%	14.0%	28.5%	42.5%	100.0%
Registration	Count	26	49	136	224	393	828
	%	3.1%	5.9%	16.4%	27.1%	47.5%	100.0%
Student Life	Count	10	4	29	82	183	308
	%	3.2%	1.3%	9.4%	26.6%	59.4%	100.0%
Testing Center (s)	Count	15	9	69	141	435	669
	%	2.2%	1.3%	10.3%	21.1%	65.0%	100.0%
Blackboard	Count	31	30	105	219	529	914
	%	3.4%	3.3%	11.5%	24.0%	57.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	864	1	5	3.68	1.200
Admissions and Records	878	1	5	3.79	1.200
Bookstore	917	1	5	4.14	1.019
Bursars Office/ Tuition and Fee Payment	628	1	5	4.42	.890
Campus Communications (CougarWeb, Internet access etc.)	840	1	5	4.46	.861
Financial Aid Office	463	1	5	3.92	1.231
Registration	828	1	5	4.10	1.072
Student Life	308	1	5	4.38	.945
Testing Center (s)	669	1	5	4.45	.897
Blackboard	914	1	5	4.30	1.021
Valid N (listwise)	111				

The staff was courteous.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	35	51	140	229	415	870
	%	4.0%	5.9%	16.1%	26.3%	47.7%	100.0%
Admissions and Records	Count	38	53	144	228	419	882
	%	4.3%	6.0%	16.3%	25.9%	47.5%	100.0%
Bookstore	Count	27	45	117	249	485	923
	%	2.9%	4.9%	12.7%	27.0%	52.5%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	14	10	66	147	393	630
	%	2.2%	1.6%	10.5%	23.3%	62.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	14	13	94	172	525	818
	%	1.7%	1.6%	11.5%	21.0%	64.2%	100.0%
Financial Aid Office	Count	30	38	46	106	242	462
	%	6.5%	8.2%	10.0%	22.9%	52.4%	100.0%
Registration	Count	15	36	115	200	453	819
	%	1.8%	4.4%	14.0%	24.4%	55.3%	100.0%
Student Life	Count	11	7	30	73	190	311
	%	3.5%	2.3%	9.6%	23.5%	61.1%	100.0%
Testing Center (s)	Count	21	20	79	159	395	674
	%	3.1%	3.0%	11.7%	23.6%	58.6%	100.0%
Blackboard	Count	22	20	121	192	542	897
	%	2.5%	2.2%	13.5%	21.4%	60.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	870	1	5	4.08	1.109
Admissions and Records	882	1	5	4.06	1.124
Bookstore	923	1	5	4.21	1.033
Bursars Office/ Tuition and Fee Payment	630	1	5	4.42	.904
Campus Communications (CougarWeb, Internet access etc.)	818	1	5	4.44	.882
Financial Aid Office	462	1	5	4.08	1.239
Registration	819	1	5	4.27	.981
Student Life	311	1	5	4.36	.993
Testing Center (s)	674	1	5	4.32	1.002
Blackboard	897	1	5	4.35	.963
Valid N (listwise)	107				

The staff was knowledgeable.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	70	89	143	215	347	864
	%	8.1%	10.3%	16.6%	24.9%	40.2%	100.0%
Admissions and Records	Count	34	47	107	238	451	877
	%	3.9%	5.4%	12.2%	27.1%	51.4%	100.0%
Bookstore	Count	25	44	125	243	485	922
	%	2.7%	4.8%	13.6%	26.4%	52.6%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	14	14	64	125	411	628
	%	2.2%	2.2%	10.2%	19.9%	65.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	15	11	87	174	535	822
	%	1.8%	1.3%	10.6%	21.2%	65.1%	100.0%
Financial Aid Office	Count	34	24	63	102	244	467
	%	7.3%	5.1%	13.5%	21.8%	52.2%	100.0%
Registration	Count	18	26	106	196	475	821
	%	2.2%	3.2%	12.9%	23.9%	57.9%	100.0%
Student Life	Count	9	6	34	72	187	308
	%	2.9%	1.9%	11.0%	23.4%	60.7%	100.0%
Testing Center (s)	Count	17	15	73	144	429	678
	%	2.5%	2.2%	10.8%	21.2%	63.3%	100.0%
Blackboard	Count	25	26	125	185	534	895
	%	2.8%	2.9%	14.0%	20.7%	59.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	864	1	5	3.79	1.290
Admissions and Records	877	1	5	4.17	1.083
Bookstore	922	1	5	4.21	1.026
Bursars Office/ Tuition and Fee Payment	628	1	5	4.44	.924
Campus Communications (CougarWeb, Internet access etc.)	822	1	5	4.46	.872
Financial Aid Office	467	1	5	4.07	1.232
Registration	821	1	5	4.32	.964
Student Life	308	1	5	4.37	.961
Testing Center (s)	678	1	5	4.41	.944
Blackboard	895	1	5	4.32	1.003
Valid N (listwise)	103				

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.
1= Very unsatisfied, 5 = Very satisfied

		1	2	3	4	5	Total
Advising	Count	79	81	171	260	302	893
	%	8.8%	9.1%	19.1%	29.1%	33.8%	100.0%
Admissions and Records	Count	37	62	154	280	384	917
	%	4.0%	6.8%	16.8%	30.5%	41.9%	100.0%
Bookstore	Count	32	48	124	320	442	966
	%	3.3%	5.0%	12.8%	33.1%	45.8%	100.0%
Bursars Office/Tuition and Fee Payment	Count	11	9	69	179	389	657
	%	1.7%	1.4%	10.5%	27.2%	59.2%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	14	22	86	230	513	867
	%	1.6%	2.5%	10.1%	26.5%	59.2%	100.0%
Financial Aid Office	Count	38	37	68	129	214	486
	%	7.8%	7.6%	14.0%	26.5%	44.0%	100.0%
Registration	Count	18	39	124	246	440	867
	%	2.1%	4.5%	14.3%	28.4%	50.7%	100.0%
Student Life	Count	9	8	33	84	186	320
	%	2.8%	2.5%	10.3%	26.3%	58.1%	100.0%
Testing Center (s)	Count	17	14	74	186	411	702
	%	2.4%	2.0%	10.5%	26.5%	58.5%	100.0%
Blackboard	Count	42	42	102	274	496	956
	%	4.4%	4.4%	10.7%	28.7%	51.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	893	1	5	3.70	1.265
Admissions and Records	917	1	5	3.99	1.105
Bookstore	966	1	5	4.13	1.033
Bursars Office/Tuition and Fee Payment	657	1	5	4.41	.858
Campus Communications (CougarWeb, Internet access etc.)	867	1	5	4.39	.888
Financial Aid Office	486	1	5	3.91	1.259
Registration	867	1	5	4.21	.987
Student Life	320	1	5	4.34	.960
Testing Center (s)	702	1	5	4.37	.925
Blackboard	956	1	5	4.19	1.077
Valid N (listwise)	113				

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Student Satisfaction Inventory

Collin County Community College District -
Year to Year Report - 6/2010

Institutional Summary

Item	Spring 2010			Spring 2008			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.48	5.26 / 1.38	0.22	5.30	5.16 / 1.36	0.14	0.10
2. Faculty care about me as an individual.	5.92	5.30 / 1.41	0.62	5.95	5.19 / 1.40	0.76	0.11
3. The quality of instruction in the vocational/technical programs is excellent.	5.90	5.29 / 1.36	0.61	5.86	5.26 / 1.29	0.60	0.03
4. Security staff are helpful.	5.62	5.06 / 1.45	0.56	5.62	4.99 / 1.43	0.63	0.07
5. The personnel involved in registration are helpful.	6.24	5.00 / 1.71	1.24	6.15	5.15 / 1.54	1.00	-0.15 *
6. My academic advisor is approachable.	6.20	4.90 / 1.73	1.30	6.16	4.96 / 1.60	1.20	-0.06
7. Adequate financial aid is available for most students.	6.05	5.02 / 1.63	1.03	5.89	4.74 / 1.61	1.15	0.28 ***
8. Classes are scheduled at times that are convenient for me.	6.49	5.58 / 1.45	0.91	6.47	5.47 / 1.43	1.00	0.11
9. Internships or practical experiences are provided in my degree/certificate program.	5.73	4.69 / 1.57	1.04	5.65	4.64 / 1.49	1.01	0.05
10. Child care facilities are available on campus.	4.61	4.55 / 1.60	0.06	4.54	4.61 / 1.34	-0.07	-0.06
11. Security staff respond quickly in emergencies.	5.94	5.00 / 1.36	0.94	5.97	4.93 / 1.27	1.04	0.07
12. My academic advisor helps me set goals to work toward.	5.97	4.52 / 1.82	1.45	5.86	4.48 / 1.72	1.38	0.04
13. Financial aid awards are announced to students in time to be helpful in college planning.	5.94	4.76 / 1.69	1.18	5.83	4.68 / 1.53	1.15	0.08
14. Library resources and services are adequate.	6.25	5.81 / 1.28	0.44	6.22	5.73 / 1.31	0.49	0.08
15. I am able to register for classes I need with few conflicts.	6.37	5.29 / 1.60	1.08	6.38	5.41 / 1.48	0.97	-0.12
16. The college shows concern for students as individuals.	6.08	5.04 / 1.52	1.04	6.02	5.00 / 1.48	1.02	0.04
17. Personnel in the Veterans' Services program are helpful.	4.78	4.65 / 1.40	0.13	4.61	4.53 / 1.18	0.08	0.12
18. The quality of instruction I receive in most of my classes is excellent.	6.40	5.55 / 1.33	0.85	6.39	5.49 / 1.37	0.90	0.06
19. This campus provides effective support services for displaced homemakers.	5.10	4.77 / 1.38	0.33	5.02	4.68 / 1.21	0.34	0.09
20. Financial aid counselors are helpful.	5.92	4.86 / 1.64	1.06	5.79	4.74 / 1.57	1.05	0.12
21. There are a sufficient number of study areas on campus.	6.07	5.37 / 1.56	0.70	6.05	5.38 / 1.48	0.67	-0.01
22. People on this campus respect and are supportive of each other.	5.95	5.28 / 1.37	0.67	5.82	5.19 / 1.34	0.63	0.09
23. Faculty are understanding of students' unique life circumstances.	6.14	5.19 / 1.52	0.95	6.07	5.13 / 1.47	0.94	0.06
24. Parking lots are well-lighted and secure.	6.17	5.35 / 1.51	0.82	6.20	5.23 / 1.55	0.97	0.12
25. My academic advisor is concerned about my success as an individual.	6.06	4.53 / 1.81	1.53	5.98	4.45 / 1.70	1.53	0.08
26. Library staff are helpful and approachable.	6.14	5.69 / 1.34	0.45	6.06	5.64 / 1.33	0.42	0.05
27. The campus staff are caring and helpful.	6.09	5.42 / 1.35	0.67	6.04	5.34 / 1.33	0.70	0.08
28. It is an enjoyable experience to be a student on this campus.	6.14	5.56 / 1.37	0.58	6.10	5.45 / 1.35	0.65	0.11

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29. Faculty are fair and unbiased in their treatment of individual students.	6.24	5.31 / 1.49	0.93	6.20	5.26 / 1.45	0.94	0.05
30. The career services office provides students with the help they need to get a job.	5.78	4.90 / 1.47	0.88	5.74	4.88 / 1.38	0.86	0.02
31. The campus is safe and secure for all students.	6.32	5.71 / 1.28	0.61	6.33	5.56 / 1.29	0.77	0.15 **
32. My academic advisor is knowledgeable about my program requirements.	6.23	4.90 / 1.76	1.33	6.14	4.79 / 1.75	1.35	0.11
33. Admissions counselors accurately portray the campus in their recruiting practices.	5.76	4.99 / 1.51	0.77	5.73	4.88 / 1.46	0.85	0.11
34. Computer labs are adequate and accessible.	6.12	5.51 / 1.44	0.61	6.17	5.56 / 1.38	0.61	-0.05
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.18	5.26 / 1.54	0.92	6.18	5.33 / 1.46	0.85	-0.07
36. Students are made to feel welcome on this campus.	6.12	5.53 / 1.40	0.59	6.11	5.47 / 1.33	0.64	0.06
37. Faculty take into consideration student differences as they teach a course.	6.11	5.17 / 1.48	0.94	6.06	5.05 / 1.50	1.01	0.12
38. The student center is a comfortable place for students to spend their leisure time.	5.62	5.17 / 1.46	0.45	5.62	5.03 / 1.46	0.59	0.14 *
39. The amount of student parking space on campus is adequate.	6.27	4.54 / 1.90	1.73	6.19	4.65 / 1.84	1.54	-0.11
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.21	4.78 / 1.75	1.43	6.24	4.74 / 1.75	1.50	0.04
41. Admissions staff are knowledgeable.	6.19	5.22 / 1.51	0.97	6.19	5.17 / 1.49	1.02	0.05
42. The equipment in the lab facilities is kept up to date.	6.07	5.49 / 1.35	0.58	6.10	5.52 / 1.33	0.58	-0.03
43. Class change (drop/add) policies are reasonable.	6.13	5.32 / 1.55	0.81	6.13	5.30 / 1.54	0.83	0.02
44. I generally know what's happening on campus.	5.56	5.03 / 1.52	0.53	5.59	4.83 / 1.49	0.76	0.20 **
45. This institution has a good reputation within the community.	6.08	5.79 / 1.31	0.29	6.02	5.73 / 1.25	0.29	0.06
46. Faculty provide timely feedback about student progress in a course.	6.17	5.06 / 1.54	1.11	6.20	5.10 / 1.53	1.10	-0.04
47. There are adequate services to help me decide upon a career.	6.01	5.03 / 1.55	0.98	5.95	5.00 / 1.47	0.95	0.03
48. Counseling staff care about students as individuals.	5.98	5.10 / 1.54	0.88	5.95	5.02 / 1.47	0.93	0.08
49. Admissions counselors respond to prospective students' unique needs and requests.	6.00	5.07 / 1.52	0.93	5.93	4.97 / 1.47	0.96	0.10
50. Tutoring services are readily available.	5.96	5.26 / 1.41	0.70	6.00	5.21 / 1.43	0.79	0.05
51. There are convenient ways of paying my school bill.	6.13	5.65 / 1.32	0.48	6.14	5.56 / 1.35	0.58	0.09
52. This school does whatever it can to help me reach my educational goals.	6.20	5.20 / 1.45	1.00	6.17	5.09 / 1.47	1.08	0.11
53. The assessment and course placement procedures are reasonable.	6.04	5.24 / 1.48	0.80	5.98	5.13 / 1.43	0.85	0.11
54. Faculty are interested in my academic problems.	6.02	5.08 / 1.52	0.94	5.99	5.02 / 1.51	0.97	0.06
55. Academic support services adequately meet the needs of students.	5.97	5.16 / 1.41	0.81	5.98	5.08 / 1.43	0.90	0.08
56. The business office is open during hours which are convenient for most students.	5.99	5.33 / 1.41	0.66	6.02	5.27 / 1.40	0.75	0.06
57. Administrators are approachable to students.	5.99	5.19 / 1.48	0.80	6.00	5.07 / 1.45	0.93	0.12
58. Nearly all of the faculty are knowledgeable in their fields.	6.27	5.64 / 1.32	0.63	6.33	5.53 / 1.33	0.80	0.11
59. New student orientation services help							0.12

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students adjust to college.	5.71	5.17 / 1.45	0.54	5.65	5.05 / 1.50	0.60	
60. Billing policies are reasonable.	5.99	5.52 / 1.31	0.47	5.98	5.34 / 1.42	0.64	0.18 **
61. Faculty are usually available after class and during office hours.	6.17	5.55 / 1.42	0.62	6.19	5.50 / 1.34	0.69	0.05
62. Bookstore staff are helpful.	5.96	5.54 / 1.39	0.42	5.94	5.42 / 1.43	0.52	0.12 *
63. I seldom get the "run-around" when seeking information on this campus.	6.02	5.08 / 1.63	0.94	6.04	5.02 / 1.57	1.02	0.06
64. Nearly all classes deal with practical experiences and applications.	6.03	5.29 / 1.39	0.74	5.92	5.23 / 1.41	0.69	0.06
65. Students are notified early in the term if they are doing poorly in a class.	6.14	4.53 / 1.84	1.61	6.10	4.34 / 1.83	1.76	0.19 *
66. Program requirements are clear and reasonable.	6.19	5.35 / 1.45	0.84	6.17	5.31 / 1.39	0.86	0.04
67. Channels for expressing student complaints are readily available.	5.90	4.77 / 1.67	1.13	5.87	4.73 / 1.59	1.14	0.04
68. On the whole, the campus is well-maintained.	6.16	5.93 / 1.26	0.23	6.17	5.80 / 1.25	0.37	0.13 *
69. There is a good variety of courses provided on this campus.	6.31	5.68 / 1.36	0.63	6.31	5.66 / 1.34	0.65	0.02
70. I am able to experience intellectual growth here.	6.32	5.74 / 1.30	0.58	6.34	5.69 / 1.28	0.65	0.05
71. Local item - Online registration is easy.	6.48	5.62 / 1.56	0.86	6.15	5.40 / 1.52	0.75	0.22 **
72. Local item - Online payment of tuition and fees is easy.	6.36	5.84 / 1.35	0.52	6.28	5.80 / 1.30	0.48	0.04
73. Local item - Online library resources are adequate for my needs.	6.28	5.72 / 1.35	0.56	5.87	5.29 / 1.32	0.58	0.43 ***
74. Local item - The facilities at Collin College are adequate to meet my needs.	6.30	5.75 / 1.23	0.55	5.87	5.49 / 1.25	0.38	0.26 ***
75. Local item - Information technology in classrooms and labs meet my needs.	6.24	5.71 / 1.28	0.53	5.53	4.25 / 1.93	1.28	1.46 ***
76. Local item - Compared to other local colleges, Collin College is a high quality institution.	6.24	5.81 / 1.31	0.43	5.65	4.98 / 1.39	0.67	0.83 ***
77. Local item - Cafeteria services meet my needs.	5.58	4.85 / 1.73	0.73	6.22	5.22 / 1.45	1.00	-0.37 ***
78. Local item - Testing Center services meet my needs.	6.01	5.54 / 1.38	0.47	6.18	5.65 / 1.26	0.53	-0.11
79. Local item is blank.	5.75	5.35 / 1.34	0.40	6.26	5.55 / 1.47	0.71	-0.20
80. Local item is blank.	5.71	5.25 / 1.47	0.46	5.70	5.12 / 1.58	0.58	0.13
81. Institution's commitment to part-time students?		5.68 / 1.35			5.54 / 1.37		0.14 *
82. Institution's commitment to evening students?		5.54 / 1.41			5.43 / 1.42		0.11
83. Institution's commitment to older, returning learners?		5.57 / 1.38			5.39 / 1.36		0.18 **
84. Institution's commitment to under-represented populations?		5.43 / 1.34			5.22 / 1.37		0.21 **
85. Institution's commitment to commuters?		5.44 / 1.39			5.28 / 1.40		0.16 *
86. Institution's commitment to students with disabilities?		5.52 / 1.37			5.40 / 1.38		0.12
87. Cost as factor in decision to enroll.	6.40			6.32			
88. Financial aid as factor in decision to enroll.	5.54			5.18			
89. Academic reputation as factor in decision to enroll.	5.98			5.89			
90. Size of institution as factor in decision to enroll.	5.37			5.21			
91. Opportunity to play sports as factor in decision to enroll.	3.84			3.74			
92. Recommendations from family/friends as factor in decision to enroll.	5.05			4.95			

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93. Geographic setting as factor in decision to enroll.	5.76			5.72			
94. Campus appearance as factor in decision to enroll.	5.55			5.37			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.45			5.30			

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Collin County Community College District-
Year to Year Report - 4/2012

Student Satisfaction Inventory

Institutional Summary

Item	Spring 2012			Spring 2010			Mean Difference
	Import	Satis / SD	Gap	Import	Satis / SD	Gap	
1. Most students feel a sense of belonging here.	5.69	5.43 / 1.37	0.26	5.48	5.26 / 1.38	0.22	0.17 *
2. Faculty care about me as an individual.	6.32	5.51 / 1.45	0.81	5.92	5.30 / 1.41	0.62	0.21 **
3. The quality of instruction in the vocational/technical programs is excellent.	6.45	5.66 / 1.40	0.79	5.90	5.29 / 1.36	0.61	0.37 ***
4. Security staff are helpful.	6.10	5.55 / 1.47	0.55	5.62	5.06 / 1.45	0.56	0.49 ***
5. The personnel involved in registration are helpful.	6.43	5.20 / 1.73	1.23	6.24	5.00 / 1.71	1.24	0.20 *
6. My academic advisor is approachable.	6.45	5.10 / 1.84	1.35	6.20	4.90 / 1.73	1.30	0.20 *
7. Adequate financial aid is available for most students.	6.40	5.45 / 1.68	0.95	6.05	5.02 / 1.63	1.03	0.43 ***
8. Classes are scheduled at times that are convenient for me.	6.66	5.54 / 1.60	1.12	6.49	5.58 / 1.45	0.91	-0.04
9. Internships or practical experiences are provided in my degree/certificate program.	6.24	5.00 / 1.75	1.24	5.73	4.69 / 1.57	1.04	0.31 **
10. Child care facilities are available on campus.	4.78	4.12 / 1.94	0.66	4.61	4.55 / 1.60	0.06	-0.43 **
11. Security staff respond quickly in emergencies.	6.44	5.58 / 1.48	0.86	5.94	5.00 / 1.36	0.94	0.58 ***
12. My academic advisor helps me set goals to work toward.	6.31	4.53 / 1.96	1.78	5.97	4.52 / 1.82	1.45	0.01
13. Financial aid awards are announced to students in time to be helpful in college planning.	6.39	5.26 / 1.81	1.13	5.94	4.76 / 1.69	1.18	0.50 ***
14. Library resources and services are adequate.	6.55	6.19 / 1.11	0.36	6.25	5.81 / 1.28	0.44	0.38 ***
15. I am able to register for classes I need with few conflicts.	6.66	5.42 / 1.69	1.24	6.37	5.29 / 1.60	1.08	0.13
16. The college shows concern for students as individuals.	6.35	5.32 / 1.57	1.03	6.08	5.04 / 1.52	1.04	0.28 ***
17. Personnel in the Veterans' Services program are helpful.	5.68	5.03 / 1.69	0.65	4.78	4.65 / 1.40	0.13	0.38 **
18. The quality of instruction I receive in most of my classes is excellent.	6.73	5.88 / 1.25	0.85	6.40	5.55 / 1.33	0.85	0.33 ***
19. This campus provides effective support services for displaced homemakers.	5.75	5.07 / 1.59	0.68	5.10	4.77 / 1.38	0.33	0.30 **
20. Financial aid counselors are helpful.	6.46	5.12 / 1.87	1.34	5.92	4.86 / 1.64	1.06	0.26 **
21. There are a sufficient number of study areas on campus.	6.30	5.76 / 1.48	0.54	6.07	5.37 / 1.56	0.70	0.39 ***
22. People on this campus respect and are supportive of each other.	6.30	5.66 / 1.31	0.64	5.95	5.28 / 1.37	0.67	0.38 ***
23. Faculty are understanding of students' unique life circumstances.	6.44	5.49 / 1.51	0.95	6.14	5.19 / 1.52	0.95	0.30 ***
24. Parking lots are well-lighted and secure.	6.44	5.50 / 1.59	0.94	6.17	5.35 / 1.51	0.82	0.15 *
25. My academic advisor is concerned about my success as an individual.	6.32	4.62 / 1.91	1.70	6.06	4.53 / 1.81	1.53	0.09
26. Library staff are helpful and approachable.	6.37	6.21 / 1.16	0.16	6.14	5.69 / 1.34	0.45	0.52 ***
27. The campus staff are caring and helpful.	6.33	5.74 / 1.37	0.59	6.09	5.42 / 1.35	0.67	0.32 ***
28. It is an enjoyable experience to be a student on this campus.	6.48	5.88 / 1.26	0.60	6.14	5.56 / 1.37	0.58	0.32 ***

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29. Faculty are fair and unbiased in their treatment of individual students.	6.58	5.67 / 1.50	0.91	6.24	5.31 / 1.49	0.93	0.36 ***
30. The career services office provides students with the help they need to get a job.	6.17	4.95 / 1.68	1.22	5.78	4.90 / 1.47	0.88	0.05
31. The campus is safe and secure for all students.	6.64	6.07 / 1.16	0.57	6.32	5.71 / 1.28	0.61	0.36 ***
32. My academic advisor is knowledgeable about my program requirements.	6.55	4.88 / 1.92	1.67	6.23	4.90 / 1.76	1.33	-0.02
33. Admissions counselors accurately portray the campus in their recruiting practices.	6.26	5.27 / 1.61	0.99	5.76	4.99 / 1.51	0.77	0.28 **
34. Computer labs are adequate and accessible.	6.48	5.95 / 1.34	0.53	6.12	5.51 / 1.44	0.61	0.44 ***
35. Policies and procedures regarding registration and course selection are clear and well-publicized.	6.54	5.64 / 1.50	0.90	6.18	5.26 / 1.54	0.92	0.38 ***
36. Students are made to feel welcome on this campus.	6.41	5.88 / 1.28	0.53	6.12	5.53 / 1.40	0.59	0.35 ***
37. Faculty take into consideration student differences as they teach a course.	6.29	5.39 / 1.48	0.90	6.11	5.17 / 1.48	0.94	0.22 **
38. The student center is a comfortable place for students to spend their leisure time.	5.88	5.37 / 1.50	0.51	5.62	5.17 / 1.46	0.45	0.20 *
39. The amount of student parking space on campus is adequate.	6.45	4.58 / 2.02	1.87	6.27	4.54 / 1.90	1.73	0.04
40. My academic advisor is knowledgeable about the transfer requirements of other schools.	6.55	4.74 / 1.91	1.81	6.21	4.78 / 1.75	1.43	-0.04
41. Admissions staff are knowledgeable.	6.50	5.43 / 1.59	1.07	6.19	5.22 / 1.51	0.97	0.21 **
42. The equipment in the lab facilities is kept up to date.	6.45	5.89 / 1.30	0.56	6.07	5.49 / 1.35	0.58	0.40 ***
43. Class change (drop/add) policies are reasonable.	6.37	5.81 / 1.45	0.56	6.13	5.32 / 1.55	0.81	0.49 ***
44. I generally know what's happening on campus.	5.76	5.41 / 1.49	0.35	5.56	5.03 / 1.52	0.53	0.38 ***
45. This institution has a good reputation within the community.	6.46	6.18 / 1.16	0.28	6.08	5.79 / 1.31	0.29	0.39 ***
46. Faculty provide timely feedback about student progress in a course.	6.57	5.56 / 1.45	1.01	6.17	5.06 / 1.54	1.11	0.50 ***
47. There are adequate services to help me decide upon a career.	6.35	5.26 / 1.61	1.09	6.01	5.03 / 1.55	0.98	0.23 **
48. Counseling staff care about students as individuals.	6.38	5.42 / 1.66	0.96	5.98	5.10 / 1.54	0.88	0.32 ***
49. Admissions counselors respond to prospective students' unique needs and requests.	6.34	5.18 / 1.67	1.16	6.00	5.07 / 1.52	0.93	0.11
50. Tutoring services are readily available.	6.35	5.72 / 1.45	0.63	5.96	5.26 / 1.41	0.70	0.46 ***
51. There are convenient ways of paying my school bill.	6.49	6.17 / 1.15	0.32	6.13	5.65 / 1.32	0.48	0.52 ***
52. This school does whatever it can to help me reach my educational goals.	6.52	5.36 / 1.54	1.16	6.20	5.20 / 1.45	1.00	0.16 *
53. The assessment and course placement procedures are reasonable.	6.32	5.58 / 1.44	0.74	6.04	5.24 / 1.48	0.80	0.34 ***
54. Faculty are interested in my academic problems.	6.35	5.38 / 1.57	0.97	6.02	5.08 / 1.52	0.94	0.30 ***
55. Academic support services adequately meet the needs of students.	6.42	5.46 / 1.49	0.96	5.97	5.16 / 1.41	0.81	0.30 ***
56. The business office is open during hours which are convenient for most students.	6.33	5.69 / 1.40	0.64	5.99	5.33 / 1.41	0.66	0.36 ***
57. Administrators are approachable to students.	6.37	5.47 / 1.54	0.90	5.99	5.19 / 1.48	0.80	0.28 ***
58. Nearly all of the faculty are knowledgeable in their fields.	6.68	5.98 / 1.19	0.70	6.27	5.64 / 1.32	0.63	0.34 ***
59. New student orientation services help							0.43 ***

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students adjust to college.	6.08	5.60 / 1.43	0.48	5.71	5.17 / 1.45	0.54	
60. Billing policies are reasonable.	6.43	5.99 / 1.25	0.44	5.99	5.52 / 1.31	0.47	0.47 ***
61. Faculty are usually available after class and during office hours.	6.47	5.94 / 1.31	0.53	6.17	5.55 / 1.42	0.62	0.39 ***
62. Bookstore staff are helpful.	6.27	5.75 / 1.46	0.52	5.96	5.54 / 1.39	0.42	0.21 **
63. I seldom get the "run-around" when seeking information on this campus.	6.40	5.25 / 1.75	1.15	6.02	5.08 / 1.63	0.94	0.17 *
64. Nearly all classes deal with practical experiences and applications.	6.31	5.59 / 1.37	0.72	6.03	5.29 / 1.39	0.74	0.30 ***
65. Students are notified early in the term if they are doing poorly in a class.	6.42	4.86 / 1.85	1.56	6.14	4.53 / 1.84	1.61	0.33 ***
66. Program requirements are clear and reasonable.	6.58	5.70 / 1.42	0.88	6.19	5.35 / 1.45	0.84	0.35 ***
67. Channels for expressing student complaints are readily available.	6.28	4.86 / 1.85	1.42	5.90	4.77 / 1.67	1.13	0.09
68. On the whole, the campus is well-maintained.	6.49	6.34 / 0.95	0.15	6.16	5.93 / 1.26	0.23	0.41 ***
69. There is a good variety of courses provided on this campus.	6.64	5.99 / 1.28	0.65	6.31	5.68 / 1.36	0.63	0.31 ***
70. I am able to experience intellectual growth here.	6.63	6.17 / 1.09	0.46	6.32	5.74 / 1.30	0.58	0.43 ***
71. Campus item 1	6.66	6.11 / 1.40	0.55	6.48	5.62 / 1.56	0.86	0.49 ***
72. Campus item 2	6.62	6.36 / 1.12	0.26	6.36	5.84 / 1.35	0.52	0.52 ***
73. Campus item 3	6.56	6.21 / 1.10	0.35	6.28	5.72 / 1.35	0.56	0.49 ***
74. Campus item 4	6.55	5.97 / 1.18	0.58	6.30	5.75 / 1.23	0.55	0.22 ***
75. Campus item 5	6.54	6.00 / 1.19	0.54	6.24	5.71 / 1.28	0.53	0.29 ***
76. Campus item 6	6.59	6.16 / 1.21	0.43	6.24	5.81 / 1.31	0.43	0.35 ***
77. Campus item 7	5.90	4.99 / 1.83	0.91	5.58	4.85 / 1.73	0.73	0.14
78. Campus item 8	6.49	5.69 / 1.41	0.80	6.01	5.54 / 1.38	0.47	0.15 *
79. Campus item 9	6.40	5.98 / 1.24	0.42	5.75	5.35 / 1.34	0.40	0.63 ***
80. Campus item 10	5.49	5.53 / 1.57	-0.04	5.71	5.25 / 1.47	0.46	0.28 *
81. Institution's commitment to part-time students?		5.84 / 1.29			5.68 / 1.35		0.16 *
82. Institution's commitment to evening students?		5.72 / 1.52			5.54 / 1.41		0.18 *
83. Institution's commitment to older, returning learners?		5.84 / 1.44			5.57 / 1.38		0.27 ***
84. Institution's commitment to under-represented populations?		5.77 / 1.36			5.43 / 1.34		0.34 ***
85. Institution's commitment to commuters?		5.57 / 1.49			5.44 / 1.39		0.13
86. Institution's commitment to students with disabilities?		5.93 / 1.31			5.52 / 1.37		0.41 ***
87. Cost as factor in decision to enroll.	6.36			6.40			
88. Financial aid as factor in decision to enroll.	5.76			5.54			
89. Academic reputation as factor in decision to enroll.	6.14			5.98			
90. Size of institution as factor in decision to enroll.	5.10			5.37			
91. Opportunity to play sports as factor in decision to enroll.	2.99			3.84			
92. Recommendations from family/friends as factor in decision to enroll.	4.85			5.05			
93. Geographic setting as factor in decision to enroll.	6.15			5.76			
94. Campus appearance as factor in decision to enroll.	5.29			5.55			
95. Personalized attention prior to enrollment as factor in decision to enroll.	5.37			5.45			

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INSTITUTIONAL RESEARCH DATA

3. List program employees (full-time and part-time), their role, credentials, and professional development activity since last program review.

Employee Name	Role in Program	Credentials	Professional Development since last Program Review
Debra Wilkison	Director	MA Degree	6 Webinars Banner Conference SWASFAA Conference TASAA Conference NASFAA Conference
Lindy Henrie	Division Secretary	AA Degree	Banner – FA Training CougarMart Training FWS Supervisor Training Budget Training Banner Finance Training
Arianna Gray	Assistant Director	BA Degree	FISAP Webinar VA – Building a Vet-Friendly School Webinar Banner FA Training Resolving Citizenship Issues Webinar
Kerry Thompson	Coordinator	BA Degree	Preventing Employment Discrimination online FA Training Preventing Sexual Harassment online Department of Education Direct Loan Training Global Training online
Beverly Reeser	Coordinator	BA Degree	TCC Conference State Report Workshop – Managing Student Expectations USA Funds Fin. Aid Workshop TASSFA Conference THECB Webinar on State Programs

			Pell Webinar Ethics HR Video Training
Carolyn Jones	Coordinator	MA Degree	TASFAA Conference NASFAA Conference SWASFA Conference Global FAS Conference
Sandra Henderson	Secretary	HS Graduate	
Shatina Reed	Tech Advisor	BA Degree	HEOA Training Direct Loans Systems Primer webinar Direct Loan Programmatic Primer webinar Direct Loan Processing in COD webinar Direct Loan Tools webinar Advisor Training BDMS Training Global Training Preventing Employment Discrimination online
Pam Spain	Secretary	HS Graduate	
Ana Chavez	Advisor	MA Degree	Training: Veterans Education Benefits Common Audit Budget FERPA Banner FA
Catherine Ryan	Specialist	HS Graduate	WAVES Conference SVA Conference
Tanya DeRouen	Advisor	BA Degree	VA – Waves Conference VA – Webinar GI Bill VA – Building a Vet-Friendly School Webinar

Melisa Cotton	Secretary	HS Graduate	FERPA
Mary Banos	Advisor	MA Degree	FA Training Preventing Employment Discrimination online Preventing Sexual Harassment online Time Management online Dependency Override Webinar – Great Lakes
Jeanne Johnson	Advisor	HS Graduate	
Shontel Pearson	Advisor	MS Degree	VA Training Office Procedures Training

PROGRAM PLANNING

SUMMARIZE EXPECTATIONS AND PLANS FOR THE NEXT FIVE YEARS.

Planning for the next CIP cycle has begun and both of the current outcomes will continue with the addition of adding one more. The new outcome statement will be comparing the number of students applying for financial aid to the number that receive it. This work will compare the number of students that have completed the process. This will be based on FAFSA applications each academic year.

Recommendations base on Program Review

- Current procedures and practices are to be reviewed with an eye to accountability on the part of the individual processors (staff and management). The accountability tracking will help in targeting the areas in which training is needed or areas in which the procedures could be changed to utilize the tools (hardware and software) already available to ensure accurate/complete Financial Aid/Veterans Affairs records.
- Implement a more detailed study to determine what factors have impacted the improvements in satisfaction and knowledge. We know from the two student surveys that the FSVA department has shown improvement. FSVA has worked to make improvements through training and organizational change. We are recommending a follow up study take place to identify if other factors contributed to the improvements and are not known.
- Once the external audit (see page 4 of this report) is completed review the findings to determine if an outcome statement should be created with an action plan to measure work towards improving in the identified area.
- Initiate training measures to determine the effectiveness of training programs that FSVA used. The measures would determine the value of training. Suggest using Kirkpatrick-Phillips methodology to determine value including the knowledge employees gain, the transferability of training to the workplace, and the impact to FSVA.
- Review how other departments at Collin College use total quality management activities (such as Six Sigma) to make improvements. Work to leverage the successful practices of other groups.
- Review Noel-Levitz Reports to use “items 7, 13, or 20” in future improvement plans

Next Steps Include:

Providing feedback on report to FSVA team.

PROGRAM REVIEW REPORT PATHWAY:

Completed Program Review Reports will be evaluated by the appropriate deans and Program Review Steering Committees. Following approval by the Steering Committee, Program Review Reports will be evaluated by the Leadership Team who will approve the reports for posting on the intranet. At any point prior to Intranet posting, reports may be sent back for additional development.

**Collin Educational Support/Programs
Student Survey: Fall 2010
Collin College
January 12, 2011**

Section I: Essential Services/Programs

Please indicate which of the following services/programs you are aware of? Please check all that apply.

	Count	24	374	398
Please indicate which of the following services/programs - Advising	%	6.0%	94.0%	100.0%
Please indicate which of the following services/programs - Admissions and Records	Count	42	356	398
	%	10.6%	89.4%	100.0%
Please indicate which of the following services/programs - Bookstore	Count	26	372	398
	%	6.5%	93.5%	100.0%
Please indicate which of the following services/programs - Bursars Office/Tuition and Fee Payment	Count	97	301	398
	%	24.4%	75.6%	100.0%
Please indicate which of the following services/programs - Campus Communications (CougarWeb, Internet access etc.)	Count	62	336	398
	%	15.6%	84.4%	100.0%
Please indicate which of the following services/programs - Financial Aid Office	Count	92	306	398
	%	23.1%	76.9%	100.0%
Please indicate which of the following services/programs - Registration	Count	44	354	398
	%	11.1%	88.9%	100.0%
Please indicate which of the following services/programs - Student Life	Count	175	223	398
	%	44.0%	56.0%	100.0%
Please indicate which of the following services/programs - Testing Center(s)	Count	72	326	398
	%	18.1%	81.9%	100.0%

Have you used the following services/programs? Please check all that apply.

	Count	56	339	395
Have you used the following services/programs? - Advising	%	14.2%	85.8%	100.0%
Have you used the following services/programs? - Admissions and Records	Count	68	327	395
	%	17.2%	82.8%	100.0%
Have you used the following services/programs? - Bookstore	Count	56	339	395
	%	14.2%	85.8%	100.0%
Have you used the following services/programs? - Bursars Office/Tuition and Fee Payment	Count	180	215	395
	%	45.6%	54.4%	100.0%
Have you used the following services/programs? - Campus Communications (CougarWeb, Internet access etc.)	Count	82	313	395
	%	20.8%	79.2%	100.0%
Have you used the following services/programs? - Financial Aid Office	Count	213	182	395
	%	53.9%	46.1%	100.0%
Have you used the following services/programs? - Registration	Count	79	316	395
	%	20.0%	80.0%	100.0%
Have you used the following services/programs? - Student Life	Count	302	93	395
	%	76.5%	23.5%	100.0%
Have you used the following services/programs? - Testing Center(s)	Count	137	258	395
	%	34.7%	65.3%	100.0%

Section III: Educational Support Services/Programs

**Please indicate which of the following services/programs you are aware of?
Check all that apply.**

Please indicate which of the following services/programs - Cooperative Work Experience	Count	325	58	383
	%	84.9%	15.1%	100.0%
Please indicate which of the following services/programs - Libraries	Count	21	362	383
	%	5.5%	94.5%	100.0%
Please indicate which of the following services/programs - Open Computer lab	Count	117	266	383
	%	30.5%	69.5%	100.0%
Please indicate which of the following services/programs - Math lab	Count	144	239	383
	%	37.6%	62.4%	100.0%
Please indicate which of the following services/programs - Mentor Program	Count	320	63	383
	%	83.6%	16.4%	100.0%
Please indicate which of the following services/programs - Online Student Support Center (OSSC)	Count	288	95	383
	%	75.2%	24.8%	100.0%
Please indicate which of the following services/programs - Science Den (lab)	Count	306	77	383
	%	79.9%	20.1%	100.0%
Please indicate which of the following services/programs - Service Learning	Count	331	52	383
	%	86.4%	13.6%	100.0%
Please indicate which of the following services/programs - Student Success Program (SSP)	Count	350	33	383
	%	91.4%	8.6%	100.0%
Please indicate which of the following services/programs - Tutoring Services	Count	210	173	383
	%	54.8%	45.2%	100.0%
Please indicate which of the following services/programs - Writing Center	Count	104	279	383
	%	27.2%	72.8%	100.0%

**Have you used the following services/programs?
Check all that apply.**

	Count	338	16	354
Have you used the following services/programs? - Cooperative Work Experience	%	95.5%	4.5%	100.0%
	Count	39	315	354
Have you used the following services/programs? - Libraries	%	11.0%	89.0%	100.0%
	Count	151	203	354
Have you used the following services/programs? - Open Computer lab	%	42.7%	57.3%	100.0%
	Count	223	131	354
Have you used the following services/programs? - Math lab	%	63.0%	37.0%	100.0%
	Count	337	17	354
Have you used the following services/programs? - Mentor Program	%	95.2%	4.8%	100.0%
	Count	320	34	354
Have you used the following services/programs? - Online Student Support Center (OSSC)	%	90.4%	9.6%	100.0%
	Count	309	45	354
Have you used the following services/programs? - Science Den (lab)	%	87.3%	12.7%	100.0%
	Count	332	22	354
Have you used the following services/programs? - Service Learning	%	93.8%	6.2%	100.0%
	Count	343	11	354
Have you used the following services/programs? - Student Success Program (SSP)	%	96.9%	3.1%	100.0%
	Count	322	32	354
Have you used the following services/programs? - Tutoring Services	%	91.0%	9.0%	100.0%
	Count	214	140	354
Have you used the following services/programs? - Writing Center	%	60.5%	39.5%	100.0%

Please use a five-point scale to tell us about your experience with the services/programs you said you have used.

**The hours the service is available are very convenient.
1 = Very Inconvenient, 5 = Very convenient.**

The hours service is available are convenient -Cooperative Work Experience	Count	1	2	3	9	15
	%	6.7%	13.3%	20.0%	60.0%	100.0%
The hours service is available are convenient -Libraries	Count	8	5	30	71	199
	%	2.6%	1.6%	9.6%	22.7%	63.6%
The hours service is available are convenient -Open Computer lab	Count	7	3	21	43	126
	%	3.5%	1.5%	10.5%	21.5%	63.0%
The hours service is available are convenient -Math lab	Count	4	2	19	32	71
	%	3.1%	1.6%	14.8%	25.0%	55.5%
The hours service is available are convenient -Mentor Program	Count			1	3	11
	%			6.7%	20.0%	73.3%
The hours service is available are convenient -Online Student Support Center (OSSC)	Count	1		2	7	23
	%	3.0%		6.1%	21.2%	69.7%
The hours service is available are convenient -Science Den (lab)	Count	1	1	7	7	27
	%	2.3%	2.3%	16.3%	16.3%	62.8%
The hours service is available are convenient -Service Learning	Count			1	5	14
	%			5.0%	25.0%	70.0%
The hours service is available are convenient -Student Success Program (SSP)	Count	1			2	7
	%	10.0%			20.0%	70.0%
The hours service is available are convenient -Tutoring Services	Count		5	4	7	15
	%		16.1%	12.9%	22.6%	48.4%
The hours service is available are convenient -Writing Center	Count	5	3	15	35	78
	%	3.7%	2.2%	11.0%	25.7%	57.4%

Descriptive Statistics

The hours service is available are convenient -Cooperative Work Experience	15	2	5	4.33	.976
The hours service is available are convenient -Libraries	313	1	5	4.43	.918
The hours service is available are convenient -Open Computer lab	200	1	5	4.39	.981
The hours service is available are convenient -Math lab	128	1	5	4.28	.988
The hours service is available are convenient -Mentor Program	15	3	5	4.67	.617
The hours service is available are convenient -Online Student Support Center (OSSC)	33	1	5	4.55	.869
The hours service is available are convenient -Science Den (lab)	43	1	5	4.35	.997
The hours service is available are convenient -Service Learning	20	3	5	4.65	.587
The hours service is available are convenient -Student Success Program (SSP)	10	1	5	4.40	1.265
The hours service is available are convenient -Tutoring Services	31	2	5	4.03	1.140
The hours service is available are convenient -Writing Center	136	1	5	4.31	1.007
Valid N (listwise)	7				

The service is available in a timely manner.
1= Strongly disagree, 5 = Strongly agree.

The service was available in timely manner -Cooperative Work Experience	Count	1	2	4	8	15
	%	6.7%	13.3%	26.7%	53.3%	100.0%
The service was available in timely manner -Libraries	Count	5	4	20	70	313
	%	1.6%	1.3%	6.4%	22.4%	68.4%
The service was available in timely manner -Open Computer lab	Count	6	1	18	48	201
	%	3.0%	.5%	9.0%	23.9%	63.7%
The service was available in timely manner -Math lab	Count	3	4	12	36	74
	%	2.3%	3.1%	9.3%	27.9%	57.4%
The service was available in timely manner -Mentor Program	Count				6	10
	%				37.5%	62.5%
The service was available in timely manner -Online Student Support Center (OSSC)	Count	1		1	8	23
	%	3.0%		3.0%	24.2%	69.7%
The service was available in timely manner -Science Den (lab)	Count		1	5	9	30
	%		2.2%	11.1%	20.0%	66.7%
The service was available in timely manner -Service Learning	Count			1	6	15
	%			4.5%	27.3%	68.2%
The service was available in timely manner -Student Success Program (SSP)	Count				3	8
	%				27.3%	72.7%
The service was available in timely manner -Tutoring Services	Count	1	2	5	8	16
	%	3.1%	6.3%	15.6%	25.0%	50.0%
The service was available in timely manner -Writing Center	Count	7	3	18	31	79
	%	5.1%	2.2%	13.0%	22.5%	57.2%

Descriptive Statistics

The service was available in timely manner -Cooperative Work Experience	15	2	5	4.27	.961
The service was available in timely manner -Libraries	313	1	5	4.55	.804
The service was available in timely manner -Open Computer lab	201	1	5	4.45	.905
The service was available in timely manner -Math lab	129	1	5	4.35	.941
The service was available in timely manner -Mentor Program	16	4	5	4.63	.500
The service was available in timely manner -Online Student Support Center (OSSC)	33	1	5	4.58	.830
The service was available in timely manner -Science Den (lab)	45	2	5	4.51	.787
The service was available in timely manner -Service Learning	22	3	5	4.64	.581
The service was available in timely manner -Student Success Program (SSP)	11	4	5	4.73	.467
The service was available in timely manner -Tutoring Services	32	1	5	4.13	1.100
The service was available in timely manner -Writing Center	138	1	5	4.25	1.093
Valid N (listwise)	7				

The staff was courteous.

1 = Strongly disagree, 5 = Strongly agree.

	Count	2	2	10	14
The staff was courteous -Cooperative Work Experience	%	14.3%	14.3%	71.4%	100.0%
	Count	8	5	19	54
The staff was courteous -Libraries	%	2.6%	1.6%	6.1%	17.3%
	Count	3	3	18	40
The staff was courteous -Open Computer lab	%	1.5%	1.5%	9.1%	20.2%
	Count	5	1	10	30
The staff was courteous -Math lab	%	3.9%	.8%	7.8%	23.4%
	Count		1	1	13
The staff was courteous -Mentor Program	%		6.7%	6.7%	86.7%
	Count	1	2	3	25
The staff was courteous -Online Student Support Center (OSSC)	%	3.2%		6.5%	9.7%
	Count		1	6	5
The staff was courteous -Science Den (lab)	%		2.3%	13.6%	11.4%
	Count		1	4	16
The staff was courteous -Service Learning	%		4.8%	19.0%	76.2%
	Count			1	9
The staff was courteous -Student Success Program (SSP)	%			10.0%	90.0%
	Count	1	1	9	20
The staff was courteous -Tutoring Services	%	3.2%	3.2%	29.0%	64.5%
	Count	5	8	21	102
The staff was courteous -Writing Center	%	3.7%	5.9%	15.4%	75.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Cooperative Work Experience	14	3	5	4.57	.756
The staff was courteous -Libraries	312	1	5	4.55	.880
The staff was courteous -Open Computer lab	198	1	5	4.51	.841
The staff was courteous -Math lab	128	1	5	4.43	.961
The staff was courteous -Mentor Program	15	3	5	4.80	.561
The staff was courteous -Online Student Support Center (OSSC)	31	1	5	4.65	.877
The staff was courteous -Science Den (lab)	44	2	5	4.55	.820
The staff was courteous -Service Learning	21	3	5	4.71	.561
The staff was courteous -Student Success Program (SSP)	10	4	5	4.90	.316
The staff was courteous -Tutoring Services	31	1	5	4.52	.851
The staff was courteous -Writing Center	136	1	5	4.58	.899
Valid N (listwise)	6				

The staff was Knowledgeable.

1= Strongly disagree, 5 = Strongly agree.

		1	2	3	4	5	Total
The staff was knowledgeable -Cooperative Work Experience	Count			2	2	10	14
	%			14.3%	14.3%	71.4%	100.0%
The staff was knowledgeable -Libraries	Count	5	7	17	57	226	312
	%	1.6%	2.2%	5.4%	18.3%	72.4%	100.0%
The staff was knowledgeable -Open Computer lab	Count	4	5	21	37	133	200
	%	2.0%	2.5%	10.5%	18.5%	66.5%	100.0%
The staff was knowledgeable -Math lab	Count	3	3	11	24	87	128
	%	2.3%	2.3%	8.6%	18.8%	68.0%	100.0%
The staff was knowledgeable -Mentor Program	Count				3	12	15
	%				20.0%	80.0%	100.0%
The staff was knowledgeable -Online Student Support Center (OSSC)	Count	1		1	6	24	32
	%	3.1%		3.1%	18.8%	75.0%	100.0%
The staff was knowledgeable -Science Den (lab)	Count		1	3	7	33	44
	%		2.3%	6.8%	15.9%	75.0%	100.0%
The staff was knowledgeable -Service Learning	Count			2	3	16	21
	%			9.5%	14.3%	76.2%	100.0%
The staff was knowledgeable -Student Success Program (SSP)	Count				1	9	10
	%				10.0%	90.0%	100.0%
The staff was knowledgeable -Tutoring Services	Count	1	2		8	19	30
	%	3.3%	6.7%		26.7%	63.3%	100.0%
The staff was knowledgeable -Writing Center	Count	6	1	9	23	97	136
	%	4.4%	.7%	6.6%	16.9%	71.3%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Cooperative Work Experience	14	3	5	4.57	.756
The staff was knowledgeable -Libraries	312	1	5	4.58	.826
The staff was knowledgeable -Open Computer lab	200	1	5	4.45	.923
The staff was knowledgeable -Math lab	128	1	5	4.48	.922
The staff was knowledgeable -Mentor Program	15	4	5	4.80	.414
The staff was knowledgeable -Online Student Support Center (OSSC)	32	1	5	4.63	.833
The staff was knowledgeable -Science Den (lab)	44	2	5	4.64	.718
The staff was knowledgeable -Service Learning	21	3	5	4.67	.658
The staff was knowledgeable -Student Success Program (SSP)	10	4	5	4.90	.316
The staff was knowledgeable -Tutoring Services	30	1	5	4.40	1.037
The staff was knowledgeable -Writing Center	136	1	5	4.50	.981
Valid N (listwise)	6				

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.

1 = Very unsatisfied, 5 = Very satisfied

	Count	1	2	3	4	5
Rate overall satisfaction -Cooperative Work Experience	Count	1	1	5	9	16
	%	6.3%	6.3%	31.3%	56.3%	100.0%
Rate overall satisfaction -Libraries	Count	7	1	24	80	313
	%	2.2%	.3%	7.7%	25.6%	64.2%
Rate overall satisfaction -Open Computer lab	Count	4	3	16	48	201
	%	2.0%	1.5%	8.0%	23.9%	64.7%
Rate overall satisfactoin -Math lab	Count	4	8	9	38	130
	%	3.1%	6.2%	6.9%	29.2%	54.6%
Rate overall satisfaction -Mentor Program	Count			1	3	16
	%			6.3%	18.8%	75.0%
Rate overall satisfaction -Online Student Support Center (OSSC)	Count	1		1	8	34
	%	2.9%		2.9%	23.5%	70.6%
Rate overall satisfaction -Science Den (lab)	Count	1	2	2	12	44
	%	2.3%	4.5%	4.5%	27.3%	61.4%
Rate overall satisfaction -Service Learning	Count			2	6	22
	%			9.1%	27.3%	63.6%
Rate overall satisfaction -Student Success Program (SSP)	Count				4	11
	%				36.4%	63.6%
Rate overall satisfaction -Tutoring Services	Count		3	1	11	31
	%		9.7%	3.2%	35.5%	51.6%
Rate overall satisfaction -Writing Center	Count	7	1	10	38	139
	%	5.0%	.7%	7.2%	27.3%	59.7%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Cooperative Work Experience	16	2	5	4.38	.885
Rate overall satisfaction -Libraries	313	1	5	4.49	.832
Rate overall satisfaction -Open Computer lab	201	1	5	4.48	.861
Rate overall satisfactoin -Math lab	130	1	5	4.26	1.038
Rate overall satisfaction -Mentor Program	16	3	5	4.69	.602
Rate overall satisfaction -Online Student Support Center (OSSC)	34	1	5	4.59	.821
Rate overall satisfaction -Science Den (lab)	44	1	5	4.41	.948
Rate overall satisfaction -Service Learning	22	3	5	4.55	.671
Rate overall satisfaction -Student Success Program (SSP)	11	4	5	4.64	.505
Rate overall satisfaction -Tutoring Services	31	2	5	4.29	.938
Rate overall satisfaction -Writing Center	139	1	5	4.36	1.014
Valid N (listwise)	8				

Reasons unsatisfied/very unsatisfied -Mentor Program

Did not respond

407

Reason unsatisfied/very unsatisfied--Online Support Center (OSSC)

Did not respond

407

Reason unsatisfied/very unsatisfied -Science Den (lab)

Did not respond

401

I took this survey, just to comment on this 1 area. Something needs to be done about this science lab. For starters, we need multiple teachers in there at a time. Each and everytime I came in the poor teacher was having to deal with 15 kids by himself! Unlike the mathlab in piano where multiple tutors were ready at all times. Another thing is the hours scheduled...As a student I need someone capable of helping me in the science den at least from 9-5. Some of us can't make the small windows that teachers are provided each day. This intire semester I have been lost in my chemistry class, and have had know place to go to receive help in understanding this subject. I looked into the tutoring program for chemistry and it is only offered on 3 days of the week for 1 hour. I could not make the tutoring times do to work, and now am forced to take a D at best in this corse due to not being able to find help on the subject of chemistry. In conclusion, please hire more help in here for myself and the others who are fighting for help in the science den.

1

I was unsatisfied with the Science Den because I think that the people who tutor there know their material, but they don't know how to help students understand the material.

1

leaving it up to parents whether or not they bring their children in with them. It is a neat experience and great exposure for some of our kids as long as they have the parnet with them.

1

Love the Science Den, but please please have it open at 8 and not close during the day. There are always people showing up and it is closed during the day. That is the only way to study bones, etc since we can't use the labs. Makes it very hard to study for practicals since the models are not available when it is closed.

1

Love the science den. Rules sometimes make it hard to stay in there.

1

Needs more models

1

Total

407

Reason unsatisfied/very unsatisfied -Service Learning

Did not respond

405

program was oversold and the staff was a bit arrogant. But it varies from locations I've enjoyed the last few locations.

1

They should explain it more to the instructors, So the instructors can explain it more to us. It took alot of my time to understand it and do it. They did one meating on their own convenient time not the students. One important thing: we have to do 20 hours for each class each semester, they don't care how big your family is or how many classes you have. My big concern is next semester we have to do it again, and we have to study for our certification test as a Surgical Tech. Add that we go to training three days a week and classes from 8:00 am to 3:50 pm, and we have familt commetments. They need to organize with the professors how to do it, and please students should not do it in the last semester of college. It's alot of paper wok and time consuming, even if it was on a weekend. They say take your kids, but if you have young ones and four children ,I think you are the one who needs community support.

1

Total

407

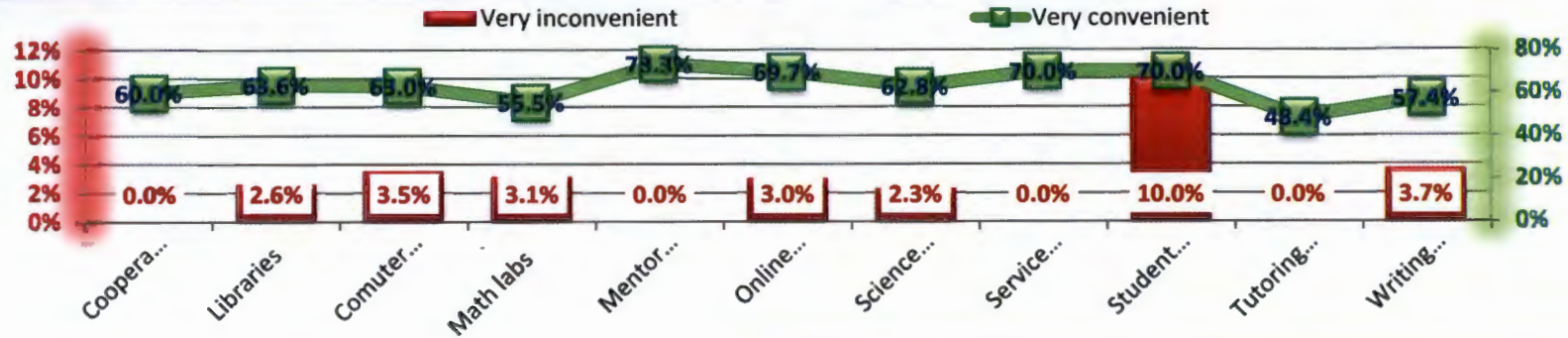
Why did not use -Science Den (lab)

	Frequency
Did not respond	387
Didn't need it	1
Have not needed to.	1
Havent taken a science class yet	1
haven't taken any science	1
I didn't take a Science class this semester.	1
I don't have a science class this semester, so I don't see why I need to go to this lab. I only used the labs during any major science classes I'm taking.	1
N/A	1
never needed it	1
Never needed it.	1
no need	5
No need	1
No need.	1
not needed at this time.	1
Not needed, yet.	1
Not needed.	1
Total	407

Why did not use -Service Learning

	Frequency
Did not have a need.	1
Didn't want to take the extra time and effort.	1
do not need.	1
dont know what it is	1
had no time	1
Have not needed to.	1
haven't needed	1
i didn't need to used them.	1
I just found out about it.	1
I only heard of it, but couldn't find it.	1
never needed it	1
no need	6
No need	1
not needed at this time.	1
Not sure what Service Learning is.	1
Total	407

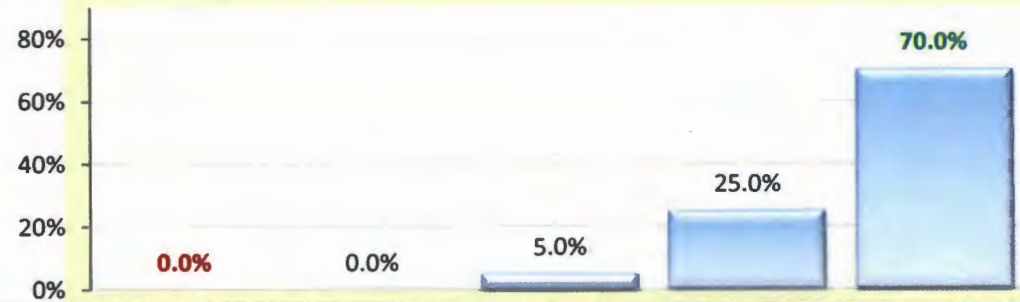
1. The hours the service/program is available are convenient.



Student Survey: Collin Educational Support/Programs

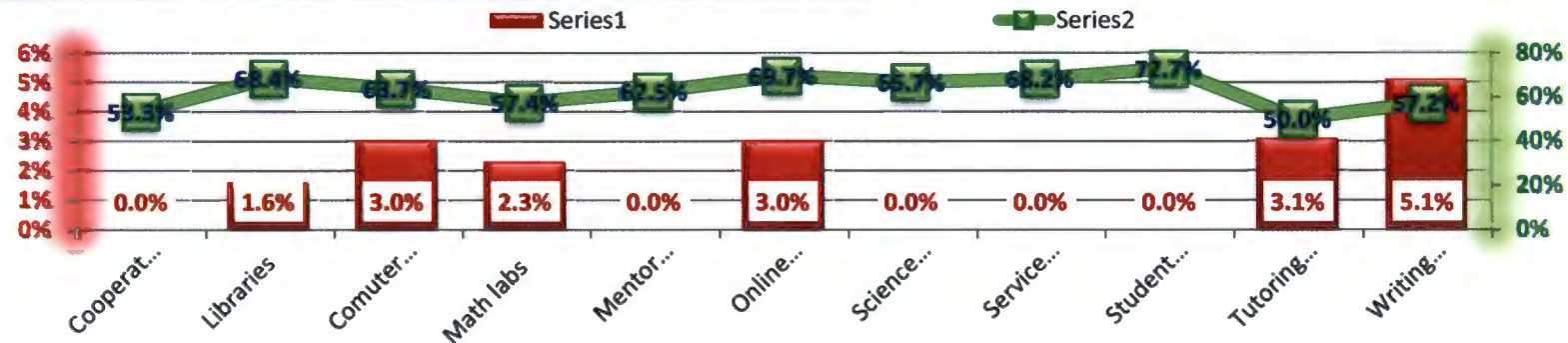
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



Service/Program	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
Cooperative Work Experience	15	0.0%	6.7%	13.3%	20.0%	60.0%
Libraries	313	2.6%	1.6%	9.6%	22.7%	63.6%
Comuter labs	200	3.5%	1.5%	10.5%	21.5%	63.0%
Math labs	128	3.1%	1.6%	14.8%	25.0%	55.5%
Mentor Program	15	0.0%	0.0%	6.7%	20.0%	73.3%
Online Student Support Center (OSSC; part of e-Collin)	33	3.0%	0.0%	6.1%	21.2%	69.7%
Science Den (labs)	43	2.3%	2.3%	16.3%	16.3%	62.8%
Service Learning	20	0.0%	0.0%	5.0%	25.0%	70.0%
Student Success Program (SSP)	10	10.0%	0.0%	0.0%	20.0%	70.0%
Tutoring Services	31	0.0%	16.1%	12.9%	22.6%	48.4%
Writing Centers	136	3.7%	2.2%	11.0%	25.7%	57.4%

2. The service was provided in a timely manner.

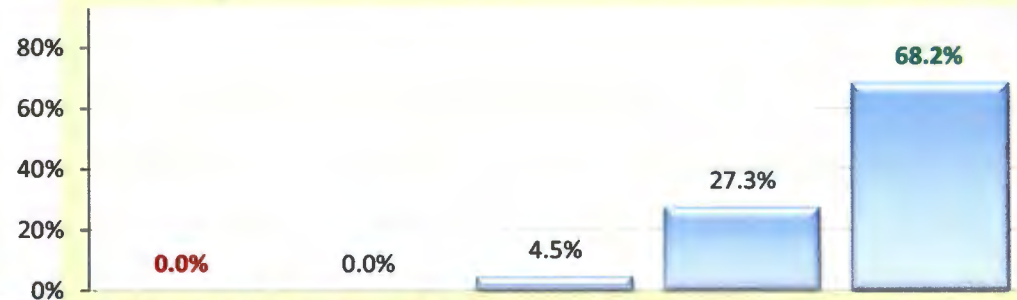


Student Survey:

Collin Educational Support/Programs

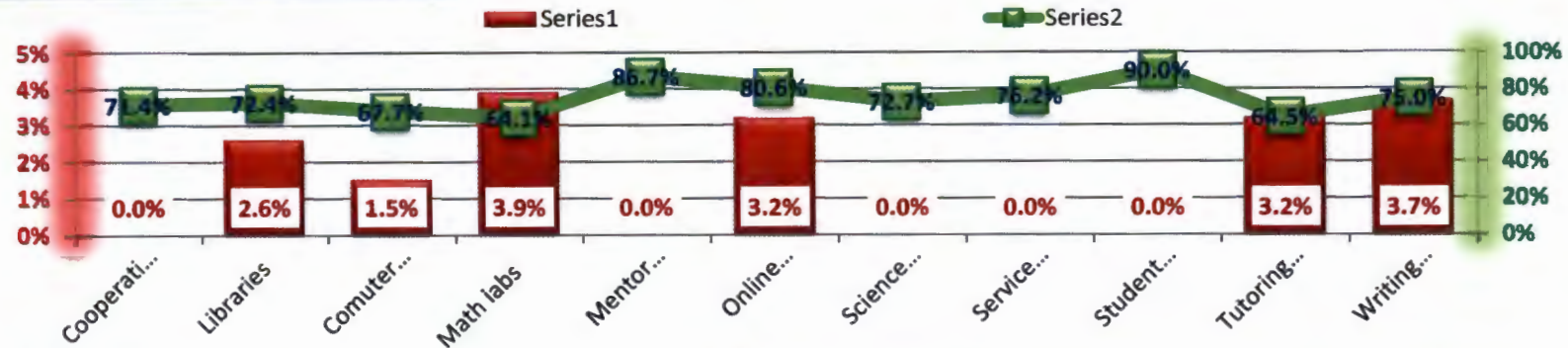
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	15	0.0%	6.7%	13.3%	26.7%	53.3%
Libraries	313	1.6%	1.3%	6.4%	22.4%	68.4%
Comuter labs	201	3.0%	0.5%	9.0%	23.9%	63.7%
Math labs	129	2.3%	3.1%	9.3%	27.9%	57.4%
Mentor Program	16	0.0%	0.0%	0.0%	37.5%	62.5%
Online Student Support Center (OSSC; part of e-Collin)	33	3.0%	0.0%	3.0%	24.2%	69.7%
Science Den (labs)	45	0.0%	2.2%	11.1%	20.0%	66.7%
Service Learning	22	0.0%	0.0%	4.5%	27.3%	68.2%
Student Success Program (SSP)	11	0.0%	0.0%	0.0%	27.3%	72.7%
Tutoring Services	32	3.1%	6.3%	15.6%	25.0%	50.0%
Writing Centers	138	5.1%	2.2%	13.0%	22.5%	57.2%

3. The staff was courteous.

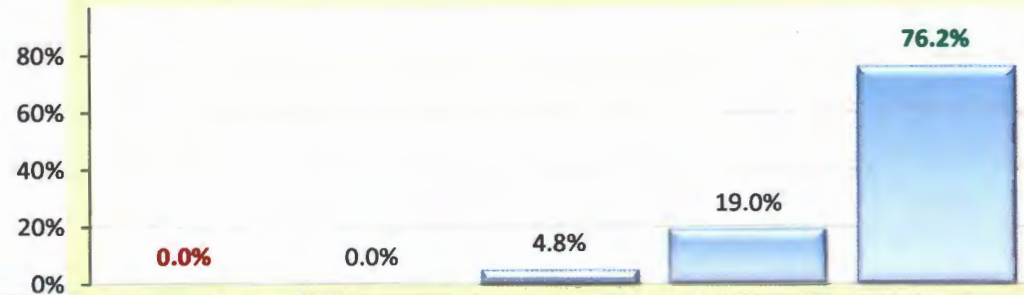


Student Survey:

Collin Educational Support/Programs

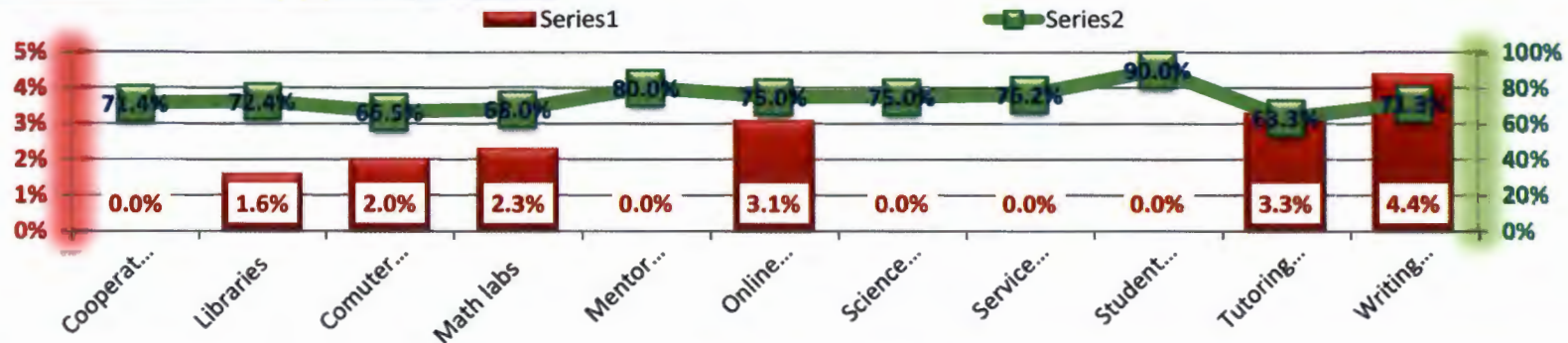
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	14	0.0%	0.0%	14.3%	14.3%	71.4%
Libraries	312	2.6%	1.6%	6.1%	17.3%	72.4%
Comuter labs	198	1.5%	1.5%	9.1%	20.2%	67.7%
Math labs	128	3.9%	0.8%	7.8%	23.4%	64.1%
Mentor Program	15	0.0%	0.0%	6.7%	6.7%	86.7%
Online Student Support Center (OSSC; part of e-Collin)	31	3.2%	0.0%	6.5%	9.7%	80.6%
Science Den (labs)	44	0.0%	2.3%	13.6%	11.4%	72.7%
Service Learning	21	0.0%	0.0%	4.8%	19.0%	76.2%
Student Success Program (SSP)	10	0.0%	0.0%	0.0%	10.0%	90.0%
Tutoring Services	31	3.2%	0.0%	3.2%	29.0%	64.5%
Writing Centers	136	3.7%	0.0%	5.9%	15.4%	75.0%

4. The staff was knowledgeable.



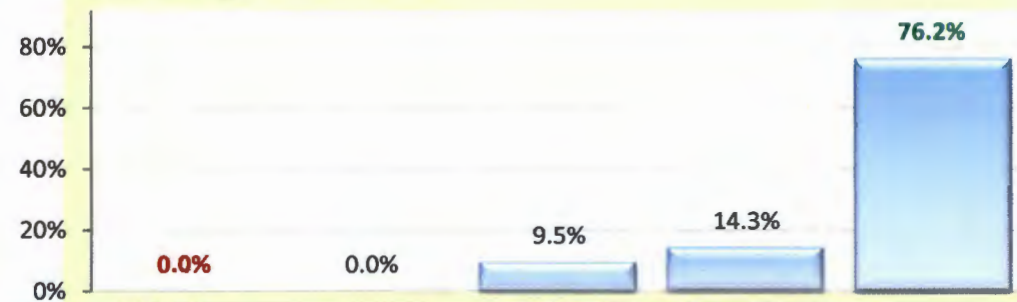
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

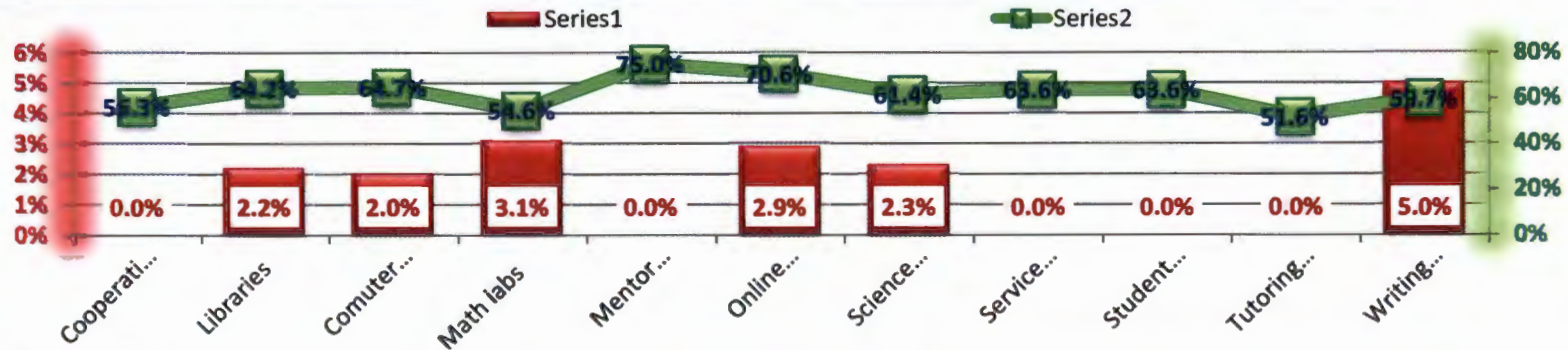
Fall 2010 (January 12, 2011)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	14	0.0%	0.0%	14.3%	14.3%	71.4%
Libraries	312	1.6%	2.2%	5.4%	18.3%	72.4%
Comuter labs	200	2.0%	2.5%	10.5%	18.5%	66.5%
Math labs	128	2.3%	2.3%	8.6%	18.8%	68.0%
Mentor Program	15	0.0%	0.0%	0.0%	20.0%	80.0%
Online Student Support Center (OSSC; part of e-Collin)	32	3.1%	0.0%	3.1%	18.8%	75.0%
Science Den (labs)	44	0.0%	2.3%	6.8%	15.9%	75.0%
Service Learning	21	0.0%	0.0%	9.5%	14.3%	76.2%
Student Success Program (SSP)	10	0.0%	0.0%	0.0%	10.0%	90.0%
Tutoring Services	30	3.3%	6.7%	0.0%	26.7%	63.3%
Writing Centers	136	4.4%	0.7%	6.6%	16.9%	71.3%

5. Overall satisfaction with the services/programs you said you have used.



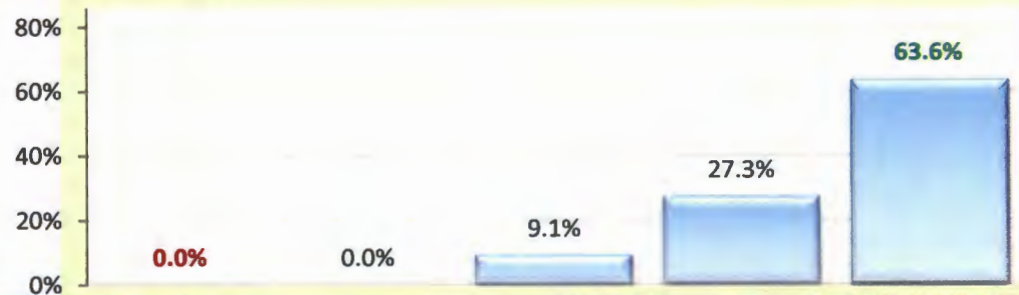
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

Fall 2010 (January 12, 2011)

Service Learning



Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Cooperative Work Experience	16	0.0%	6.3%	6.3%	31.3%	56.3%
Libraries	313	2.2%	0.3%	7.7%	25.6%	64.2%
Comuter labs	201	2.0%	1.5%	8.0%	23.9%	64.7%
Math labs	130	3.1%	6.2%	6.9%	29.2%	54.6%
Mentor Program	16	0.0%	0.0%	6.3%	18.8%	75.0%
Online Student Support Center (OSSC; part of e-Collin)	34	2.9%	0.0%	2.9%	23.5%	70.6%
Science Den (labs)	44	2.3%	4.5%	4.5%	27.3%	61.4%
Service Learning	22	0.0%	0.0%	9.1%	27.3%	63.6%
Student Success Program (SSP)	11	0.0%	0.0%	0.0%	36.4%	63.6%
Tutoring Services	31	0.0%	9.7%	3.2%	35.5%	51.6%
Writing Centers	139	5.0%	0.7%	7.2%	27.3%	59.7%

**Collin Educational Support/Programs
 Student Survey: Spring 2012
 Collin College
 June14, 2012**

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Please indicate your:

Primary Campus in fall 2011

	Frequency	Percent	Valid Percent	Cumulative Percent
Spring Creek Campus	470	42.7	43.9	43.9
Preston Ridge Campus	292	26.5	27.3	71.2
Central Park Campus	222	20.2	20.7	92.0
Collin Center for Higher Education	6	.5	.6	92.5
Other	80	7.3	7.5	100.0
Total	1070	97.3	100.0	
Did not respond	30	2.7		
Total	1100	100.0		

Please specify the other campus.

	Frequency
Did not respond	1026
Allen High School	1
Allen High School (didn't graduate until spring of 2011)	1
Allen High School Campus	1
Baylor University	1
Brookhaven Community College	1
Centennial high school	1
Central Arizona College	1
collin county continuing education	1
Columbia College NAS JRB Fort Worth	1
DCCCD	1
did not attend anywhere	1
Did not attend Collin until Spring 2011	1
did not attend untill spring 2012	1
did not register in 2010	1
Did not take classes; participated in the Walt Disney World College Internship.	1
distance learning	1
Distance Learning	1
Dual credit student	1
ELCENTO COLLEGE IN DALLAS	1
fall 2011 was at PRC, but all my other years have been at SPC except once in McKinney.	1
High-School	1
High school	1
Highschool	1
Homeschool/Highschool	1
I attended the PRC in the fall of 2011	1
I didn't attend in Fall 2010. That was my sophomore year of highschool	1

Section III: Educational Support Services/Programs

**Please indicate which of the following services/programs you are aware of?
Check all that apply.**

		0	1	Total
	Count	896	142	1038
Cooperative Work Experience	%	86.3%	13.7%	100.0%
	Count	54	984	1038
Libraries	%	5.2%	94.8%	100.0%
	Count	233	805	1038
Computer labs	%	22.4%	77.6%	100.0%
	Count	335	703	1038
Math labs	%	32.3%	67.7%	100.0%
	Count	875	163	1038
Mentor Program	%	84.3%	15.7%	100.0%
	Count	766	272	1038
Online Student Support Center (OSSC; part of e-Collin)	%	73.8%	26.2%	100.0%
	Count	747	291	1038
Science Den (labs)	%	72.0%	28.0%	100.0%
	Count	792	246	1038
Service Learning	%	76.3%	23.7%	100.0%
	Count	919	119	1038
Student Success Program (SSP)	%	88.5%	11.5%	100.0%
	Count	520	518	1038
Tutoring Services	%	50.1%	49.9%	100.0%
	Count	220	818	1038
Writing Centers	%	21.2%	78.8%	100.0%

**Have you used the following services/programs?
Check all that apply.**

		0	1	Total
	Count	925	36	961
Cooperative Work Experience	%	96.3%	3.7%	100.0%
	Count	72	889	961
Libraries	%	7.5%	92.5%	100.0%
	Count	350	611	961
Computer labs	%	36.4%	63.6%	100.0%
	Count	534	427	961
Math labs	%	55.6%	44.4%	100.0%
	Count	933	28	961
Mentor Program	%	97.1%	2.9%	100.0%
	Count	852	109	961
Online Student Support Center (OSSC; part of e-Collin)	%	88.7%	11.3%	100.0%
	Count	796	165	961
Science Den (labs)	%	82.8%	17.2%	100.0%
	Count	844	117	961
Service Learning	%	87.8%	12.2%	100.0%
	Count	935	26	961
Student Success Program (SSP)	%	97.3%	2.7%	100.0%
	Count	833	128	961
Tutoring Services	%	86.7%	13.3%	100.0%
	Count	547	414	961
Writing Centers	%	56.9%	43.1%	100.0%

Please use a five-point scale to tell us about your experience with the services/programs you said you have used.

The hours the service is available are very convenient.

1= Very inconvenient, 5 = Very convenient.

		1	2	3	4	5	Total
Cooperative Work Experience	Count	0	1	6	2	25	34
	%	.0%	2.9%	17.6%	5.9%	73.5%	100.0%
Libraries	Count	13	11	55	182	589	850
	%	1.5%	1.3%	6.5%	21.4%	69.3%	100.0%
Computer labs	Count	8	7	39	127	395	576
	%	1.4%	1.2%	6.8%	22.0%	68.6%	100.0%
Math labs	Count	4	8	32	106	250	400
	%	1.0%	2.0%	8.0%	26.5%	62.5%	100.0%
Mentor Program	Count	0	0	2	1	24	27
	%	.0%	.0%	7.4%	3.7%	88.9%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	2	0	7	14	82	105
	%	1.9%	.0%	6.7%	13.3%	78.1%	100.0%
Science Den (labs)	Count	6	2	16	33	97	154
	%	3.9%	1.3%	10.4%	21.4%	63.0%	100.0%
Service Learning	Count	2	3	11	24	71	111
	%	1.8%	2.7%	9.9%	21.6%	64.0%	100.0%
Student Success Program (SSP)	Count	0	0	2	3	18	23
	%	.0%	.0%	8.7%	13.0%	78.3%	100.0%
Tutoring Services	Count	2	4	12	25	75	118
	%	1.7%	3.4%	10.2%	21.2%	63.6%	100.0%
Writing Centers	Count	9	11	42	96	226	384
	%	2.3%	2.9%	10.9%	25.0%	58.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cooperative Work Experience	34	2	5	4.50	.896
Libraries	850	1	5	4.56	.799
Computer labs	576	1	5	4.55	.790
Math labs	400	1	5	4.48	.807
Mentor Program	27	3	5	4.81	.557
Online Student Support Center (OSSC; part of e-Collin)	105	1	5	4.66	.770
Science Den (labs)	154	1	5	4.38	.998
Service Learning	111	1	5	4.43	.911
Student Success Program (SSP)	23	3	5	4.70	.635
Tutoring Services	118	1	5	4.42	.928
Writing Centers	384	1	5	4.35	.950
Valid N (listwise)	12				

The service was available in a timely manner.

1= Strongly disagree, 5 = Strongly agree.

		1	2	3	4	5	Total
The service was available in timely manner_Cooperative Work Experience	Count	0	0	6	2	25	33
	%	.0%	.0%	18.2%	6.1%	75.8%	100.0%
Libraries	Count	9	4	47	177	610	847
	%	1.1%	.5%	5.5%	20.9%	72.0%	100.0%
Computer labs	Count	6	7	43	130	391	577
	%	1.0%	1.2%	7.5%	22.5%	67.8%	100.0%
Math labs	Count	4	9	39	94	249	395
	%	1.0%	2.3%	9.9%	23.8%	63.0%	100.0%
Mentor Program	Count	0	0	1	1	23	25
	%	.0%	.0%	4.0%	4.0%	92.0%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	2	0	3	16	79	100
	%	2.0%	.0%	3.0%	16.0%	79.0%	100.0%
Science Den (labs)	Count	4	2	12	35	100	153
	%	2.6%	1.3%	7.8%	22.9%	65.4%	100.0%
Service Learning	Count	3	3	12	18	74	110
	%	2.7%	2.7%	10.9%	16.4%	67.3%	100.0%
Student Success Program (SSP)	Count	0	0	1	2	17	20
	%	.0%	.0%	5.0%	10.0%	85.0%	100.0%
Tutoring Services	Count	4	3	9	14	81	111
	%	3.6%	2.7%	8.1%	12.6%	73.0%	100.0%
Writing Centers	Count	10	16	39	90	228	383
	%	2.6%	4.2%	10.2%	23.5%	59.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cooperative Work Experience	33	3	5	4.58	.792
Libraries	847	1	5	4.62	.709
Computer labs	577	1	5	4.55	.772
Math labs	395	1	5	4.46	.840
Mentor Program	25	3	5	4.88	.440
Online Student Support Center (OSSC; part of e-Collin)	100	1	5	4.70	.718
Science Den (labs)	153	1	5	4.47	.896
Service Learning	110	1	5	4.43	.981
Student Success Program (SSP)	20	3	5	4.80	.523
Tutoring Services	111	1	5	4.49	1.008
Writing Centers	383	1	5	4.33	.996
Valid N (listwise)	12				

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree.

		1	2	3	4	5	Total
Cooperative Work Experience	Count	0	1	4	3	25	33
	%	.0%	3.0%	12.1%	9.1%	75.8%	100.0%
Libraries	Count	10	6	49	161	625	851
	%	1.2%	.7%	5.8%	18.9%	73.4%	100.0%
Computer labs	Count	12	10	47	123	387	579
	%	2.1%	1.7%	8.1%	21.2%	66.8%	100.0%
Math labs	Count	5	11	38	85	261	400
	%	1.3%	2.8%	9.5%	21.3%	65.3%	100.0%
Mentor Program	Count	0	0	1	0	24	25
	%	.0%	.0%	4.0%	.0%	96.0%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	1	0	3	16	80	100
	%	1.0%	.0%	3.0%	16.0%	80.0%	100.0%
Science Den (labs)	Count	4	2	16	28	104	154
	%	2.6%	1.3%	10.4%	18.2%	67.5%	100.0%
Service Learning	Count	1	4	9	20	74	108
	%	.9%	3.7%	8.3%	18.5%	68.5%	100.0%
Student Success Program (SSP)	Count	0	0	1	3	18	22
	%	.0%	.0%	4.5%	13.6%	81.8%	100.0%
Tutoring Services	Count	2	1	10	20	81	114
	%	1.8%	.9%	8.8%	17.5%	71.1%	100.0%
Writing Centers	Count	8	9	19	70	279	385
	%	2.1%	2.3%	4.9%	18.2%	72.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cooperative Work Experience	33	2	5	4.58	.830
Libraries	851	1	5	4.63	.730
Computer labs	579	1	5	4.49	.875
Math labs	400	1	5	4.47	.869
Mentor Program	25	3	5	4.92	.400
Online Student Support Center (OSSC; part of e-Collin)	100	1	5	4.74	.613
Science Den (labs)	154	1	5	4.47	.923
Service Learning	108	1	5	4.50	.870
Student Success Program (SSP)	22	3	5	4.77	.528
Tutoring Services	114	1	5	4.55	.832
Writing Centers	385	1	5	4.57	.858
Valid N (listwise)	12				

The staff was Knowledgeable.
1= Strongly disagree, 5 = Strongly agree.

		1	2	3	4	5	Total
Cooperative Work Experience	Count	0	0	6	1	24	31
	%	.0%	.0%	19.4%	3.2%	77.4%	100.0%
Libraries	Count	7	2	46	155	639	849
	%	.8%	.2%	5.4%	18.3%	75.3%	100.0%
Computer labs	Count	9	8	52	121	391	581
	%	1.5%	1.4%	9.0%	20.8%	67.3%	100.0%
Math labs	Count	4	5	41	90	259	399
	%	1.0%	1.3%	10.3%	22.6%	64.9%	100.0%
Mentor Program	Count	0	0	1	1	22	24
	%	.0%	.0%	4.2%	4.2%	91.7%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	2	0	4	17	76	99
	%	2.0%	.0%	4.0%	17.2%	76.8%	100.0%
Science Den (labs)	Count	5	5	10	31	98	149
	%	3.4%	3.4%	6.7%	20.8%	65.8%	100.0%
Service Learning	Count	2	2	9	20	73	106
	%	1.9%	1.9%	8.5%	18.9%	68.9%	100.0%
Student Success Program (SSP)	Count	0	1	1	2	17	21
	%	.0%	4.8%	4.8%	9.5%	81.0%	100.0%
Tutoring Services	Count	2	1	9	18	82	112
	%	1.8%	.9%	8.0%	16.1%	73.2%	100.0%
Writing Centers	Count	6	6	36	64	274	386
	%	1.6%	1.6%	9.3%	16.6%	71.0%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cooperative Work Experience	31	3	5	4.58	.807
Libraries	849	1	5	4.67	.666
Computer labs	581	1	5	4.51	.836
Math labs	399	1	5	4.49	.808
Mentor Program	24	3	5	4.88	.448
Online Student Support Center (OSSC; part of e-Collin)	99	1	5	4.67	.742
Science Den (labs)	149	1	5	4.42	.994
Service Learning	106	1	5	4.51	.876
Student Success Program (SSP)	21	2	5	4.67	.796
Tutoring Services	112	1	5	4.58	.824
Writing Centers	386	1	5	4.54	.847
Valid N (listwise)	9				

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.

1= Very unsatisfied, 5 = Very satisfied

		1	2	3	4	5	Total
Cooperative Work Experience	Count	1	0	6	3	24	34
	%	2.9%	.0%	17.6%	8.8%	70.6%	100.0%
Libraries	Count	11	10	45	202	606	874
	%	1.3%	1.1%	5.1%	23.1%	69.3%	100.0%
Computer labs	Count	8	8	50	146	385	597
	%	1.3%	1.3%	8.4%	24.5%	64.5%	100.0%
Math labs	Count	9	10	49	103	246	417
	%	2.2%	2.4%	11.8%	24.7%	59.0%	100.0%
Mentor Program	Count	0	0	0	4	23	27
	%	.0%	.0%	.0%	14.8%	85.2%	100.0%
Online Student Support Center (OSSC; part of e-Collin)	Count	1	2	5	20	77	105
	%	1.0%	1.9%	4.8%	19.0%	73.3%	100.0%
Science Den (labs)	Count	6	5	17	37	96	161
	%	3.7%	3.1%	10.6%	23.0%	59.6%	100.0%
Service Learning	Count	4	3	9	27	67	110
	%	3.6%	2.7%	8.2%	24.5%	60.9%	100.0%
Student Success Program (SSP)	Count	0	0	3	2	19	24
	%	.0%	.0%	12.5%	8.3%	79.2%	100.0%
Tutoring Services	Count	4	4	15	24	77	124
	%	3.2%	3.2%	12.1%	19.4%	62.1%	100.0%
Writing Centers	Count	11	18	32	105	238	404
	%	2.7%	4.5%	7.9%	26.0%	58.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Cooperative Work Experience	34	1	5	4.44	.991
Libraries	874	1	5	4.58	.753
Computer labs	597	1	5	4.49	.812
Math labs	417	1	5	4.36	.933
Mentor Program	27	4	5	4.85	.362
Online Student Support Center (OSSC; part of e-Collin)	105	1	5	4.62	.752
Science Den (labs)	161	1	5	4.32	1.033
Service Learning	110	1	5	4.36	1.002
Student Success Program (SSP)	24	3	5	4.67	.702
Tutoring Services	124	1	5	4.34	1.027
Writing Centers	404	1	5	4.34	.989
Valid N (listwise)	12				

If you were Unsatisfied/Very unsatisfied with the service/program, please specify the reason.

Service Learning

	Frequency
Did not respond	1093
I've done one service learning project and the lack of response from people who's permission I needed was awful! Even my professor was skeptical about offering service learning as an option for next semester since there were so many road blocks with upper management	1
I am an ACCESS student and have never received my letter for this semester after numerous request. I do not know if I am going to pass calculus.	1
Not sure what this is..	1
Service learning should be optional. I agree it is very beneficial for a persons growth and development, but it is also very stressful and inconvienent for people who work 40 hours a week and go to school full time. There aren't enough hours to have 12 hours of class plus 40 hours and find time for homework and service learning.	1
There needs to team desingnated to these programs and student should get emailed that focus on their major and program. Every professor should annouce the options in the syllabus. Each department chair should sign off on approval for professors to have more options to incorporate case studies and real life work experience for service learning. I have requested information a few time with no response. Plus the process is detached for the program. When I register for a class I should be able to see what SL ops are in that section of classes. Have of the time the professors dont even know what you are talking about. Then some share that it is extra work, but you still have to do the other work also. Really? Who has time for extra? No if you want me to learn about the autistic brain the have me work on a project of listen to a taped education series about it then test me on it.	1
Was sometime confusing as to what to do and who I was suppose to contact.	1
What is this? I mean seriously this thing is seriously lacking structure.	1
Total	1100

Student Success Program (SSP)

	Frequency
Did not respond	1100

Tutoring Services

	Frequency
Did not respond	1086
Again, I received only minimal assistance for my higher level mathematics topics. However, online tutoring is wonderful because it is available 24/7	1
All tutors were very helpful	1
always courteous and knowledgable	1
An older gentleman that tutors math on the library second floor is great.	1
Excellent!	1
I have used tutroing for both science and math through collin and have found little help. The tutors are not guanteed to udertsandthe material and are rather cheap in price but you dont learn anything.	1
No immediate help	1
On line tutoring DOES NOT work for someone w/ADD.	1
some of the teachers in the math lab are not very helpful as they do not go provide all the help needed	1
Staff has been really nice.	1
the quest was if " I was aware". It doesnt say if I use the service.	1
the tutors just give you the answer and when you try, and ge the wrong the answer they get mad at you	1
tutors "voluntier" and they don't show up to tutor.	1
used the same tutor for about 3 semisters of math	1
Total	1100

Why you did not use the following service(s)/ program(s)

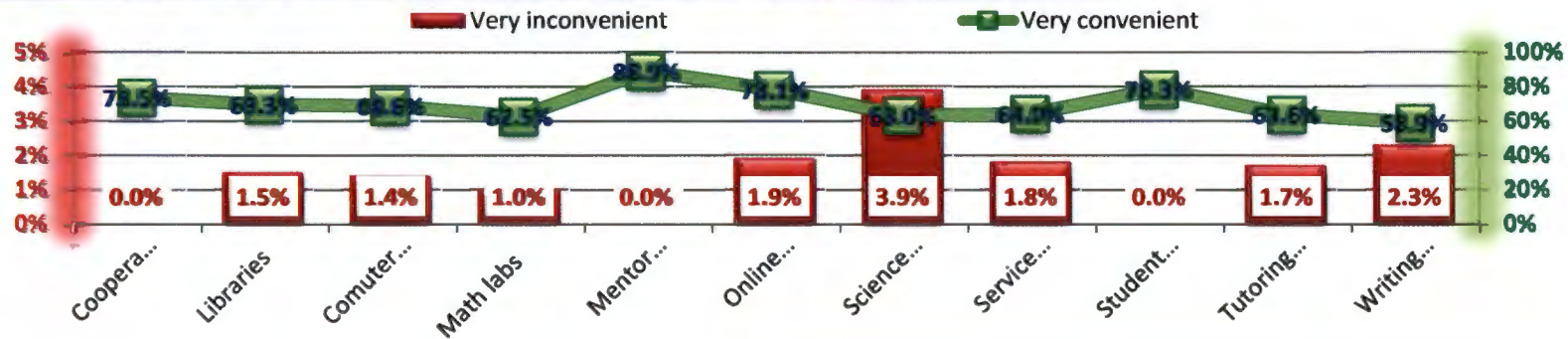
Service Learning

	Frequency
Did not respond	1013
"	1
?	1
did not need	2
Did not need it	1
did not need this is stupid to take my time to fill this out I work 40 plus hrs & have a family too	1
Did not need to	1
Didn't have the time	1
Didn't need to go there.	1
didn't need too	1
didn't feel like it was inportant	1
didn't need it	1
do not know about it	1
Don't know what it's about aside from volunteering.	1
DON'T KNOW WHERE IS IT, USED THE ONE ONLINE	1
dont have a learning disability	1
Dont know much about them	1
Have not done service learning hours yet	1
have not had time or have not needed their services as of yet	1
Have not needed.	1
have not required their expertise at this time	1
Haven't done it	1
Haven't needed it	1
Heard about it but there aren't a lot of classes for this in the evening or weekends	1
I am away this semester doing an internship	1
I did not feel a need to use any of these services.	1
I did not need it.	1
I did not need them.	1
I do not know much about this.	1
I do not know what this is.	1
I don't have a need for them at the moment.	1
I don't know what that is	1
i dont where is it at	1
I had no need for these services.	1
I have not needed this service.	1
I have only participated in this through my professor	1
I have two kids and am very busy already	1
I have yet to need the service program or tutoring services this semster.	1
I haven't had the chance to yet.	1
I just haven't had the need to use this service	1
involved in several service projects outside of Collin	1
just never did	1
n/a	6
N/A	1
na	1
Never had to	1
never needed	1
Never needed	1
Never needed them	1
never used it	1
no	1
No interest	1
no need	4

Service Learning

	Frequency
No need	5
No need for it.	1
no need yet	1
No need.	2
No needed	1
No time for services due to 15 credit hours and 2 jobs	1
None of my classes require this	1
Not entirely sure of it's function.	1
not interested	1
Not necessary	1
not needed	1
Not needed	3
Not needed.	1
not taken the step	1
Not this term.	1
oh wait... I did the alternative spring break program! is that a part of the service learning?	1
The classes offered at their designated times did not fit into my schedule	1
Unaware	1
Would require that I actually have use of my own car, which I don't. I would also rather do volunteer work between semesters when I can devote more of my time to it.	1
Total	1100

1. The hours the service/program is available are convenient.



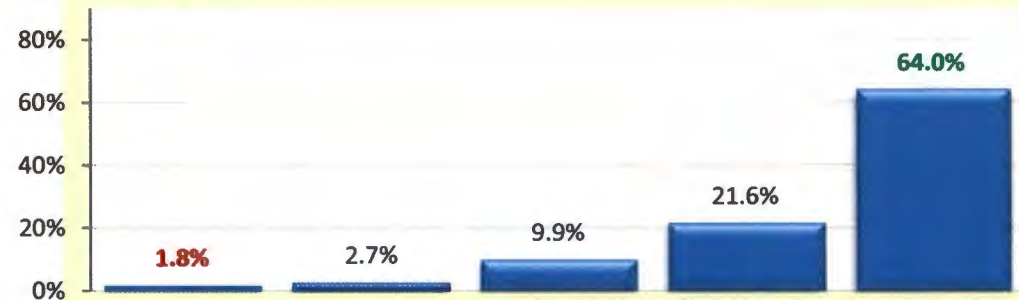
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

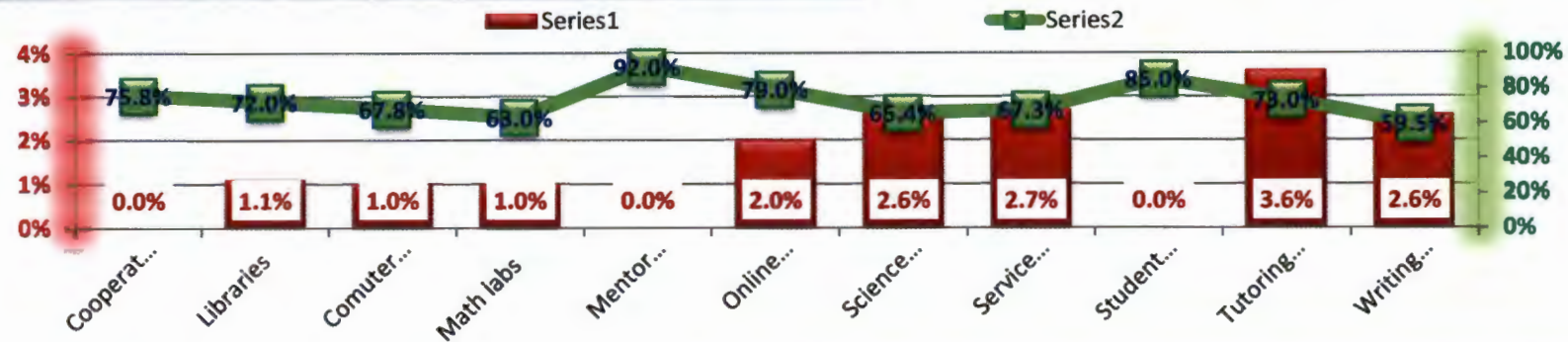
Spring 2012 (June 14, 2012)

Service Learning



Service/Program	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
Cooperative Work Experience	34	0.0%	2.9%	17.6%	5.9%	73.5%
Libraries	850	1.5%	1.3%	6.5%	21.4%	69.3%
Comuter labs	576	1.4%	1.2%	6.8%	22.0%	68.6%
Math labs	400	1.0%	2.0%	8.0%	26.5%	62.5%
Mentor Program	27	0.0%	0.0%	7.4%	3.7%	88.9%
Online Student Support Center (OSSC; part of e-Collin)	105	1.9%	0.0%	6.7%	13.3%	78.1%
Science Den (labs)	154	3.9%	1.3%	10.4%	21.4%	63.0%
Service Learning	111	1.8%	2.7%	9.9%	21.6%	64.0%
Student Success Program (SSP)	23	0.0%	0.0%	8.7%	13.0%	78.3%
Tutoring Services	118	1.7%	3.4%	10.2%	21.2%	63.6%
Writing Centers	384	2.3%	2.9%	10.9%	25.0%	58.9%

2. The service was provided in a timely manner.



Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

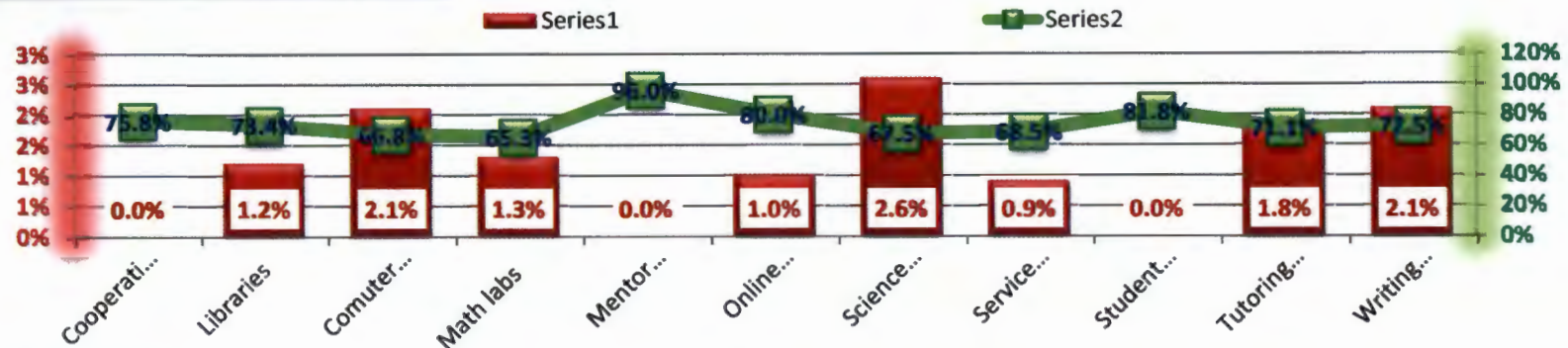
Spring 2012 (June 14, 2012)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	33	0.0%	0.0%	18.2%	6.1%	75.8%
Libraries	847	1.1%	0.5%	5.5%	20.9%	72.0%
Comuter labs	577	1.0%	1.2%	7.5%	22.5%	67.8%
Math labs	395	1.0%	2.3%	9.9%	23.8%	63.0%
Mentor Program	25	0.0%	0.0%	4.0%	4.0%	92.0%
Online Student Support Center (OSSC; part of e-Collin)	100	2.0%	0.0%	3.0%	16.0%	79.0%
Science Den (labs)	153	2.6%	1.3%	7.8%	22.9%	65.4%
Service Learning	110	2.7%	2.7%	10.9%	16.4%	67.3%
Student Success Program (SSP)	20	0.0%	0.0%	5.0%	10.0%	85.0%
Tutoring Services	111	3.6%	2.7%	8.1%	12.6%	73.0%
Writing Centers	383	2.6%	4.2%	10.2%	23.5%	59.5%

3. The staff was courteous.



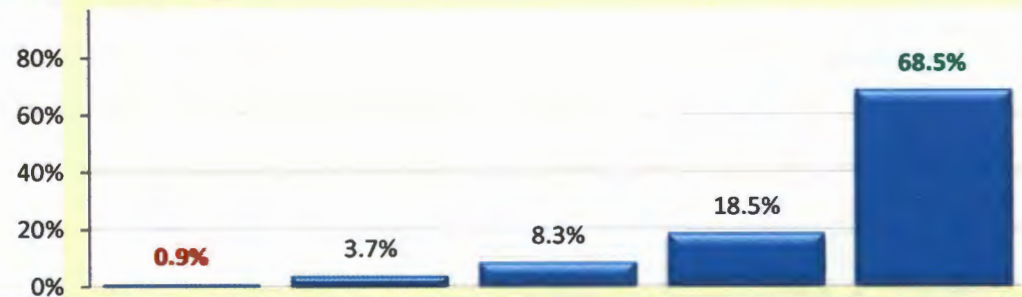
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

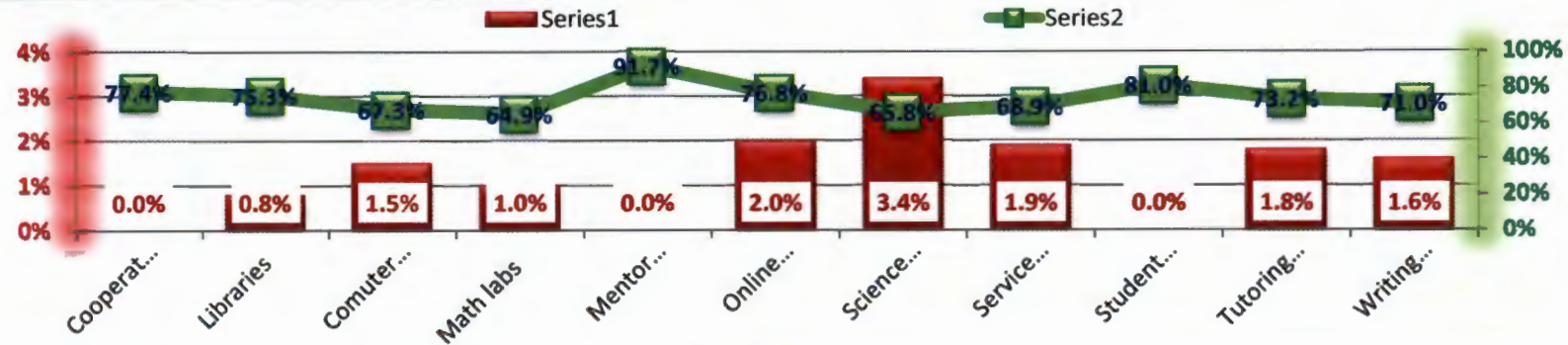
Spring 2012 (June 14, 2012)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	33	0.0%	3.0%	12.1%	9.1%	75.8%
Libraries	851	1.2%	0.7%	5.8%	18.9%	73.4%
Comuter labs	579	2.1%	1.7%	8.1%	21.2%	66.8%
Math labs	400	1.3%	2.8%	9.5%	21.3%	65.3%
Mentor Program	25	0.0%	0.0%	4.0%	0.0%	96.0%
Online Student Support Center (OSSC; part of e-Collin)	100	1.0%	0.0%	3.0%	16.0%	80.0%
Science Den (labs)	154	2.6%	1.3%	10.4%	18.2%	67.5%
Service Learning	108	0.9%	3.7%	8.3%	18.5%	68.5%
Student Success Program (SSP)	22	0.0%	0.0%	4.5%	13.6%	81.8%
Tutoring Services	114	1.8%	0.9%	8.8%	17.5%	71.1%
Writing Centers	385	2.1%	2.3%	4.9%	18.2%	72.5%

4. The staff was knowledgeable.

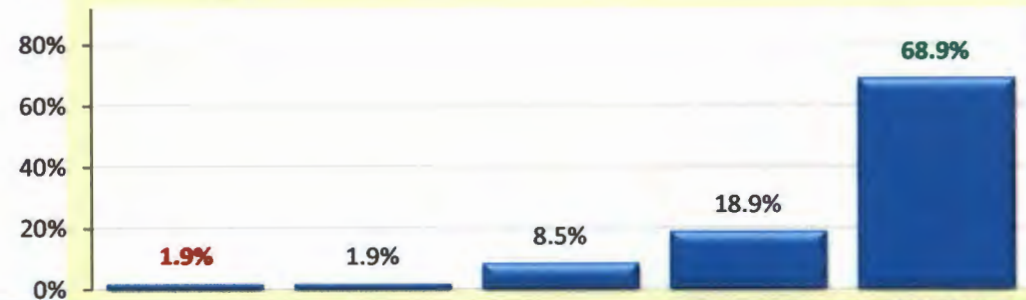


Student Survey:

Collin Educational Support/Programs

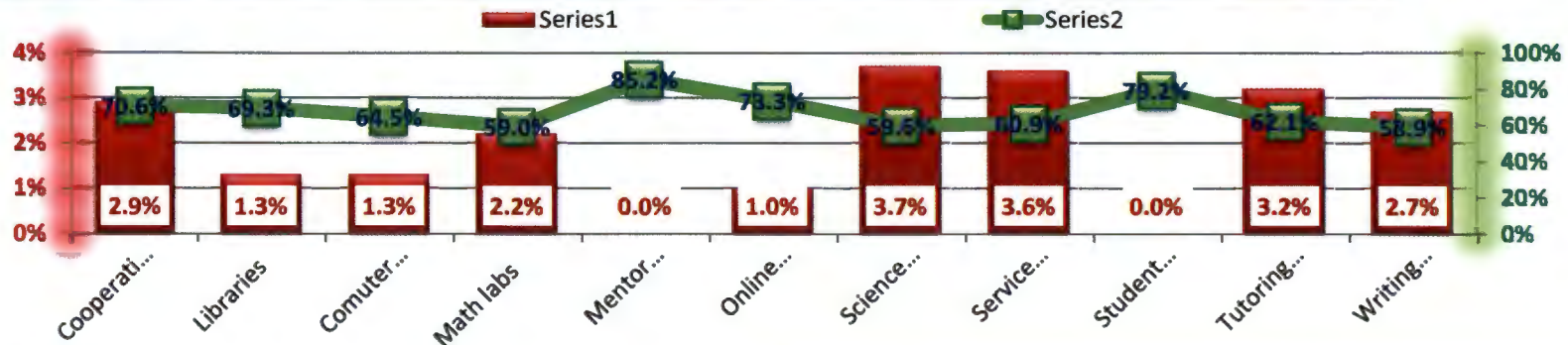
Section III : Educational Support Services Spring 2012 (June 14, 2012)

Service Learning



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Cooperative Work Experience	31	0.0%	0.0%	19.4%	3.2%	77.4%
Libraries	849	0.8%	0.2%	5.4%	18.3%	75.3%
Comuter labs	581	1.5%	1.4%	9.0%	20.8%	67.3%
Math labs	399	1.0%	1.3%	10.3%	22.6%	64.9%
Mentor Program	24	0.0%	0.0%	4.2%	4.2%	91.7%
Online Student Support Center (OSSC; part of e-Collin)	99	2.0%	0.0%	4.0%	17.2%	76.8%
Science Den (labs)	149	3.4%	3.4%	6.7%	20.8%	65.8%
Service Learning	106	1.9%	1.9%	8.5%	18.9%	68.9%
Student Success Program (SSP)	21	0.0%	4.8%	4.8%	9.5%	81.0%
Tutoring Services	112	1.8%	0.9%	8.0%	16.1%	73.2%
Writing Centers	386	1.6%	1.6%	9.3%	16.6%	71.0%

5. Overall satisfaction with the services/programs you said you have used.

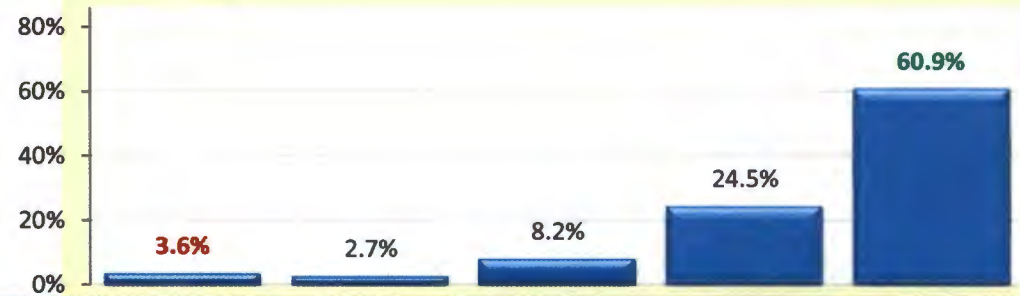


Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services Spring 2012 (June 14, 2012)

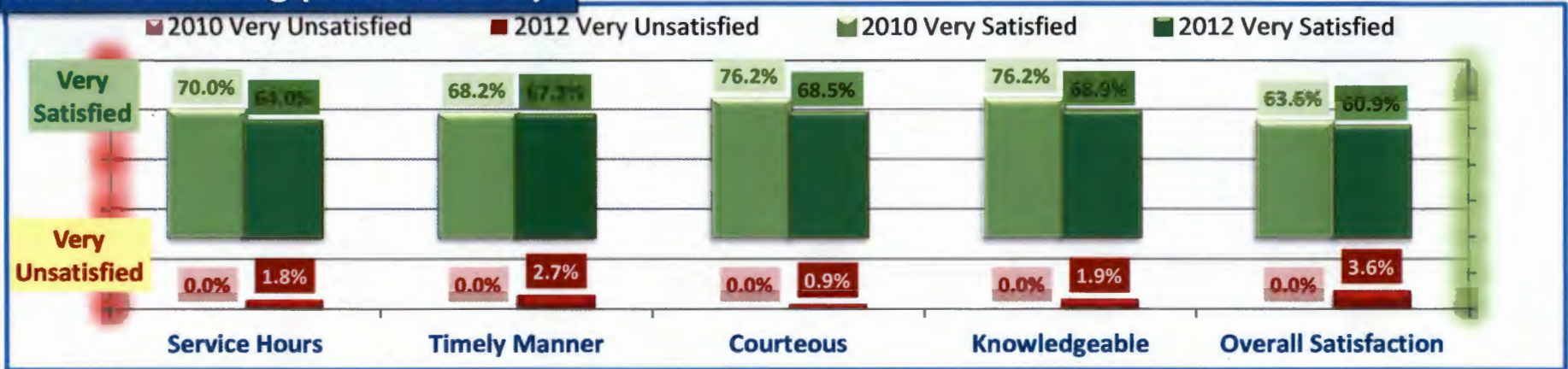
Service Learning



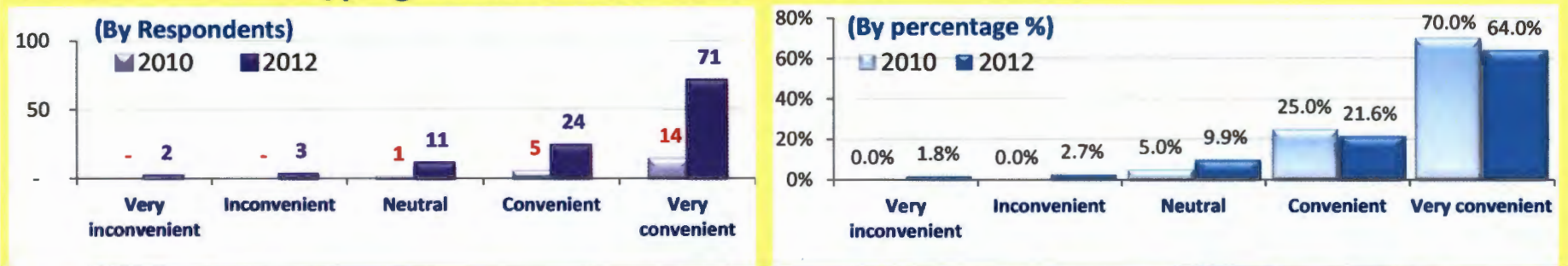
Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Cooperative Work Experience	34	2.9%	0.0%	17.6%	8.8%	70.6%
Libraries	874	1.3%	1.1%	5.1%	23.1%	69.3%
Comuter labs	597	1.3%	1.3%	8.4%	24.5%	64.5%
Math labs	417	2.2%	2.4%	11.8%	24.7%	59.0%
Mentor Program	27	0.0%	0.0%	0.0%	14.8%	85.2%
Online Student Support Center (OSSC; part of e-Collin)	105	1.0%	1.9%	4.8%	19.0%	73.3%
Science Den (labs)	161	3.7%	3.1%	10.6%	23.0%	59.6%
Service Learning	110	3.6%	2.7%	8.2%	24.5%	60.9%
Student Success Program (SSP)	24	0.0%	0.0%	12.5%	8.3%	79.2%
Tutoring Services	124	3.2%	3.2%	12.1%	19.4%	62.1%
Writing Centers	404	2.7%	4.5%	7.9%	26.0%	58.9%

Student Survey

Service Learning (2010 vs 2012)



The hours the service/program is available are convenient



Service/Program	Year	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
The hours the service/program is available are convenient	2010	20	0.0%	0.0%	5.0%	25.0%	70.0%
	2012	111	1.8%	2.7%	9.9%	21.6%	64.0%
The service was provided in a timely manner	2010	22	0.0%	0.0%	4.5%	27.3%	68.2%
	2012	110	2.7%	2.7%	10.9%	16.4%	67.3%
The staff was courteous	2010	21	0.0%	0.0%	4.8%	19.0%	76.2%
	2012	108	0.9%	3.7%	8.3%	18.5%	68.5%
The staff was knowledgeable	2010	21	0.0%	0.0%	9.5%	14.3%	76.2%
	2012	106	1.9%	1.9%	8.5%	18.9%	68.9%
Overall satisfaction with the service/programs you said you have used	2010	22	0.0%	0.0%	9.1%	27.3%	63.6%
	2012	110	3.6%	2.7%	8.2%	24.5%	60.9%

Collin Educational and Support Services /Programs
Faculty Survey: Spring 2011
Collin College
April 5, 2011

Section I. Administrative Services

**Please indicate which of the following administrative units you are aware of?
 (Check all that apply)**

		0	1	Total
	Count	203	680	883
Please indicate which of the following administrative uni - Academic Computing & Labs	%	23.0%	77.0%	100.0%
	Count	332	551	883
Please indicate which of the following administrative uni - Administrative Programming (support for systems such as Banner)	%	37.6%	62.4%	100.0%
	Count	282	601	883
	%	31.9%	68.1%	100.0%
Please indicate which of the following administrative uni - Budgeting/Auditing/Payroll	Count	115	768	883
	%	13.0%	87.0%	100.0%
Please indicate which of the following administrative uni - Campus Police & Security	Count	306	577	883
	%	34.7%	65.3%	100.0%
Please indicate which of the following administrative uni - Financial Services (Bursars)	Count	292	591	883
	%	33.1%	66.9%	100.0%
Please indicate which of the following administrative uni- Grounds (external maintenance such as, parking, sidewalks, lighting etc.)	Count	88	795	883
	%	10.0%	90.0%	100.0%
Please indicate which of the following administrative uni - Help Desk	Count	171	712	883
	%	19.4%	80.6%	100.0%
Please indicate which of the following administrative uni - Media Services	Count	269	614	883
	%	30.5%	69.5%	100.0%
Please indicate which of the following administrative uni - Mail Services	Count	213	670	883
	%	24.1%	75.9%	100.0%
Please indicate which of the following administrative uni - Physical Plant Operations	Count	429	454	883
	%	48.6%	51.4%	100.0%
Please indicate which of the following administrative uni - Purchasing/Inventory Control	Count	380	503	883
	%	43.0%	57.0%	100.0%
Please indicate which of the following administrative uni - Telecommunications (support for phone systems)	Count	268	615	883
	%	30.4%	69.6%	100.0%
Please indicate which of the following administrative uni - Web Services	Count	268	615	883
	%	30.4%	69.6%	100.0%

Section IV. Human Resources (HR), Public Relations & Institutional Effectiveness Offices

Please indicate which of the following offices and services you are aware of?
(Check all that apply)

		0	1	Total
Please indicate which of the following offices and service - Center for Scholarly Learning and Civic Engagement	Count	318	353	671
	%	47.4%	52.6%	100.0%
Please indicate which of the following offices and service - HR-Information & Services/Benefits	Count	108	563	671
	%	16.1%	83.9%	100.0%
	Count	493	178	671
Please indicate which of the following offices and service - HR-Internal Audit (Compliance)	%	73.5%	26.5%	100.0%
	Count	485	186	671
Please indicate which of the following offices and service - HR-Organizational Development	%	72.3%	27.7%	100.0%
	Count	190	481	671
Please indicate which of the following offices and service - HR-Professional Development	%	28.3%	71.7%	100.0%
Please indicate which of the following offices and service - Institutional Effectiveness-Assessment	Count	452	219	671
	%	67.4%	32.6%	100.0%
Please indicate which of the following offices and service - Institutional Effectiveness-Curriculum	Count	474	197	671
	%	70.6%	29.4%	100.0%
Please indicate which of the following offices and service - Institutional Research Office (IRO) (services such as data, surveys, focus groups, reports etc.)	Count	337	334	671
	%	50.2%	49.8%	100.0%
	Count	279	392	671
Please indicate which of the following offices and service - Public Relations	%	41.6%	58.4%	100.0%
Please indicate which of the following offices and service - Transfer Programs (Services for transfer process)	Count	362	309	671
	%	53.9%	46.1%	100.0%

**Have you used any services offered by the following units?
(Check all that apply)**

		0	1	Total
Have you used any services offered by the following units - Center for Scholarly Learning and Civic Engagement	Count	434	113	547
	%	79.3%	20.7%	100.0%
Have you used any services offered by the following units - HR-Information & Services/Benefits	Count	129	418	547
	%	23.6%	76.4%	100.0%
Have you used any services offered by the following units - HR-Internal Audit (Compliance)	Count	499	48	547
	%	91.2%	8.8%	100.0%
Have you used any services offered by the following units - HR-Organizational Development	Count	494	53	547
	%	90.3%	9.7%	100.0%
Have you used any services offered by the following units - HR-Professional Development	Count	239	308	547
	%	43.7%	56.3%	100.0%
Have you used any services offered by the following units - Institutional Effectiveness-Assessment	Count	477	70	547
	%	87.2%	12.8%	100.0%
Have you used any services offered by the following units - Institutional Effectiveness-Curriculum	Count	486	61	547
	%	88.8%	11.2%	100.0%
Have you used any services offered by the following units - Institutional Research Office (IRO) (services such as data, surveys, focus groups, reports etc.)	Count	382	165	547
	%	69.8%	30.2%	100.0%
	Count	340	207	547
Have you used any services offered by the following units - Public Relations	%	62.2%	37.8%	100.0%
Have you used any services offered by the following units - Transfer Programs (Services for transfer process)	Count	477	70	547
	%	87.2%	12.8%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the communications and processes of the following offices and services you have used.

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are user friendly -Center for Scholarly Learning and Civic Engagement	Count	5	4	18	21	51	10	109
	%	4.6%	3.7%	16.5%	19.3%	46.8%	9.2%	100.0%
Procedures are user friendly -HR-Information & Services/Benefits	Count	10	23	71	123	164	13	404
	%	2.5%	5.7%	17.6%	30.4%	40.6%	3.2%	100.0%
Procedures are user friendly -HR-Internal Audit (Compliance)	Count	4	3	7	14	16	4	48
	%	8.3%	6.3%	14.6%	29.2%	33.3%	8.3%	100.0%
Procedures are user friendly -HR-Organizational Development	Count	1	2	10	13	22	1	49
	%	2.0%	4.1%	20.4%	26.5%	44.9%	2.0%	100.0%
Procedures are user friendly -HR-Professional Development	Count	3	7	33	78	176	3	300
	%	1.0%	2.3%	11.0%	26.0%	58.7%	1.0%	100.0%
Procedures are user friendly -Institutional Effectiveness-Assessment	Count	2	5	14	21	22	4	68
	%	2.9%	7.4%	20.6%	30.9%	32.4%	5.9%	100.0%
Procedures are user friendly -Institutional Effectiveness-Curriculum	Count	1	5	12	17	18	4	57
	%	1.8%	8.8%	21.1%	29.8%	31.6%	7.0%	100.0%
Procedures are user friendly -Institutional Research Office (IRO)*	Count	6	12	25	43	65	9	160
	%	3.8%	7.5%	15.6%	26.9%	40.6%	5.6%	100.0%
Procedures are user friendly -Public Relations	Count	5	13	28	61	93	4	204
	%	2.5%	6.4%	13.7%	29.9%	45.6%	2.0%	100.0%
Procedures are user friendly -Transfer Programs	Count	1		4	18	39	6	68
**	%	1.5%		5.9%	26.5%	57.4%	8.8%	100.0%

Descriptive Statistics

Procedures are user friendly -Center for Scholarly Learning and Civic Engagement	99	1	5	4.10	1.147
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	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are user friendly -HR-Information & Services/Benefits	391	1	5	4.04	1.033
Procedures are user friendly -HR-Internal Audit (Compliance)	44	1	5	3.80	1.268
Procedures are user friendly -HR-Organizational Development	48	1	5	4.10	1.018
Procedures are user friendly -HR-Professional Development	297	1	5	4.40	.853
Procedures are user friendly -Institutional Effectiveness-Assessment	64	1	5	3.88	1.076
Procedures are user friendly -Institutional Effectiveness-Curriculum	53	1	5	3.87	1.057
Procedures are user friendly -Institutional Research Office (IRO)*	151	1	5	3.99	1.131
Procedures are user friendly -Public Relations	200	1	5	4.12	1.040
Procedures are user friendly -Transfer Programs **	62	1	5	4.52	.763
Valid N (listwise)	3				

* Services such as data, surveys, focus groups, reports etc.
Services to help with transfer process.

The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

NOTE:

The unit procedures are efficient.

		1 = Strongly disagree	2	3	4	5 = Strongly agrees	Don't know/Not applicable	Total
Procedures are efficient -Center for Scholarly Learning and Civic Engagement	Count	5	8	18	22	48	10	111
	%	4.5%	7.2%	16.2%	19.8%	43.2%	9.0%	100.0%
Procedures are efficient -HR-Information & Services/Benefits	Count	11	29	60	129	162	20	411
	%	2.7%	7.1%	14.6%	31.4%	39.4%	4.9%	100.0%
Procedures are efficient -HR-Internal Audit (Compliance)	Count	3	5	6	12	17	4	47
	%	6.4%	10.6%	12.8%	25.5%	36.2%	8.5%	100.0%
Procedures are efficient -HR-Organizational Development	Count	2	4	8	14	16	5	49
	%	4.1%	8.2%	16.3%	28.6%	32.7%	10.2%	100.0%
Procedures are efficient -HR-Professional Development	Count	5	11	34	77	167	8	302
	%	1.7%	3.6%	11.3%	25.5%	55.3%	2.6%	100.0%
Procedures are efficient -Institutional Effectiveness-Assessment	Count	2	5	17	18	21	6	69
	%	2.9%	7.2%	24.6%	26.1%	30.4%	8.7%	100.0%
Procedures are efficient -Institutional Effectiveness-Curriculum	Count	1	6	14	15	18	4	58
	%	1.7%	10.3%	24.1%	25.9%	31.0%	6.9%	100.0%
Procedures are efficient -Institutional Research Office (IRO)*	Count	4	15	31	37	63	14	164
	%	2.4%	9.1%	18.9%	22.6%	38.4%	8.5%	100.0%
Procedures are efficient -Public Relations	Count	7	17	33	52	85	9	203
	%	3.4%	8.4%	16.3%	25.6%	41.9%	4.4%	100.0%
Procedures are efficient -Transfer Programs **	Count	1	1	4	19	36	6	67
	%	1.5%	1.5%	6.0%	28.4%	53.7%	9.0%	100.0%

Descriptive Statistics

Procedures are efficient -Center for Scholarly Learning and Civic Engagement	101	1	5	3.99	1.196
	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are efficient -HR-Information & Services/Benefits	391	1	5	4.03	1.058
Procedures are efficient -HR-Internal Audit (Compliance)	43	1	5	3.81	1.277
Procedures are efficient -HR-Organizational Development	44	1	5	3.86	1.153
Procedures are efficient -HR-Professional Development	294	1	5	4.33	.940
Procedures are efficient -Institutional Effectiveness-Assessment	63	1	5	3.81	1.090
Procedures are efficient -Institutional Effectiveness-Curriculum	54	1	5	3.80	1.088
Procedures are efficient -Institutional Research Office (IRO)*	150	1	5	3.93	1.127
Procedures are efficient -Public Relations	194	1	5	3.98	1.136
Procedures are efficient -Transfer Programs **	61	1	5	4.44	.827
Valid N (listwise)	4				

* Services such as data, surveys, focus groups, reports etc.

** Services to help with transfer process.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

The unit procedures met my needs in timely fashion.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/ Not applicabl e	Total
Met my needs in timely fashion -Center for Scholarly Learning and Civic Engagement	Count	3	7	17	23	54	7	111
	%	2.7%	6.3%	15.3%	20.7%	48.6%	6.3%	100.0%
Met my needs in timely fashion -HR-Information & Services/Benefits	Count	9	34	48	126	192	4	413
	%	2.2%	8.2%	11.6%	30.5%	46.5%	1.0%	100.0%
Met my needs in timely fashion -HR-Internal Audit (Compliance)	Count	2	3	4	12	22	3	46
	%	4.3%	6.5%	8.7%	26.1%	47.8%	6.5%	100.0%
Met my needs in timely fashion -HR-Organizational Development	Count	1	3	9	12	21	3	49
	%	2.0%	6.1%	18.4%	24.5%	42.9%	6.1%	100.0%
Met my needs in timely fashion -HR-Professional Development	Count	8	7	32	78	172	4	301
	%	2.7%	2.3%	10.6%	25.9%	57.1%	1.3%	100.0%
Met my needs in timely fashion -Institutional Effectiveness-Assessment	Count	2	3	16	20	23	6	70
	%	2.9%	4.3%	22.9%	28.6%	32.9%	8.6%	100.0%
Met my needs in timely fashion -Institutional Effectiveness-Curriculum	Count	1	3	11	20	20	4	59
	%	1.7%	5.1%	18.6%	33.9%	33.9%	6.8%	100.0%
Met my needs in timely fashion -Institutional Research Office (IRO)*	Count	6	7	26	49	69	7	164
	%	3.7%	4.3%	15.9%	29.9%	42.1%	4.3%	100.0%
Met my needs in timely fashion -Public Relations	Count	9	15	33	52	88	7	204
	%	4.4%	7.4%	16.2%	25.5%	43.1%	3.4%	100.0%
Met my needs in timely fashion -Transfer Programs **	Count	1		5	16	40	3	67
	%	1.5%		7.5%	26.9%	59.7%	4.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Met my needs in timely fashion -Center for Scholarly Learning and Civic Engagement	104	1	5	4.13	1.098
Met my needs in timely fashion -HR-Information & Services/Benefits	409	1	5	4.12	1.052
Met my needs in timely fashion -HR-Internal Audit (Compliance)	43	1	5	4.14	1.146
Met my needs in timely fashion -HR-Organizational Development	46	1	5	4.07	1.063
Met my needs in timely fashion -HR-Professional Development	297	1	5	4.34	.953
Met my needs in timely fashion -Institutional Effectiveness-Assessment	64	1	5	3.92	1.044
Met my needs in timely fashion -Institutional Effectiveness-Curriculum	55	1	5	4.00	.981
Met my needs in timely fashion -Institutional Research Office (IRO)*	157	1	5	4.07	1.063
Met my needs in timely fashion -Public Relations	197	1	5	3.99	1.156
Met my needs in timely fashion -Transfer Programs **	64	1	5	4.50	.777
Valid N (listwise)	4				

* Services such as data, surveys, focus groups, reports etc.
Services to help with transfer process.

**

The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

NOTE:

The unit staff are knowledgeable.

		1=	2	3	4	5 =	Don't	Total
		d i s a g r e e			Strongly	Strongly	know/Not	
						agree	applicable	
Staff are knowledgeable -Center for Scholarly Learning and Civic Engagement	Count	4	7	9	27	61	3	111
	%	3.6%	6.3%	8.1%	24.3%	55.0%	2.7%	100.0%
Staff are knowledgeable -HR-Information & Services/Benefits	Count	8	20	47	117	209	8	409
	%	2.0%	4.9%	11.5%	28.6%	51.1%	2.0%	100.0%
Staff are knowledgeable -HR-Internal Audit (Compliance)	Count	2	2	7	13	21	2	47
	%	4.3%	4.3%	14.9%	27.7%	44.7%	4.3%	100.0%
Staff are knowledgeable -HR-Organizational Development	Count		3	9	14	23		49
	%		6.1%	18.4%	28.6%	46.9%		100.0%
Staff are knowledgeable -HR-Professional Development	Count	4	4	21	77	188	10	304
	%	1.3%	1.3%	6.9%	25.3%	61.8%	3.3%	100.0%
Staff are knowledgeable -Institutional Effectiveness-Assessment	Count	1	2	9	21	34	3	70
	%	1.4%	2.9%	12.9%	30.0%	48.6%	4.3%	100.0%
Staff are knowledgeable -Institutional Effectiveness-Curriculum	Count		5	7	18	27	1	58
	%		8.6%	12.1%	31.0%	46.6%	1.7%	100.0%
Staff are knowledgeable -Institutional Research Office (IRO)*	Count	2	5	10	42	92	11	162
	%	1.2%	3.1%	6.2%	25.9%	56.8%	6.8%	100.0%
Staff are knowledgeable -Public Relations	Count	1	10	17	61	110	6	205
	%	.5%	4.9%	8.3%	29.8%	53.7%	2.9%	100.0%
Staff are knowledgeable -Transfer Programs **	Count	1	1	2	14	45	3	66
	%	1.5%	1.5%	3.0%	21.2%	68.2%	4.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Staff are knowledgeable -Center for Scholarly Learning and Civic Engagement	108	1	5	4.24	1.093
Staff are knowledgeable -HR-Information & Services/Benefits	401	1	5	4.24	.980
Staff are knowledgeable -HR-Internal Audit (Compliance)	45	1	5	4.09	1.104
Staff are knowledgeable -HR-Organizational Development	49	2	5	4.16	.943
Staff are knowledgeable -HR-Professional Development	294	1	5	4.50	.800
Staff are knowledgeable -Institutional Effectiveness-Assessment	67	1	5	4.27	.914
Staff are knowledgeable -Institutional Effectiveness-Curriculum	57	2	5	4.18	.966
Staff are knowledgeable -Institutional Research Office (IRO)*	151	1	5	4.44	.861
Staff are knowledgeable -Public Relations	199	1	5	4.35	.874
Staff are knowledgeable -Transfer Programs **	63	1	5	4.60	.773
Valid N (listwise)	5				

* Services such as data, surveys, focus groups, reports etc.

** Services to help with transfer process.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

The unit staff are courteous.

		1= Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff are courteous -Center for Scholarly Learning and Civic Engagement	Count	3	3	8	20	73	4	111
	%	2.7%	2.7%	7.2%	18.0%	65.8%	3.6%	100.0%
Staff are courteous -HR-Information & Services/Benefits	Count	8	13	39	96	247	9	412
	%	1.9%	3.2%	9.5%	23.3%	60.0%	2.2%	100.0%
Staff are courteous -HR-Internal Audit (Compliance)	Count	5	2	6	10	22	2	47
	%	10.6%	4.3%	12.8%	21.3%	46.8%	4.3%	100.0%
Staff are courteous -HR-Organizational Development	Count	1	1	7	10	30		49
	%	2.0%	2.0%	14.3%	20.4%	61.2%		100.0%
Staff are courteous -HR-Professional Development	Count	5	3	21	56	209	8	302
	%	1.7%	1.0%	7.0%	18.5%	69.2%	2.6%	100.0%
Staff are courteous -Institutional Effectiveness-Assessment	Count		1	8	17	41	3	70
	%		1.4%	11.4%	24.3%	58.6%	4.3%	100.0%
Staff are courteous -Institutional Effectiveness-Curriculum	Count		4	5	14	35	2	60
	%		6.7%	8.3%	23.3%	58.3%	3.3%	100.0%
Staff are courteous -Institutional Research Office (IRO)*	Count		8	13	37	98	8	164
	%		4.9%	7.9%	22.6%	59.8%	4.9%	100.0%
Staff are courteous -Public Relations	Count	2	5	18	50	126	3	204
	%	1.0%	2.5%	8.8%	24.5%	61.8%	1.5%	100.0%
Staff are courteous -Transfer Programs **	Count	1		1	13	47	3	65
	%	1.5%		1.5%	20.0%	72.3%	4.6%	100.0%

Descriptive Statistics

Staff are courteous -Center for Scholarly Learning and Civic Engagement	107	1	5	4.47	.955
	N	Minimum	Maximum	Mean	Std. Deviation
Staff are courteous -HR-Information & Services/Benefits	403	1	5	4.39	.930
Staff are courteous -HR-Internal Audit (Compliance)	45	1	5	3.93	1.355
Staff are courteous -HR-Organizational Development	49	1	5	4.37	.951
Staff are courteous -HR-Professional Development	294	1	5	4.57	.810
Staff are courteous -Institutional Effectiveness-Assessment	67	2	5	4.46	.765
Staff are courteous -Institutional Effectiveness-Curriculum	58	2	5	4.38	.914
Staff are courteous -Institutional Research Office (IRO)*	156	2	5	4.44	.852
Staff are courteous -Public Relations	201	1	5	4.46	.836
Staff are courteous -Transfer Programs **	62	1	5	4.69	.667
Valid N (listwise)	4				

* Services such as data, surveys, focus groups, reports etc.

** Services to help with transfer process.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

On a five-point scale, please rate your overall satisfaction with the following Student Development services / programs you have used.

1= Very unsatisfied, 5 = Very satisfied

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
Rate overall satisfaction -Center for Scholarly Learning and Civic Engagement	Count	5	9	18	24	56	112
	%	4.5%	8.0%	18.1%	21.4%	50.0%	100.0%
Rate overall satisfaction -HR- Information & Services/Benefits	Count	13	23	68	141	166	411
	%	3.2%	5.6%	16.5%	34.3%	40.4%	100.0%
Rate overall satisfaction -HR- Internal Audit (Compliance)	Count	4	4	7	14	18	47
	%	8.5%	8.5%	14.9%	29.8%	38.3%	100.0%
Rate overall satisfaction -HR- Organizational Development	Count	2	2	15	11	21	51
	%	3.9%	3.9%	29.4%	21.6%	41.2%	100.0%
Rate overall satisfaction -HR- Professional Development	Count	4	8	42	92	156	302
	%	1.3%	2.6%	13.9%	30.5%	51.7%	100.0%
Rate overall satisfaction -Institutional Effectiveness- Assessment)	Count	1	5	19	26	19	70
	%	1.4%	7.1%	27.1%	37.1%	27.1%	100.0%
Rate overall satisfaction -Institutional Effectiveness- Curriculum	Count		8	12	23	17	60
	%		13.3%	20.0%	38.3%	28.3%	100.0%
Rate overall satisfaction -Institutional Research Office (IRO)*	Count	3	10	25	52	70	160
	%	1.9%	6.3%	15.6%	32.5%	43.8%	100.0%
Rate overall satisfaction -Public Relations	Count	7	14	31	66	84	202
	%	3.5%	6.9%	15.3%	32.7%	41.6%	100.0%
Rate overall satisfaction -Transfer Programs**	Count	1		6	20	38	65
	%	1.5%		9.2%	30.8%	58.5%	100.0%

Descriptive Statistics

Rate overall satisfaction -Center for Scholarly Learning and Civic Engagement	112	1	5	4.04	1.181
	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -HR- Information & Services/Benefits	411	1	5	4.03	1.039
Rate overall satisfaction -HR- Internal Audit (Compliance)	47	1	5	3.81	1.279
Rate overall satisfaction -HR- Organizational Development	51	1	5	3.92	1.111
Rate overall satisfaction -HR- Professional Development	302	1	5	4.28	.896
Rate overall satisfaction -Institutional Effectiveness- Assessment)	70	1	5	3.81	.967
Rate overall satisfaction -Institutional Effectiveness- Curriculum	60	2	5	3.82	1.000
Rate overall satisfaction -Institutional Research Office (IRO)*	160	1	5	4.10	1.004
Rate overall satisfaction -Public Relations	202	1	5	4.02	1.079
Rate overall satisfaction -Transfer Programs**	65	1	5	4.45	.791
Valid N (listwise)	6				

* Services such as data, surveys, focus groups, reports etc. Services to help with transfer process.

**

NOTE:

The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

Please specify the reasons for your ratings.

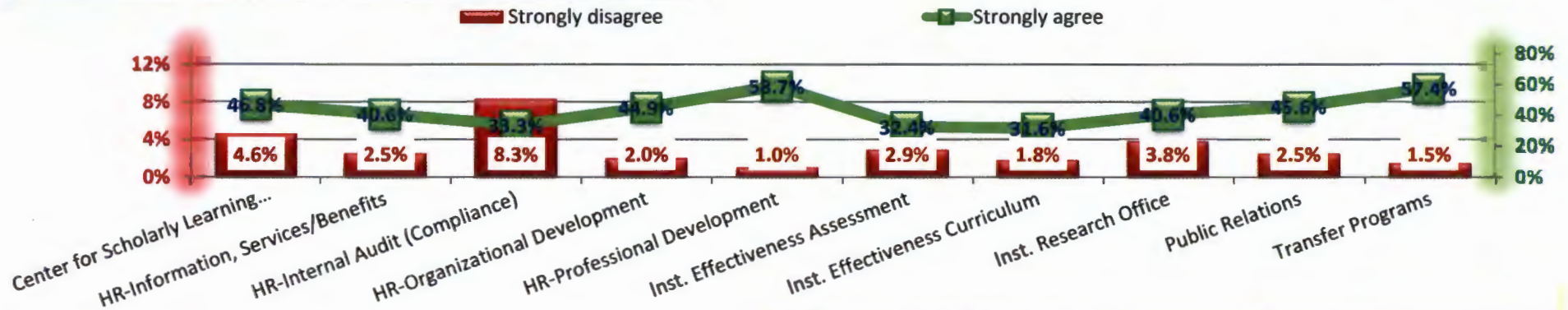
Specify reason for rating -Center for Scholarly Learning and Civic Engagement

	Frequency
Did not respond	848
A lot of activity happening through the Center. The forms have become less time consuming which is a plus.	1
Always available to assist	1
Always polite, efficient & responsive	1
As a student, I was allowed to do an internship under [Individual Name] . The Center for Scholarly Learning and Civic Engagement really allows students to grow on many levels: in academia, in leadership, in confidence, and in citizenship.	1
Does a great job with scheduling programs and informing of dates of activities	1
easy accessibility	1
Efficient. Informative. Good selection of topics.	1
Enrichment and real learning opportunities	1
Excellent programming	1
Excellent programs for students/speakers for students and faculty	1
Good job at offering enrichment activities for faculty and students	1
good speakers, timely and informative	1
Great opportunities - need more readily available schedule of events and times	1
great program	1
great programming except times almost always conflict with my own teaching schedule lately	1
Hard-working, cooperative, and helpful staff work well with faculty and do everything they can to make participation easy.	1
I'm aware of their programs and I think they try to provide "more" for the students at Collin.	1
I have taken some workshops and am interested in integrating service learning into my courses.	1
I have worked with Terry and she is a wealth of information.	1
I love the distinguished scholar lecture series	1
Interesting programs, spurs good communication	1
interesting speakers	1
learn the difference between self-promoters and scholars	1
Love the films at the Angelika (Service Learning and Learning Communities are more work than they are worth)	1
Misinformation, lack of communication, poor leadership	1
necessary? most of their activities are pointless and unrelated to anything at a community college.	1
Pseudo-university.	1
Need to be informed more about volunteering	1
offers a variety of programing	1
overall positive experience, there are sometimes accountability issues with the director on joint efforts.	1
Programs offered are great.	1
purpose is not clear to all.	1
really innovative	1
Seems to create programs mainly for SCC	1
Sevice Learning is too cumbersome to use. I have enjoyed some of the speakers.	1
Since [Individual Name] left her position in this area, it has devolved. Service Learning has become a chore rather than an opportunity, and I no longer include it in my classes. To be honest, I think it is the [position identified] who is the problem. She sends out notices without enough time to schedule activities or even inform students about important events. She is difficult to work with and offers little support. The center itself is a wonderful idea, but its direction is a problem for me.	1
Substantial programs for my students! Well-run!	1
[Individual Name] are excellent!!	1
[Individual Name] and staff are excellent	1
[Individual Name] is one of the smartest, kindest people I have ever met.	1
They have great speakers	1
Tons of support and help from [Individual Name] and crew.	1
Too much emphasis, distracts from the basic prinicipal of teaching	1
Too Spring Creek centered to be useful	1

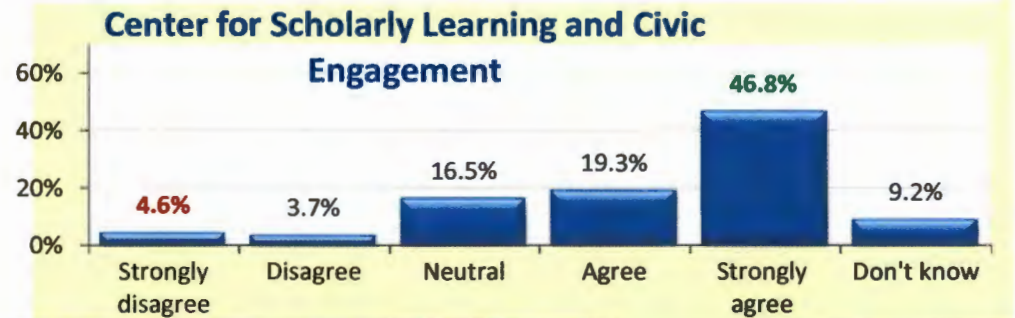
Specify reason for rating -Center for Scholarly Learning and Civic Engagement

Unrealistic time frames. Meetings and workshops lack focus and need improved efficiency.	1
Very good programming and willing to collaborate and work with others.	1
Very little activity	1
work with faculty	1
Total	895

1. The unit procedures are user friendly.

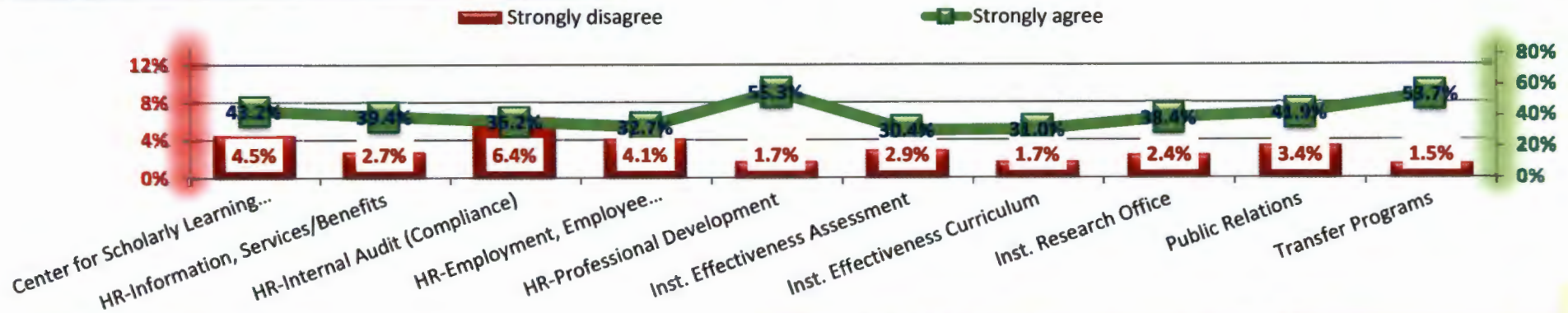


Faculty Survey:
Collin Educational Support
Services/Programs
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices
Spring 2011 (April 5, 2011)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	109	4.6%	3.7%	16.5%	19.3%	46.8%	9.2%
HR-Information, Services/Benefits	404	2.5%	5.7%	17.6%	30.4%	40.6%	3.2%
HR-Internal Audit (Compliance)	48	8.3%	6.3%	14.6%	29.2%	33.3%	8.3%
HR-Organizational Development	49	2.0%	4.1%	20.4%	26.5%	44.9%	2.0%
HR-Professional Development	300	1.0%	2.3%	11.0%	26.0%	58.7%	1.0%
Inst. Effectiveness Assessment	68	2.9%	7.4%	20.6%	30.9%	32.4%	5.9%
Inst. Effectiveness Curriculum	57	1.8%	8.8%	21.1%	29.8%	31.6%	7.0%
Inst. Research Office	160	3.8%	7.5%	15.6%	26.9%	40.6%	5.6%
Public Relations	204	2.5%	6.4%	13.7%	29.9%	45.6%	2.0%
Transfer Programs	68	1.5%	0.0%	5.9%	26.5%	57.4%	8.8%

2. The unit procedures are efficient.



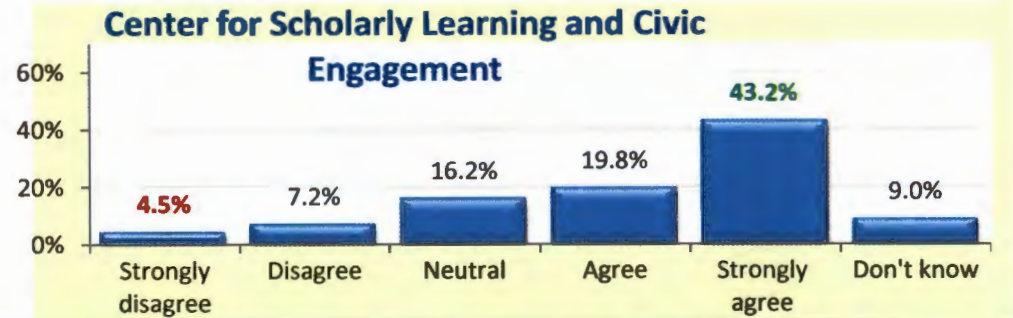
Faculty Survey:

Collin Educational Support

Services/Programs

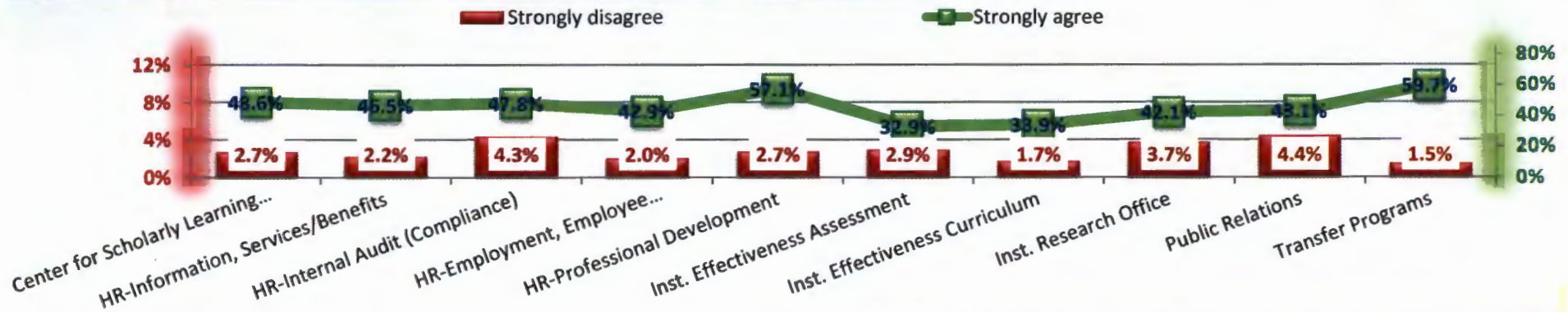
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)

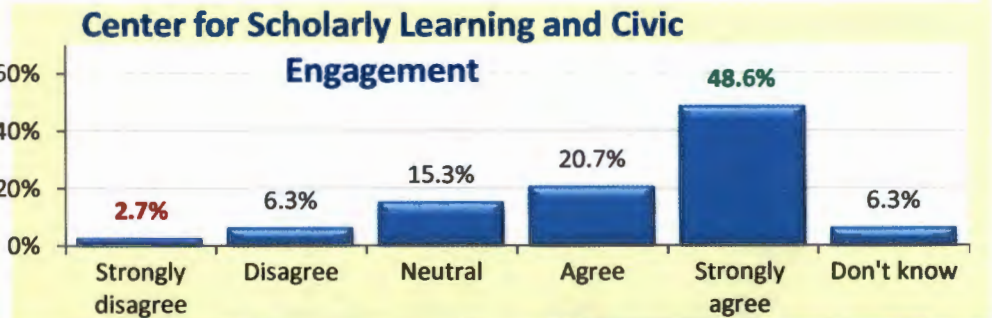


Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	111	4.5%	7.2%	16.2%	19.8%	43.2%	9.0%
HR-Information, Services/Benefits	411	2.7%	7.1%	14.6%	31.4%	39.4%	4.9%
HR-Internal Audit (Compliance)	47	6.4%	10.6%	12.8%	25.5%	36.2%	8.5%
HR-Employment, Employee Relations & Compensation	49	4.1%	8.2%	16.3%	28.6%	32.7%	10.2%
HR-Professional Development	302	1.7%	3.6%	11.3%	25.5%	55.3%	2.6%
Inst. Effectiveness Assessment	69	2.9%	7.2%	24.6%	26.1%	30.4%	8.7%
Inst. Effectiveness Curriculum	58	1.7%	10.3%	24.1%	25.9%	31.0%	6.9%
Inst. Research Office	164	2.4%	9.1%	18.9%	22.6%	38.4%	8.5%
Public Relations	203	3.4%	8.4%	16.3%	25.6%	41.9%	4.4%
Transfer Programs	67	1.5%	1.5%	6.0%	28.4%	53.7%	9.0%

3. The unit procedures met my needs in timely manner.

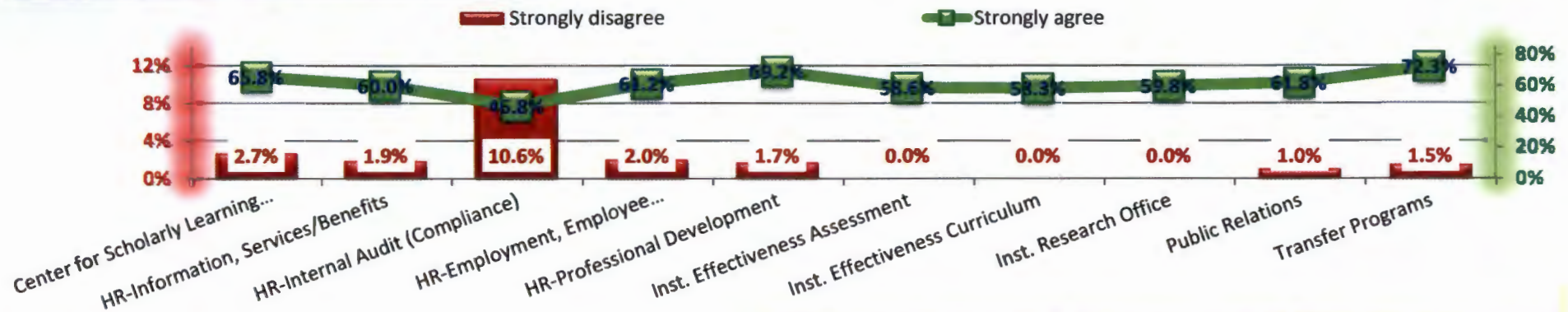


Faculty Survey:
Collin Educational Support
Services/Programs
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices
Spring 2011 (April 5, 2011)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	111	2.7%	6.3%	15.3%	20.7%	48.6%	6.3%
HR-Information, Services/Benefits	413	2.2%	8.2%	11.6%	30.5%	46.5%	1.0%
HR-Internal Audit (Compliance)	46	4.3%	6.5%	8.7%	26.1%	47.8%	6.5%
HR-Employment, Employee Relations & Compensation	49	2.0%	6.1%	18.4%	24.5%	42.9%	6.1%
HR-Professional Development	301	2.7%	2.3%	10.6%	25.9%	57.1%	1.3%
Inst. Effectiveness Assessment	70	2.9%	4.3%	22.9%	28.6%	32.9%	8.6%
Inst. Effectiveness Curriculum	59	1.7%	5.1%	18.6%	33.9%	33.9%	6.8%
Inst. Research Office	164	3.7%	4.3%	15.9%	29.9%	42.1%	4.3%
Public Relations	204	4.4%	7.4%	16.2%	25.5%	43.1%	3.4%
Transfer Programs	67	1.5%	0.0%	7.5%	26.9%	59.7%	4.5%

4. The unit staff are courteous.



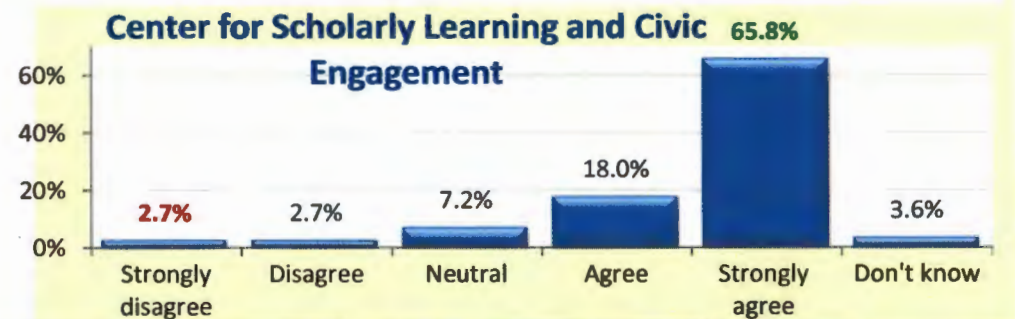
Faculty Survey:

Collin Educational Support

Services/Programs

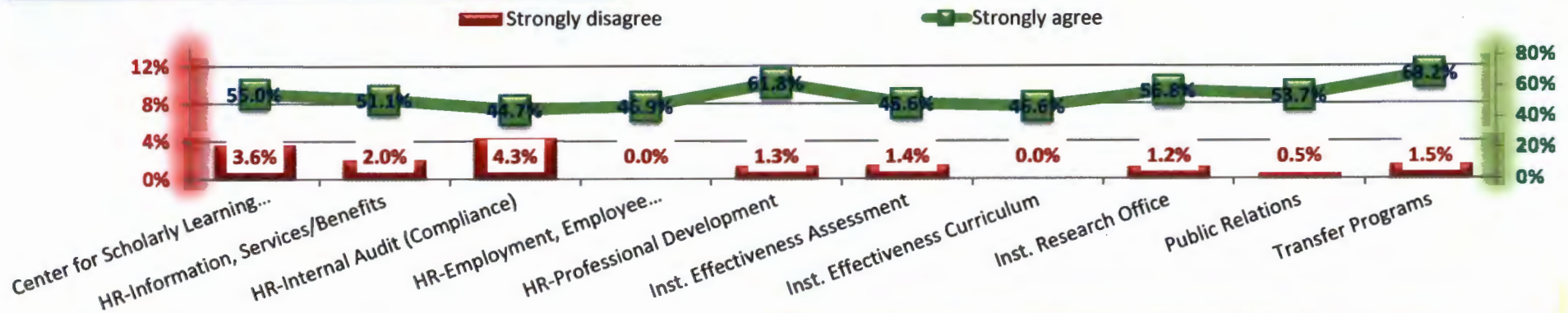
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	111	2.7%	2.7%	7.2%	18.0%	65.8%	3.6%
HR-Information, Services/Benefits	412	1.9%	3.2%	9.5%	23.3%	60.0%	2.2%
HR-Internal Audit (Compliance)	47	10.6%	4.3%	12.8%	21.3%	46.8%	4.3%
HR-Employment, Employee Relations & Compensation	49	2.0%	2.0%	14.3%	20.4%	61.2%	0.0%
HR-Professional Development	302	1.7%	1.0%	7.0%	18.5%	69.2%	2.6%
Inst. Effectiveness Assessment	70	0.0%	1.4%	11.4%	24.3%	58.6%	4.3%
Inst. Effectiveness Curriculum	60	0.0%	6.7%	8.3%	23.3%	58.3%	3.3%
Inst. Research Office	164	0.0%	4.9%	7.9%	22.6%	59.8%	4.9%
Public Relations	204	1.0%	2.5%	8.8%	24.5%	61.8%	1.5%
Transfer Programs	65	1.5%	0.0%	1.5%	20.0%	72.3%	4.6%

5. The unit staff are knowledgeable.



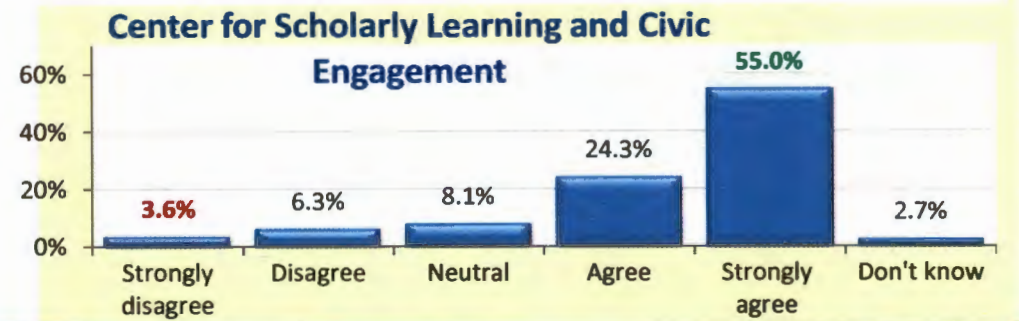
Faculty Survey:

Collin Educational Support

Services/Programs

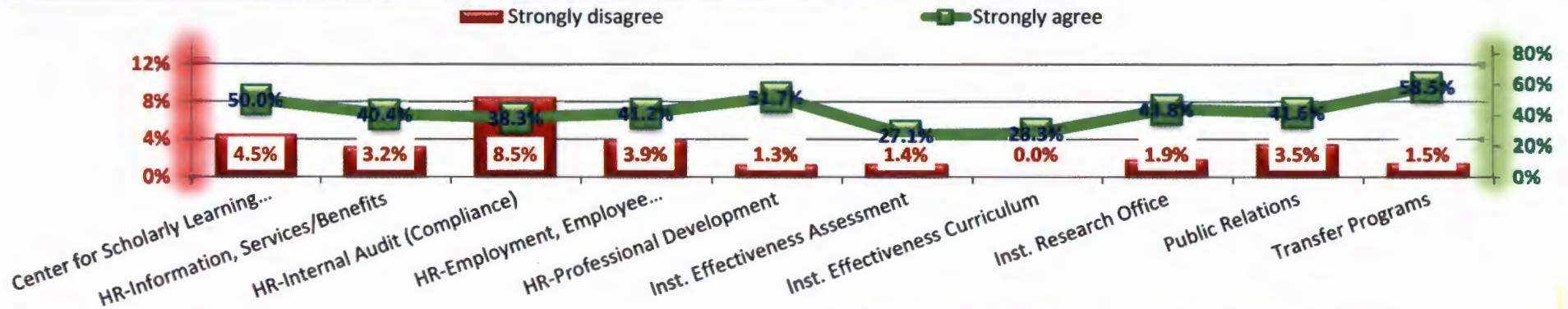
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	111	3.6%	6.3%	8.1%	24.3%	55.0%	2.7%
HR-Information, Services/Benefits	409	2.0%	4.9%	11.5%	28.6%	51.1%	2.0%
HR-Internal Audit (Compliance)	47	4.3%	4.3%	14.9%	27.7%	44.7%	4.3%
HR-Employment, Employee Relations & Compensation	49	0.0%	6.1%	18.4%	28.6%	46.9%	0.0%
HR-Professional Development	304	1.3%	1.3%	6.9%	25.3%	61.8%	3.3%
Inst. Effectiveness Assessment	70	1.4%	2.9%	12.9%	30.0%	48.6%	4.3%
Inst. Effectiveness Curriculum	58	0.0%	8.6%	12.1%	31.0%	46.6%	1.7%
Inst. Research Office	162	1.2%	3.1%	6.2%	25.9%	56.8%	6.8%
Public Relations	205	0.5%	4.9%	8.3%	29.8%	53.7%	2.9%
Transfer Programs	66	1.5%	1.5%	3.0%	21.2%	68.2%	4.5%

6. Overall satisfaction with the services/programs you have used.



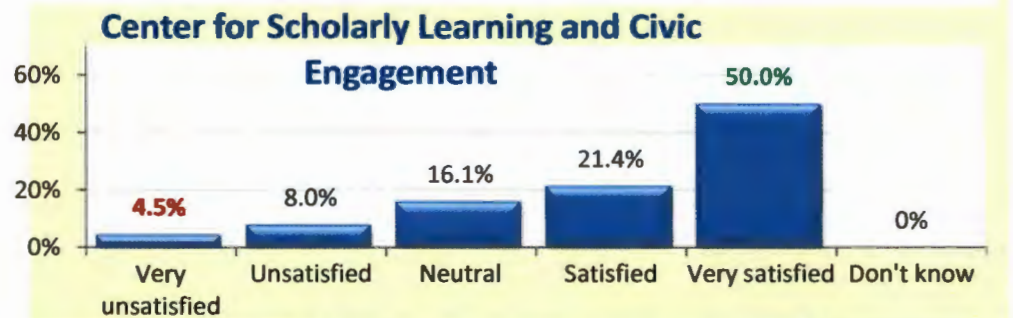
Faculty Survey:

Collin Educational Support

Services/Programs

Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Don't know
Center for Scholarly Learning and Civic Engagement	112	4.5%	8.0%	16.1%	21.4%	50.0%	0%
HR-Information, Services/Benefits	411	3.2%	5.6%	16.5%	34.3%	40.4%	0%
HR-Internal Audit (Compliance)	47	8.5%	8.5%	14.9%	29.8%	38.3%	0%
HR-Employment, Employee Relations & Compensation	51	3.9%	3.9%	29.4%	21.6%	41.2%	0%
HR-Professional Development	302	1.3%	2.6%	13.9%	30.5%	51.7%	0%
Inst. Effectiveness Assessment	70	1.4%	7.1%	27.1%	37.1%	27.1%	0%
Inst. Effectiveness Curriculum	60	0.0%	13.3%	20.0%	38.3%	28.3%	0%
Inst. Research Office	160	1.9%	6.3%	15.6%	32.5%	43.8%	0%
Public Relations	202	3.5%	6.9%	15.3%	32.7%	41.6%	0%
Transfer Programs	65	1.5%	0.0%	9.2%	30.8%	58.5%	0%

**Collin Educational and Support Services /Programs
Faculty/Staff Survey: Spring 2012
Collin College
June 26, 2012**

Demographic Background of Respondents:

Primary campus (i.e, office location) in Spring 2012:

	Frequency	Percent	Valid Percent	Cumulative Percent
Spring Creek Campus	339	40.4	40.9	40.9
Preston Ridge Campus	204	24.3	24.6	65.5
Central Park Campus	182	21.7	22.0	87.5
Collin Center for Higher Education	63	7.5	7.6	95.1
Other*	41	4.9	4.9	100.0
Total	829	98.8	100.0	
Did not respond	10	1.2		
Total	839	100.0		

*For details see next table.

***Please specify the other campus.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Did not respond	800	95.4	95.4	95.4
Allen Center	1	.1	.1	95.5
Continuing ed	1	.1	.1	95.6
Court Yard Center	1	.1	.1	95.7
Courtyard - What we aren't even a main campus anymore?	1	.1	.1	95.8
Courtyard (CE)	1	.1	.1	95.9
Courtyard Center	28	3.3	3.3	99.3
dual-credit campus, Plano	1	.1	.1	99.4
Dual Credit-Plano West	1	.1	.1	99.5
no office on any campus	1	.1	.1	99.6
Rockwall	2	.2	.2	99.9
Rockwall Center	1	.1	.1	100.0
Total	839	100.0	100.0	

Section IV. Human Resources (HR), Public Relations & Institutional Effectiveness Offices

Please indicate which of the following offices and services you are aware of?
(Check all that apply)

		0	1	Total
	Count	341	364	705
Center for Scholarly Learning and Civic Engagement	%	48.4%	51.6%	100.0%
	Count	154	551	705
HR-Information & Services/Benefits	%	21.8%	78.2%	100.0%
	Count	515	190	705
HR-Internal Audit (Compliance)	%	73.0%	27.0%	100.0%
	Count	162	543	705
HR-Employment, Employee Relations & Compensation	%	23.0%	77.0%	100.0%
	Count	265	440	705
HR-Professional Development	%	37.6%	62.4%	100.0%
	Count	463	242	705
Institutional Effectiveness-Assessment	%	65.7%	34.3%	100.0%
	Count	487	218	705
Institutional Effectiveness-Curriculum	%	69.1%	30.9%	100.0%
	Count	373	332	705
Institutional Research Office (IRO) (services such as data, surveys, focus groups, reports etc.)	%	52.9%	47.1%	100.0%
	Count	327	378	705
Public Relations	%	46.4%	53.6%	100.0%
	Count	410	295	705
Transfer Programs (Services for transfer process)	%	58.2%	41.8%	100.0%

**Have you used any services offered by the following units?
(Check all that apply)**

		0	1	Total
	Count	465	118	583
Center for Scholarly Learning and Civic Engagement	%	79.8%	20.2%	100.0%
	Count	211	372	583
HR-Information & Services/Benefits	%	36.2%	63.8%	100.0%
	Count	544	39	583
HR-Internal Audit (Compliance)	%	93.3%	6.7%	100.0%
	Count	244	339	583
HR-Employment, Employee Relations & Compensation	%	41.9%	58.1%	100.0%
	Count	306	277	583
HR-Professional Development	%	52.5%	47.5%	100.0%
	Count	517	66	583
Institutional Effectiveness-Assessment	%	88.7%	11.3%	100.0%
	Count	532	51	583
Institutional Effectiveness-Curriculum	%	91.3%	8.7%	100.0%
	Count	443	140	583
Institutional Research Office (IRO) (services such as data, surveys, focus groups, reports etc.)	%	76.0%	24.0%	100.0%
	Count	401	182	583
Public Relations	%	68.8%	31.2%	100.0%
	Count	526	57	583
Transfer Programs (Services for transfer process)	%	90.2%	9.8%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the communications and processes of the following offices and services you have used.

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
	Count	5	3	17	27	55	9	116
Center for Scholarly Learning and Civic Engagement	%	4.3%	2.6%	14.7%	23.3%	47.4%	7.8%	100.0%
	Count	10	24	59	105	151	6	355
HR-Information & Services/Benefits	%	2.8%	6.8%	16.6%	29.6%	42.5%	1.7%	100.0%
	Count	5	1	8	9	14	2	39
HR-Internal Audit (Compliance)	%	12.8%	2.6%	20.5%	23.1%	35.9%	5.1%	100.0%
	Count	16	28	68	70	133	7	322
HR-Employment, Employee Relations & Compensation	%	5.0%	8.7%	21.1%	21.7%	41.3%	2.2%	100.0%
	Count	7	7	37	76	133	8	268
HR-Professional Development	%	2.6%	2.6%	13.8%	28.4%	49.6%	3.0%	100.0%
	Count	3	5	11	15	29	0	63
Institutional Effectiveness-Assessment	%	4.8%	7.9%	17.5%	23.8%	46.0%	.0%	100.0%
	Count	2	3	6	11	25	1	48
Institutional Effectiveness-Curriculum	%	4.2%	6.3%	12.5%	22.9%	52.1%	2.1%	100.0%
	Count	3	7	19	37	61	8	135
Institutional Research Office (IRO)*	%	2.2%	5.2%	14.1%	27.4%	45.2%	5.9%	100.0%
	Count	6	12	22	48	82	7	177
Public Relations	%	3.4%	6.8%	12.4%	27.1%	46.3%	4.0%	100.0%
	Count	2	1	2	16	29	5	55
Transfer Programs **	%	3.6%	1.8%	3.6%	29.1%	52.7%	9.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	107	1	5	4.16	1.092
HR-Information & Services/Benefits	349	1	5	4.04	1.066
HR-Internal Audit (Compliance)	37	1	5	3.70	1.372
HR-Employment, Employee Relations & Compensation	315	1	5	3.88	1.200
HR-Professional Development	260	1	5	4.23	.976
Institutional Effectiveness-Assessment	63	1	5	3.98	1.184
Institutional Effectiveness-Curriculum	47	1	5	4.15	1.142
Institutional Research Office (IRO)*	127	1	5	4.15	1.024
Public Relations	170	1	5	4.11	1.099
Transfer Programs **	50	1	5	4.38	.967
Valid N (listwise)	6				

*Services such as data, surveys, focus groups, reports etc.

**Services to help with transfer process.

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	Count	3	5	15	28	51	13	115
	%	2.6%	4.3%	13.0%	24.3%	44.3%	11.3%	100.0%
HR-Information & Services/Benefits	Count	16	27	50	103	148	17	361
	%	4.4%	7.5%	13.9%	28.5%	41.0%	4.7%	100.0%
HR-Internal Audit (Compliance)	Count	5	1	7	7	13	6	39
	%	12.8%	2.6%	17.9%	17.9%	33.3%	15.4%	100.0%
HR-Employment, Employee Relations & Compensation	Count	17	42	61	61	133	12	326
	%	5.2%	12.9%	18.7%	18.7%	40.8%	3.7%	100.0%
HR-Professional Development	Count	5	8	37	71	131	12	264
	%	1.9%	3.0%	14.0%	26.9%	49.6%	4.5%	100.0%
Institutional Effectiveness-Assessment	Count	4	7	6	14	30	2	63
	%	6.3%	11.1%	9.5%	22.2%	47.6%	3.2%	100.0%
Institutional Effectiveness-Curriculum	Count	3	3	7	10	23	2	48
	%	6.3%	6.3%	14.6%	20.8%	47.9%	4.2%	100.0%
Institutional Research Office (IRO)*	Count	8	5	23	27	64	9	136
	%	5.9%	3.7%	16.9%	19.9%	47.1%	6.6%	100.0%
Public Relations	Count	10	17	19	39	81	9	175
	%	5.7%	9.7%	10.9%	22.3%	46.3%	5.1%	100.0%
Transfer Programs **	Count	1	2	3	15	28	5	54
	%	1.9%	3.7%	5.6%	27.8%	51.9%	9.3%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	102	1	5	4.17	1.044
HR-Information & Services/Benefits	344	1	5	3.99	1.145
HR-Internal Audit (Compliance)	33	1	5	3.67	1.429
HR-Employment, Employee Relations & Compensation	314	1	5	3.80	1.267
HR-Professional Development	252	1	5	4.25	.956
Institutional Effectiveness-Assessment	61	1	5	3.97	1.291
Institutional Effectiveness-Curriculum	46	1	5	4.02	1.238
Institutional Research Office (IRO)*	127	1	5	4.06	1.191
Public Relations	166	1	5	3.99	1.250
Transfer Programs **	49	1	5	4.37	.929
Valid N (listwise)	6				

*Services such as data, surveys, focus groups, reports etc.

**Services to help with transfer process.

The unit procedures met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	Count	4	5	17	27	53	9	115
	%	3.5%	4.3%	14.8%	23.5%	46.1%	7.8%	100.0%
HR-Information & Services/Benefits	Count	11	27	45	105	171	2	361
	%	3.0%	7.5%	12.5%	29.1%	47.4%	.6%	100.0%
HR-Internal Audit (Compliance)	Count	2	2	8	6	14	7	39
	%	5.1%	5.1%	20.5%	15.4%	35.9%	17.9%	100.0%
HR-Employment, Employee Relations & Compensation	Count	16	42	59	61	147	2	327
	%	4.9%	12.8%	18.0%	18.7%	45.0%	.6%	100.0%
HR-Professional Development	Count	3	7	35	66	144	16	271
	%	1.1%	2.6%	12.9%	24.4%	53.1%	5.9%	100.0%
Institutional Effectiveness-Assessment	Count	5	2	8	14	34	2	65
	%	7.7%	3.1%	12.3%	21.5%	52.3%	3.1%	100.0%
Institutional Effectiveness-Curriculum	Count	3	2	3	14	26	2	50
	%	6.0%	4.0%	6.0%	28.0%	52.0%	4.0%	100.0%
Institutional Research Office (IRO)*	Count	6	8	18	28	69	5	134
	%	4.5%	6.0%	13.4%	20.9%	51.5%	3.7%	100.0%
Public Relations	Count	9	17	24	36	84	5	175
	%	5.1%	9.7%	13.7%	20.6%	48.0%	2.9%	100.0%
Transfer Programs **	Count	1	1	4	10	32	4	52
	%	1.9%	1.9%	7.7%	19.2%	61.5%	7.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	106	1	5	4.13	1.087
HR-Information & Services/Benefits	359	1	5	4.11	1.082
HR-Internal Audit (Compliance)	32	1	5	3.88	1.238
HR-Employment, Employee Relations & Compensation	325	1	5	3.86	1.257
HR-Professional Development	255	1	5	4.34	.898
Institutional Effectiveness-Assessment	63	1	5	4.11	1.233
Institutional Effectiveness-Curriculum	48	1	5	4.21	1.148
Institutional Research Office (IRO)*	129	1	5	4.13	1.155
Public Relations	170	1	5	3.99	1.233
Transfer Programs **	48	1	5	4.48	.899
Valid N (listwise)	6				

*Services such as data, surveys, focus groups, reports etc.

**Services to help with transfer process.

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
	Count	5	2	12	26	66	5	116
Center for Scholarly Learning and Civic Engagement	%	4.3%	1.7%	10.3%	22.4%	56.9%	4.3%	100.0%
	Count	13	15	41	93	193	5	360
HR-Information & Services/Benefits	%	3.6%	4.2%	11.4%	25.8%	53.6%	1.4%	100.0%
	Count	2	0	9	7	15	6	39
HR-Internal Audit (Compliance)	%	5.1%	.0%	23.1%	17.9%	38.5%	15.4%	100.0%
	Count	17	19	52	66	158	11	323
HR-Employment, Employee Relations & Compensation	%	5.3%	5.9%	16.1%	20.4%	48.9%	3.4%	100.0%
	Count	7	2	30	61	159	10	269
HR-Professional Development	%	2.6%	.7%	11.2%	22.7%	59.1%	3.7%	100.0%
	Count	2	2	8	16	36	1	65
Institutional Effectiveness-Assessment	%	3.1%	3.1%	12.3%	24.6%	55.4%	1.5%	100.0%
	Count	1	1	2	14	29	1	48
Institutional Effectiveness-Curriculum	%	2.1%	2.1%	4.2%	29.2%	60.4%	2.1%	100.0%
	Count	1	5	12	30	82	7	137
Institutional Research Office (IRO)*	%	.7%	3.6%	8.8%	21.9%	59.9%	5.1%	100.0%
	Count	5	7	18	36	105	5	176
Public Relations	%	2.8%	4.0%	10.2%	20.5%	59.7%	2.8%	100.0%
	Count	1	0	5	7	35	5	53
Transfer Programs **	%	1.9%	.0%	9.4%	13.2%	66.0%	9.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	111	1	5	4.32	1.044
HR-Information & Services/Benefits	355	1	5	4.23	1.052
HR-Internal Audit (Compliance)	33	1	5	4.00	1.146
HR-Employment, Employee Relations & Compensation	312	1	5	4.05	1.187
HR-Professional Development	259	1	5	4.40	.920
Institutional Effectiveness-Assessment	64	1	5	4.28	1.015
Institutional Effectiveness-Curriculum	47	1	5	4.47	.856
Institutional Research Office (IRO)*	130	1	5	4.44	.872
Public Relations	171	1	5	4.34	1.018
Transfer Programs **	48	1	5	4.56	.848
Valid N (listwise)	6				

*Services such as data, surveys, focus groups, reports etc.

**Services to help with transfer process.

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Center for Scholarly Learning and Civic Engagement	Count	5	1	12	24	70	3	115
	%	4.3%	.9%	10.4%	20.9%	60.9%	2.6%	100.0%
HR-Information & Services/Benefits	Count	11	13	29	81	218	6	358
	%	3.1%	3.6%	8.1%	22.6%	60.9%	1.7%	100.0%
HR-Internal Audit (Compliance)	Count	3	2	6	7	17	4	39
	%	7.7%	5.1%	15.4%	17.9%	43.6%	10.3%	100.0%
HR-Employment, Employee Relations & Compensation	Count	12	14	40	60	195	6	327
	%	3.7%	4.3%	12.2%	18.3%	59.6%	1.8%	100.0%
HR-Professional Development	Count	5	3	20	57	170	13	268
	%	1.9%	1.1%	7.5%	21.3%	63.4%	4.9%	100.0%
Institutional Effectiveness-Assessment	Count	3	1	6	12	41	2	65
	%	4.6%	1.5%	9.2%	18.5%	63.1%	3.1%	100.0%
Institutional Effectiveness-Curriculum	Count	1	0	4	7	35	2	49
	%	2.0%	.0%	8.2%	14.3%	71.4%	4.1%	100.0%
Institutional Research Office (IRO)*	Count	1	1	14	28	86	6	136
	%	.7%	.7%	10.3%	20.6%	63.2%	4.4%	100.0%
Public Relations	Count	3	7	15	34	115	2	176
	%	1.7%	4.0%	8.5%	19.3%	65.3%	1.1%	100.0%
Transfer Programs **	Count	1	0	3	6	38	5	53
	%	1.9%	.0%	5.7%	11.3%	71.7%	9.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	112	1	5	4.37	1.022
HR-Information & Services/Benefits	352	1	5	4.37	.999
HR-Internal Audit (Compliance)	35	1	5	3.94	1.305
HR-Employment, Employee Relations & Compensation	321	1	5	4.28	1.080
HR-Professional Development	255	1	5	4.51	.846
Institutional Effectiveness-Assessment	63	1	5	4.38	1.054
Institutional Effectiveness-Curriculum	47	1	5	4.60	.825
Institutional Research Office (IRO)*	130	1	5	4.52	.780
Public Relations	174	1	5	4.44	.934
Transfer Programs **	48	1	5	4.67	.781
Valid N (listwise)	6				

*Services such as data, surveys, focus groups, reports etc.

**Services to help with transfer process.

On a five-point scale, please rate your overall satisfaction with the following Student Development services / programs you have used.

1= Very unsatisfied, 5 = Very satisfied

		Very unsatisfied	2	3	4	Very satisfied	Total
	Count	5	5	19	31	58	118
Center for Scholarly Learning and Civic Engagement	%	4.2%	4.2%	16.1%	26.3%	49.2%	100.0%
	Count	10	24	59	109	167	369
HR- Information & Services/Benefits	%	2.7%	6.5%	16.0%	29.5%	45.3%	100.0%
	Count	3	4	7	10	13	37
HR- Internal Audit (Compliance)	%	8.1%	10.8%	18.9%	27.0%	35.1%	100.0%
	Count	21	37	57	77	143	335
HR- Employment, Employee Relations & Compensation	%	6.3%	11.0%	17.0%	23.0%	42.7%	100.0%
	Count	6	10	30	91	140	277
HR- Professional Development	%	2.2%	3.6%	10.8%	32.9%	50.5%	100.0%
	Count	4	4	13	13	32	66
Institutional Effectiveness- Assessment)	%	6.1%	6.1%	19.7%	19.7%	48.5%	100.0%
	Count	3	2	5	18	22	50
Institutional Effectiveness- Curriculum	%	6.0%	4.0%	10.0%	36.0%	44.0%	100.0%
	Count	2	8	20	43	65	138
Institutional Research Office (IRO)*	%	1.4%	5.8%	14.5%	31.2%	47.1%	100.0%
	Count	4	17	30	39	92	182
Public Relations	%	2.2%	9.3%	16.5%	21.4%	50.5%	100.0%
	Count	1	0	6	16	32	55
Transfer Programs**	%	1.8%	.0%	10.9%	29.1%	58.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Center for Scholarly Learning and Civic Engagement	118	1	5	4.12	1.095
HR- Information & Services/Benefits	369	1	5	4.08	1.055
HR- Internal Audit (Compliance)	37	1	5	3.70	1.288
HR- Employment, Employee Relations & Compensation	335	1	5	3.85	1.259
HR- Professional Development	277	1	5	4.26	.943
Institutional Effectiveness- Assessment)	66	1	5	3.98	1.222
Institutional Effectiveness- Curriculum	50	1	5	4.08	1.122
Institutional Research Office (IRO)*	138	1	5	4.17	.978
Public Relations	182	1	5	4.09	1.114
Transfer Programs**	55	1	5	4.42	.832
Valid N (listwise)	7				

*Services such as data, surveys, focus groups, reports etc.

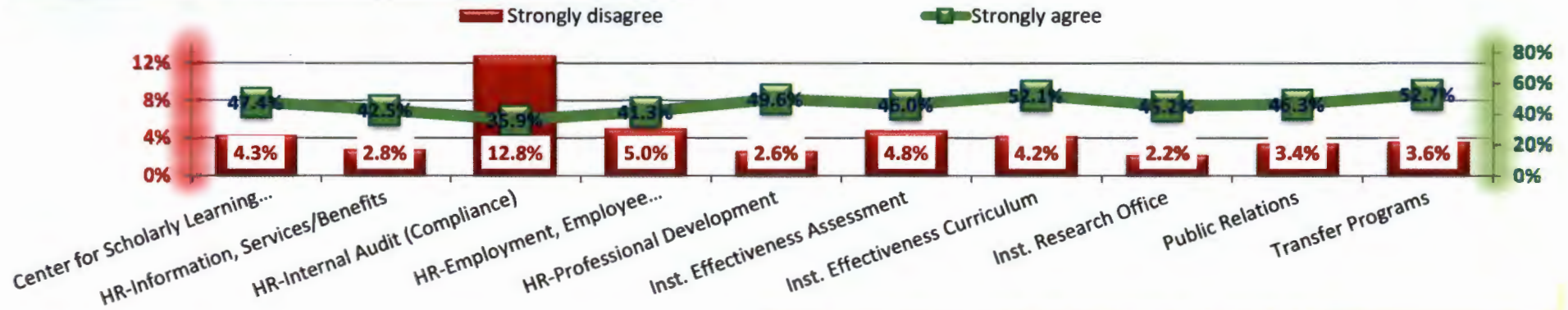
**Services to help with transfer process.

Please specify the reasons for your ratings.

Center for Scholarly Learning and Civic Engagement

	Frequency
Did not respond	791
A jewel in the crown	1
Always pushing for improvement	1
always reliable	1
Backbone of what distinguishes Collin from other colleges.	1
Difficult paperwork & procedures; is this office necessary? Faculty on individual campuses often do similar work and better work.	1
director is a gem-- truly helpful and a dedicated public servant	1
Don't deal with group too often	1
easy to work with and very accomodating	1
easy to work with; help me a lot with my needs	1
Engages us in community issues	1
Excellent group - Terry Hockenbrough and Deborah Hall are a great team!	1
Excellent job civic engagement programs; staff are sometime hard to work with.	1
Excellent speaker series & Book in Common	1
Excellent website; full of helpful information	1
Friendly, approachable staff	1
Good programs!	1
Great experiences and opportunities	1
Great overall, but really too many events and too many emails	1
Great programs	1
great programs offered	1
Group should support academic endeavors, not drive them.	1
I have attended several functions this office has put together - well done.	1
I think they put on great programs through the semester	1
Interesting topics and relevant programming available	1
It does appear at times that there are perhaps "too many" events by them.	1
Makes extracurricular activities more of a cumbersome process than they need to be; too many meetings	1
many programs	1
meets needs	1
My emails to this office are opened, and then ignored.	1
Offer numerous educational programs	1
Quick to go above people's heads to get their way. A lot of programs, I just don't know know if any of them are good.	1
Relevant & interesting programs; good advertisement of events	1
Seems to work	1
Service Learning paperwork too much	1
Some of the paperwork collected for service learning projects seems repetitive.	1
some presentations are very good	1
staff helpful, efficient, excellent	1
Staff turn over makes using services difficult.	1
Terry has supported many of my activities	1
The administrative assistant undergirds the program.	1
The Center provides important programs for college population	1
The director is one of the brightest, efficient, and caring people I have met at Collin.	1
The Director wants to meet, meet, meet and nothing ever happens at her meetings.	1
The programs the CSLCE sponsors are excellent.	1
There are times when SL requirements are not consistent.	1
They do a good job.	1
Wonderful department. Always helpful	1
Wonderful to have as a resource	1
Total	839

1. The unit procedures are user friendly.



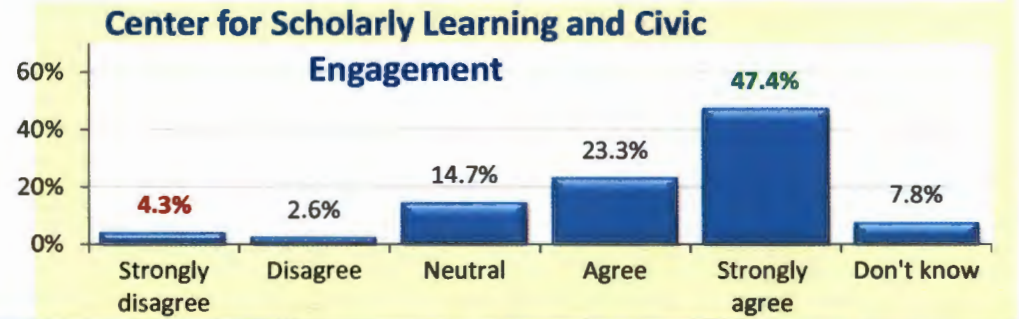
Faculty Survey:

Collin Educational Support

Services/Programs

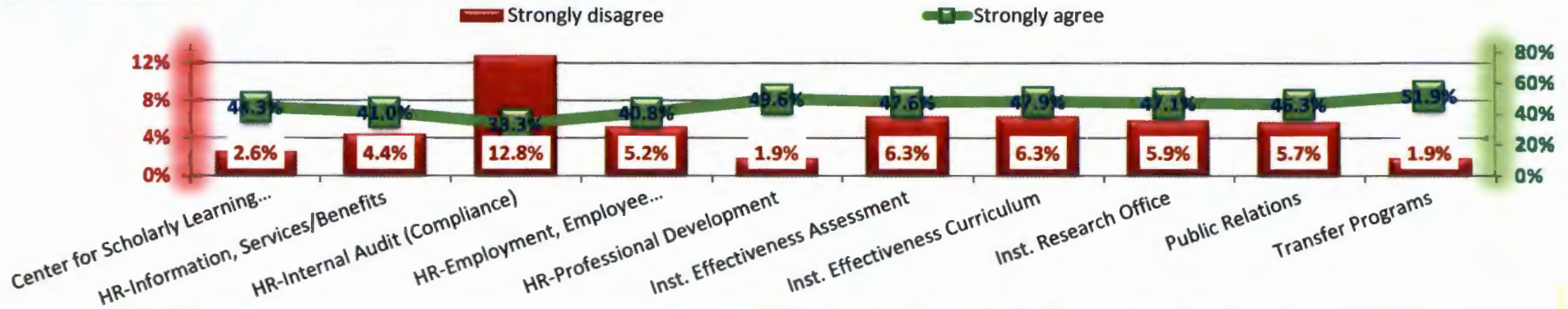
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	116	4.3%	2.6%	14.7%	23.3%	47.4%	7.8%
HR-Information, Services/Benefits	355	2.8%	6.8%	16.6%	29.6%	42.5%	1.7%
HR-Internal Audit (Compliance)	39	12.8%	2.6%	20.5%	23.1%	35.9%	5.1%
HR-Employment, Employee Relations & Compensation	322	5.0%	8.7%	21.1%	21.7%	41.3%	2.2%
HR-Professional Development	268	2.6%	2.6%	13.8%	28.4%	49.6%	3.0%
Inst. Effectiveness Assessment	63	4.8%	7.9%	17.5%	23.8%	46.0%	0.0%
Inst. Effectiveness Curriculum	48	4.2%	6.3%	12.5%	22.9%	52.1%	2.1%
Inst. Research Office	135	2.2%	5.2%	14.1%	27.4%	45.2%	5.9%
Public Relations	177	3.4%	6.8%	12.4%	27.1%	46.3%	4.0%
Transfer Programs	55	3.6%	1.8%	3.6%	29.1%	52.7%	9.1%

2. The unit procedures are efficient.



Faculty Survey:

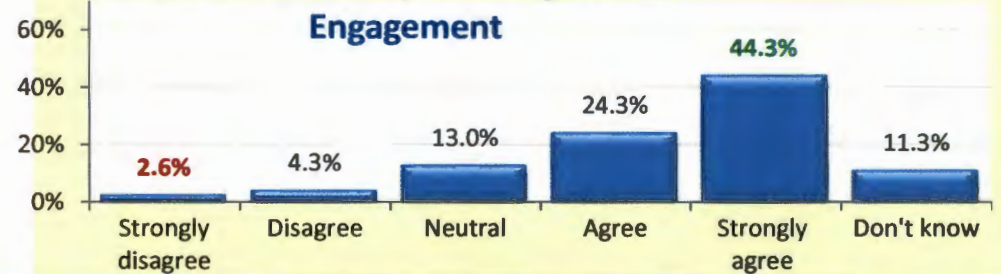
Collin Educational Support

Services/Programs

Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices

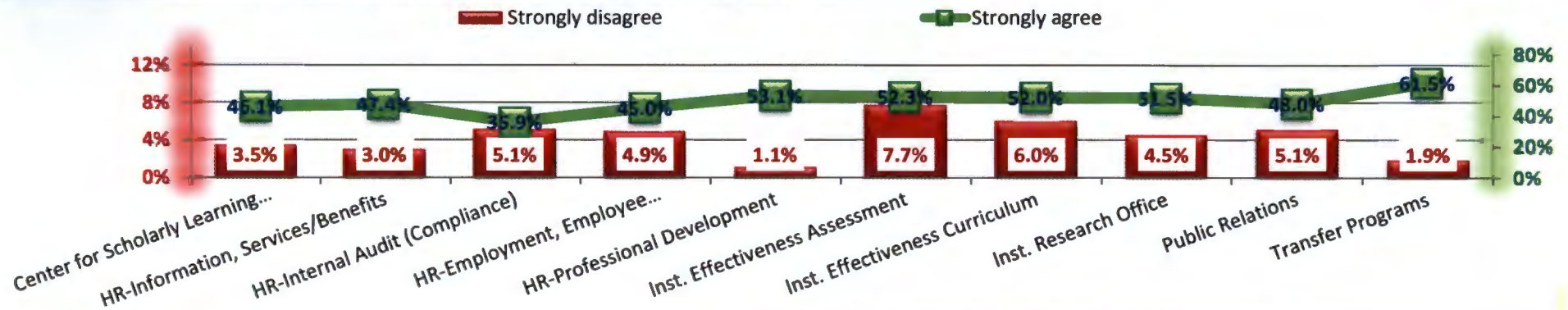
Spring 2012 (June 26, 2012)

Center for Scholarly Learning and Civic Engagement



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	115	2.6%	4.3%	13.0%	24.3%	44.3%	11.3%
HR-Information, Services/Benefits	361	4.4%	7.5%	13.9%	28.5%	41.0%	4.7%
HR-Internal Audit (Compliance)	39	12.8%	2.6%	17.9%	17.9%	33.3%	15.4%
HR-Employment, Employee Relations & Compensation	326	5.2%	12.9%	18.7%	18.7%	40.8%	3.7%
HR-Professional Development	264	1.9%	3.0%	14.0%	26.9%	49.6%	4.5%
Inst. Effectiveness Assessment	63	6.3%	11.1%	9.5%	22.2%	47.6%	3.2%
Inst. Effectiveness Curriculum	48	6.3%	6.3%	14.6%	20.8%	47.9%	4.2%
Inst. Research Office	136	5.9%	3.7%	16.9%	19.9%	47.1%	6.6%
Public Relations	175	5.7%	9.7%	10.9%	22.3%	46.3%	5.1%
Transfer Programs	54	1.9%	3.7%	5.6%	27.8%	51.9%	9.3%

3. The unit procedures met my needs in timely fashion.



Faculty Survey:

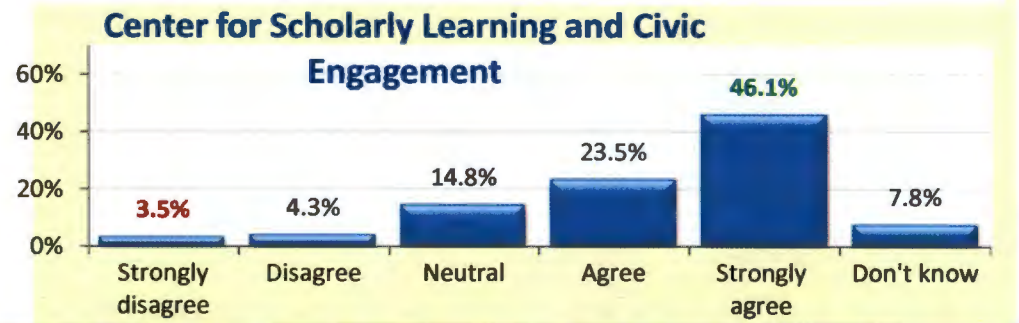
Collin Educational Support

Services/Programs

Section IV : Human Resources(HR), Public Relations,

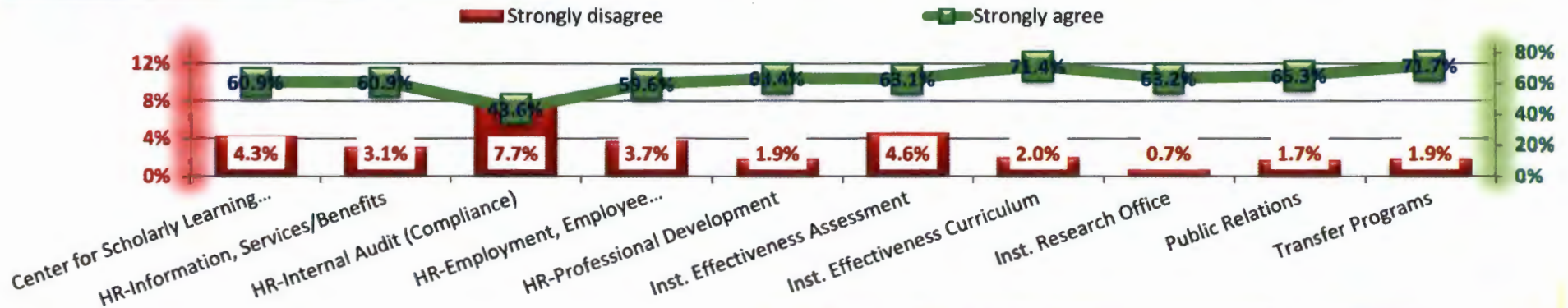
Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	115	3.5%	4.3%	14.8%	23.5%	46.1%	7.8%
HR-Information, Services/Benefits	361	3.0%	7.5%	12.5%	29.1%	47.4%	0.6%
HR-Internal Audit (Compliance)	39	5.1%	5.1%	20.5%	15.4%	35.9%	17.9%
HR-Employment, Employee Relations & Compensation	327	4.9%	12.8%	18.0%	18.7%	45.0%	0.6%
HR-Professional Development	271	1.1%	2.6%	12.9%	24.4%	53.1%	5.9%
Inst. Effectiveness Assessment	65	7.7%	3.1%	12.3%	21.5%	52.3%	3.1%
Inst. Effectiveness Curriculum	50	6.0%	4.0%	6.0%	28.0%	52.0%	4.0%
Inst. Research Office	134	4.5%	6.0%	13.4%	20.9%	51.5%	3.7%
Public Relations	175	5.1%	9.7%	13.7%	20.6%	48.0%	2.9%
Transfer Programs	52	1.9%	1.9%	7.7%	19.2%	61.5%	7.7%

4. The unit staff are courteous.



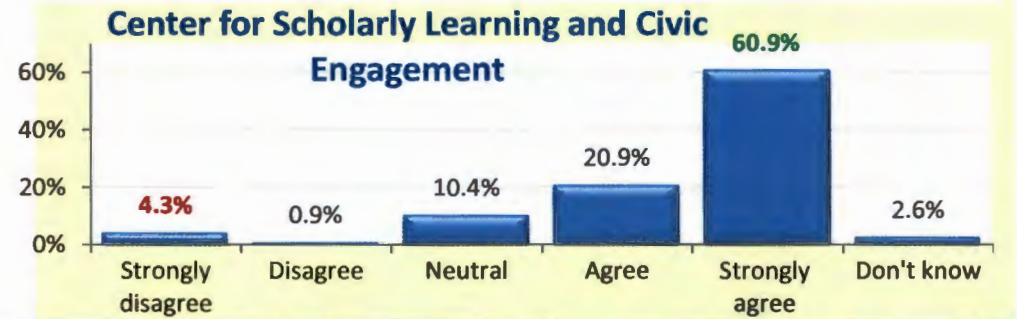
Faculty Survey:

Collin Educational Support

Services/Programs

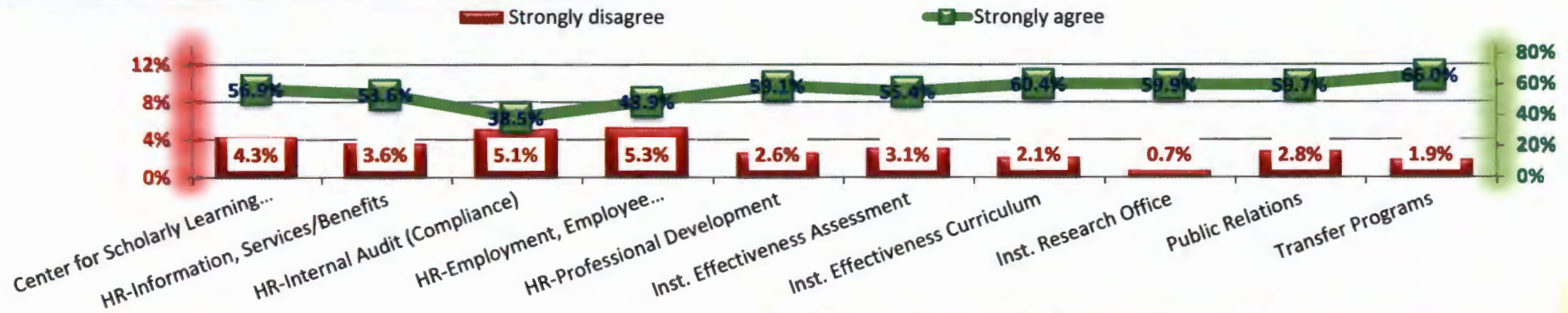
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	115	4.3%	0.9%	10.4%	20.9%	60.9%	2.6%
HR-Information, Services/Benefits	358	3.1%	3.6%	8.1%	22.6%	60.9%	1.7%
HR-Internal Audit (Compliance)	39	7.7%	5.1%	15.4%	17.9%	43.6%	10.3%
HR-Employment, Employee Relations & Compensation	327	3.7%	4.3%	12.2%	18.3%	59.6%	1.8%
HR-Professional Development	268	1.9%	1.1%	7.5%	21.3%	63.4%	4.9%
Inst. Effectiveness Assessment	65	4.6%	1.5%	9.2%	18.5%	63.1%	3.1%
Inst. Effectiveness Curriculum	49	2.0%	0.0%	8.2%	14.3%	71.4%	4.1%
Inst. Research Office	136	0.7%	0.7%	10.3%	20.6%	63.2%	4.4%
Public Relations	176	1.7%	4.0%	8.5%	19.3%	65.3%	1.1%
Transfer Programs	53	1.9%	0.0%	5.7%	11.3%	71.7%	9.4%

5. The unit staff are knowledgeable.



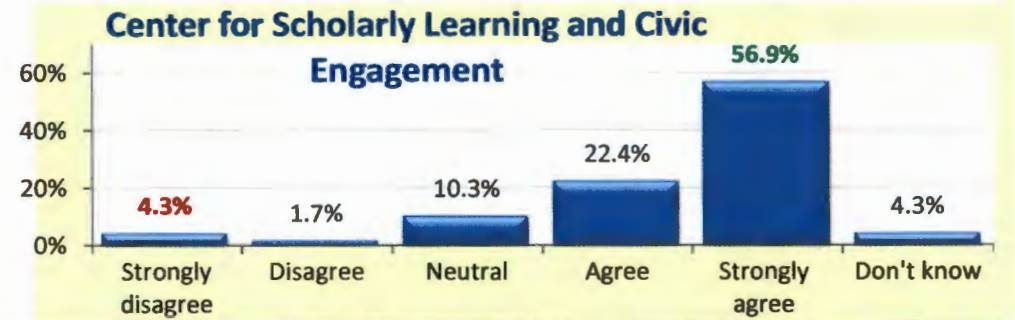
Faculty Survey:

Collin Educational Support

Services/Programs

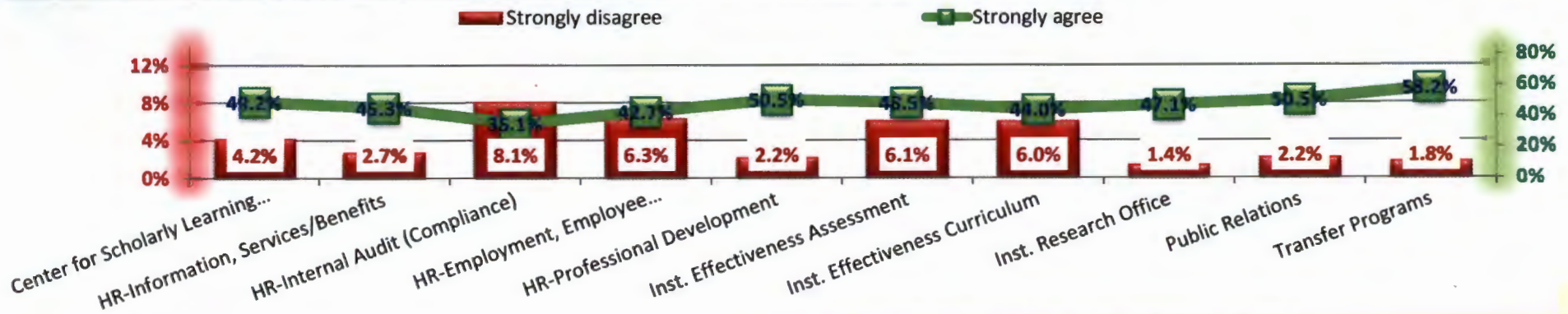
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	116	4.3%	1.7%	10.3%	22.4%	56.9%	4.3%
HR-Information, Services/Benefits	360	3.6%	4.2%	11.4%	25.8%	53.6%	1.4%
HR-Internal Audit (Compliance)	39	5.1%	0.0%	23.1%	17.9%	38.5%	15.4%
HR-Employment, Employee Relations & Compensation	323	5.3%	5.9%	16.1%	20.4%	48.9%	3.4%
HR-Professional Development	269	2.6%	0.7%	11.2%	22.7%	59.1%	3.7%
Inst. Effectiveness Assessment	65	3.1%	3.1%	12.3%	24.6%	55.4%	1.5%
Inst. Effectiveness Curriculum	48	2.1%	2.1%	4.2%	29.2%	60.4%	2.1%
Inst. Research Office	137	0.7%	3.6%	8.8%	21.9%	59.9%	5.1%
Public Relations	176	2.8%	4.0%	10.2%	20.5%	59.7%	2.8%
Transfer Programs	53	1.9%	0.0%	9.4%	13.2%	66.0%	9.4%

6. Overall satisfaction with the services/programs you have used.



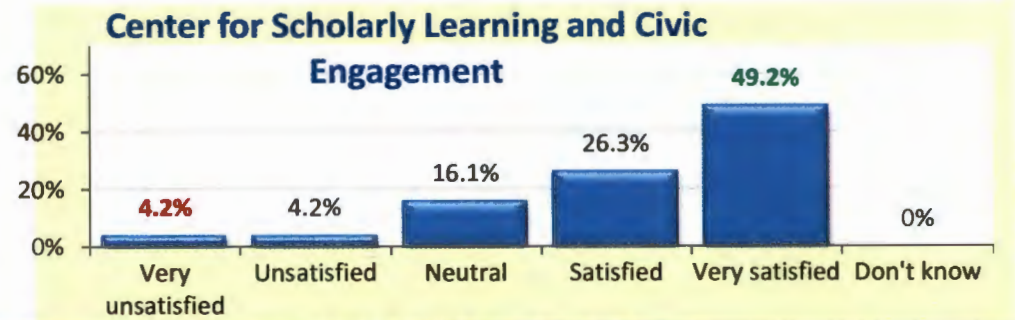
Faculty Survey:

Collin Educational Support

Services/Programs

Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



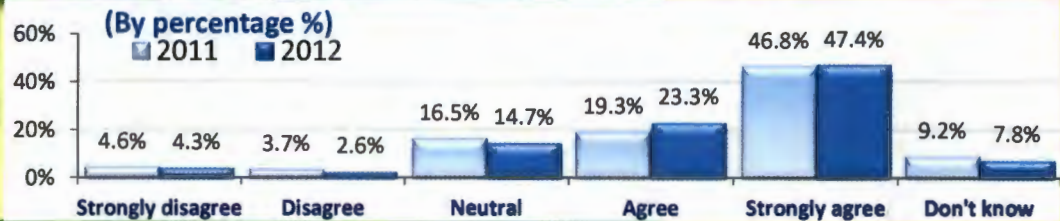
Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Don't know
Center for Scholarly Learning and Civic Engagement	118	4.2%	4.2%	16.1%	26.3%	49.2%	0%
HR-Information, Services/Benefits	369	2.7%	6.5%	16.0%	29.5%	45.3%	0%
HR-Internal Audit (Compliance)	37	8.1%	10.8%	18.9%	27.0%	35.1%	0%
HR-Employment, Employee Relations & Compensation	335	6.3%	11.0%	17.0%	23.0%	42.7%	0%
HR-Professional Development	277	2.2%	3.6%	10.8%	32.9%	50.5%	0%
Inst. Effectiveness Assessment	66	6.1%	6.1%	19.7%	19.7%	48.5%	0%
Inst. Effectiveness Curriculum	50	6.0%	4.0%	10.0%	36.0%	44.0%	0%
Inst. Research Office	138	1.4%	5.8%	14.5%	31.2%	47.1%	0%
Public Relations	182	2.2%	9.3%	16.5%	21.4%	50.5%	0%
Transfer Programs	55	1.8%	0.0%	10.9%	29.1%	58.2%	0%

Center for Scholarly Learning and Civic Engagement (2011 vs 2012)

Faculty Survey

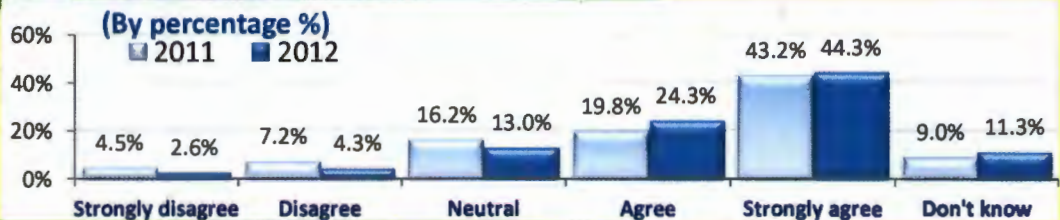
1. The unit procedures are user friendly.

Respondents	
2011	109
2012	116



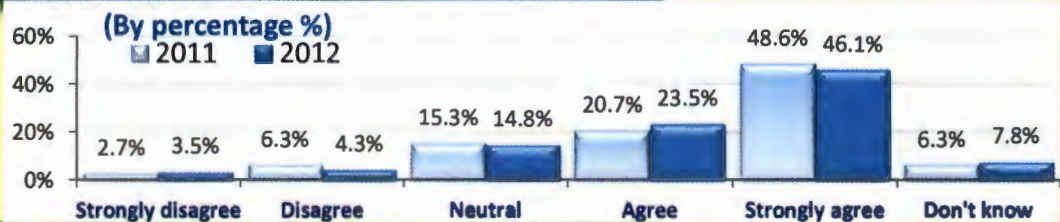
2. The unit procedures are efficient.

Respondents	
2011	111
2012	115



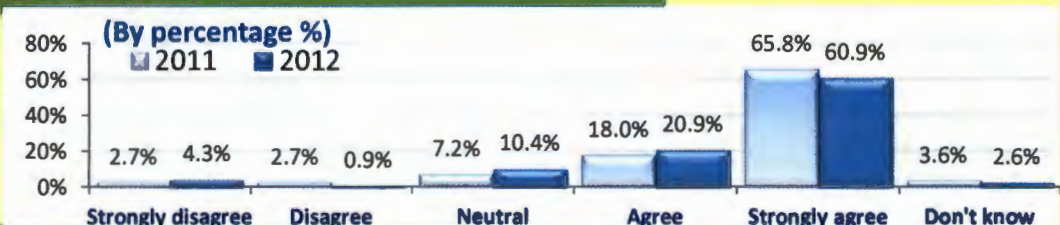
3. The unit met my needs in timely manner.

Respondents	
2011	111
2012	115



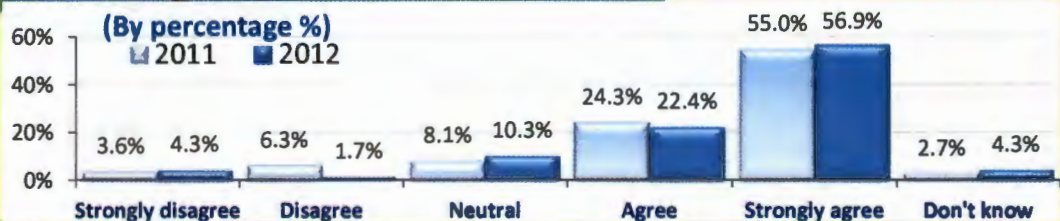
4. The unit staff are courteous.

Respondents	
2011	111
2012	115



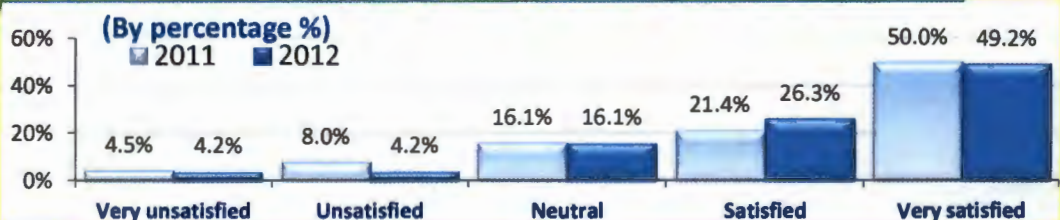
5. The unit staff are knowledgeable.

Respondents	
2011	111
2012	116



6. Overall satisfaction with the services/programs you said you have used.

Respondents	
2011	112
2012	118



444**SERVICE UNIT NAME:** eCollin Learning Center**ACADEMIC YEAR: 2013-2014****SERVICE UNIT PROGRAM REVIEW**

Questions regarding forms, calendars & due dates should be addressed to the Kathleen Fenton (ext. 3737) or Gordon Lin (ext. 3713) in the Institutional Effectiveness Office.

I. PROGRAM STATUS

- A. Describe how the program supports the college [mission and core values](#).
The eCollin Learning Center supports Collin College's mission and core values by supporting faculty, staff and students as they explore innovative teaching and learning methods to enhance the learning experience.
- B. Program Literature: List all program literature (course schedules, student handbooks, flyers, brochures, catalog entries, etc.) and provide last date updated. All program literature must be reviewed and updated no earlier than three months prior to the program review due date.

Table I-B: Program Literature

Title	Type	Last Updated
Student Registration Guide	Guide http://www.collin.edu/academics/PDF/2014SpringRegGuide.pdf	Spring 2014
eCollin Brochure	Brochure http://www.collin.edu/academics/ecollin/ecbrochure.pdf	Fall 2012

eCollin Bookmarks	Bookmarks - Two pdfs: ELC Student bookmark.pdf ELC Faculty bookmark.pdf	Fall 2013
eCollin Schedules	Schedules - http://www.collin.edu/academics/ecollin/eCollinSchedules.html (Fall 2013 should be moved to main schedule page as well) http://online.collin.edu/DistanceLearningCoursesFall2013.pdf	Spring 2013
eCollin FAQ's	http://online.collin.edu/eLC_faqs.html	

C. Identify the unit's primary function(s).

The eCollin Learning Center offers online student orientations, student, faculty and staff training for use of Blackboard and other online tools and technologies, and provides hands-on training, individualized support and instruction, group workshops and presentations, development and distribution of tutorials, webinars (via Collaborate), needs assessments, and logs and documentation on all activities in order to support faculty development and administrative records.

Research how three peer colleges handle this unit's functions. Identify the colleges and describe the similarities, the differences and any practices that might be advantageous to Collin College.

The structure and practices of three peer institutions were reviewed: San Jacinto Community College, Palm Beach State College, and Portland Community College. Areas of comparison included faculty training and support, online course approval and online faculty certification, and procedures for online student orientation.

In the case of faculty training and support, as is the case with Collin, the peer colleges house the responsibility within their respective distance learning departments. Their instructional designers and online trainers conduct both online and in-person workshops, and are available for in-person training and troubleshooting to the faculty both online and in-person. Thus, there is great similarity with our peer institutions in this regard. There is a striking and crucial difference, however--our peer colleges currently have far more designers, trainers, and staff which with to deliver these services to their faculty. Whereas Collin has a total of three instructional designers/trainers, our peer colleges have 11, 8, and 10 respectively. Portland Community College has, for example, in their course design department three online development facilitators plus an accessibility advocate for online courses, and in their instructor support department they have four instructional technology specialists and an alternate media formats technician. The case is similar at both San Jacinto Community College and Palm Beach State College. Whereas Collin expects to deliver the same services and support as our peer colleges, we are currently doing so with far less staff resources.

Similar to Collin, online course approval and faculty certification is administered primarily through the distance learning departments at the peer colleges. The nature of faculty involvement in the approval process differs slightly. At Portland the process seems to be entirely in the hands of the distance learning department, whereas at San Jacinto faculty serve on the authorizing committee. It is worth thinking about to what extent faculty should be involved in the approval process.

Student orientation for online learning seems to be important to all the institutions studied. In all cases, the institution provides support for the student orientations and the distance learning departments are responsible for such orientations. Whether they should be mandatory is an open question. At Collin and Palm Beach State they are not, at Portland and San Jacinto they are.

II. INSTITUTIONAL DATA

A. Gather any relevant, available information for the unit. Possibilities include:

1. Student Satisfaction Surveys

- a) IE Student Satisfaction Survey 2010 and 2012: IE Student Survey of Service Units_2010_2012.pdf
- b) Noel-Levitz Student Satisfaction Surveys: No information found on e-learning, distance learning, online student, web, instructional design.

- c) IE Faculty/Staff Satisfaction Surveys: IE Faculty Survey of Service Units_2011_2012.pdf
2. IPEDS (Integrated Postsecondary Education Data System) Data: No information found on e-learning, distance learning, online student, web, instructional design.
3. Unit-level Data, if available
- a) Audit Reports N/A
 - b) Periodic Unit Reports for supervisory chain - See Daily Log in item d.1 below
 - c) Point-of-Service Unit Surveys:
 - 1. ConstantContact Faculty Survey_December2013.pdf
 - 2. SurveyMonkey Faculty Survey_2013.pdf
 - 3. SurveyMonkey Student Survey_2012.pdf
 - 4. SurveyMonkey Student Survey_May2013.pdf
 - d) Number of delivered service units by function
 - 1. eLC Daily Log - list of total contacts of Faculty, Staff, and Students broken down by contact type
 - a. eCollin_DailyLog_July_Dec_2013.pdf
 - 2. Distance Learning and Faculty Certification
 - a. Distance Learning Reviews were not cataloged until late 2013. List of addenda being kept now.
 - b. Faculty Certifications: FacultyCertifications2013.pdf
 - e) Cycle or response time for service or product delivery completion: The eLC is open 9am - 5pm Monday - Friday for calls, emails and appointments. Response time is by end of business day. Product delivery is documented in detail of eLC daily log.
 - f) Number and types of complaints, No formal complaints 2012/2013. Formal complaints are escalated to the Associate Dean, Distance Learning. The Associate Dean addresses the complaint with the direct supervisor of

the employee OR directly with the supervisor (if the complaint is about the supervisor).

g) Time to resolution of complaints by type N/A

III. PROGRAM RESOURCES SINCE LAST PROGRAM REVIEW

A. Partnerships Resources: List all university/business and industry partnerships and describe them.

Table IV-A: Partnership Resources.

University/Business & Industry	Partnership Type	Special Requirements
N/A		

B. Employee Resources: List program employees (full- and part-time), their role, credentials, and professional development activity during the last four years.

Table IV B: Employee Resources -

Employee Name	Role in Program	Credentials	Professional Development since last Program Review
Blackman, Ann	Coordinator	MS Computer Education & Cognitive Systems, BSW Applied Behavioral Sciences	Faculty Development Conference, August 2013 Educause W/ SW Regional Conference, February 11-14, 2013, Austin TX Texas Distance Learning Association, March 25 - 28, 2013, Galveston TX Texas Community College Technology Forum, November 15,

			2013, Frisco TX
Choy, Francis	Instructional Designer	MS Administrative Science, BS Social Science	Attended Texas Distance Learning Associate Conference in 2013
Dolliver, Beth	Instructional Designer	MS Computer Education & Cognitive Systems, BS Elementary Education	New as of May 2013
Fueller, Bill	Director, Staff Technology Training	Ed.D. Curriculum and Instruction, MS Communications, BS English	
Garimella, Nirisha	Instructional Designer	Ph.D Family Sciences. MS Human Development, BS Home Science	Presented at Texas Community College Technology Forum, November 15, 2013, Frisco TX
Little, Brock	Secretary	H.S. Diploma, Completing AA in Music Business	New as of July 2013

Carter, Morgan	P-T Instructional Design Intern	Completing BAAS Applied Arts & Sciences	
Vance, Villa	P-T Instructional Design Intern	BS, Computer Science	New as of September 2013
Luna, Nicola	P-T Lab Assistant	BS, Computer Science	
Mayhew, Jen	P-T Lab Assistant	Bachelors in Communication	
Miro, Ben	P-T Lab Assistant	Completing MS in Arts & Technology	New as of December 2013

c. Facilities Resources: List/describe any resources acquired in the last five years, including grants, facilities and equipment.

Table IV-C: Facilities Resources

Room/Office Location and Designation	Size	Type	Special Characteristics (i.e. permanent like ventilator hood)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	Describe additional needs for any N" answer in columns 5 or 6.
eLC CPC - LA-232		LAB	Learning lab w/computers and	Y	N	Technologies will change substantially in five years

			projection system			
eLC PRC - L116		LAB	Learning lab w/computers and projection system	N	N	Layout is inappropriate for how the space is used today. Technologies will be obsolete soon.
eLC SCC - L257		LAB	Learning lab w/computers and projection system	Y	N	Technologies will change substantially in five years
Admin Office - L242		Office	Administrative suite with assistant space	Y	Y	

D. Equipment and Supplies: List all equipment valued at \$5,000 or more each

Table IV-D: Equipment and Supplies

Current Equipment Item or Budget Amount	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, justify needed equipment or budget change
N/A			

E. Financial Resources: List all financial resources in the table below.

Table IV-E: Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, explain why	For any no in columns 2 or 3, identify expected source of additional funds
College Budget	N	N	Understaffed. Last had a new full-time position in 2008.	General Revenue

IV. PROGRAM PLANNING

- A. Attach the unit’s two most recent Continuous Improvement Plans (CIPs).
Enter the filename of the first CIP and Enter the filename of the second CIP.
N/A - New unit as of 2012
- B. Describe any additional continuous improvement activity not captured in the Continuous Improvement Plans.
Not applicable
- C. What data, situation or observation prompted the continuous improvement activity described in #2?

Describe source of CIP activity here.

Not applicable

D. Use the Institutional and Unit Data and Resources to respond to the following questions.

1. Strengths: What strengths can this unit build on in the near future?

The eLC's greatest strength is personnel - efficiency, ability to work together, and our expertise. The eLC also has and maintains strict and consistent processes for common tasks.

Weaknesses: What unit weaknesses must be addressed in the near future?

The eLC is very short staffed and cannot currently keep up with demand, especially at peak times.

2. What are the perceived consequences if the weakness(es) is(are) not addressed?

The eLC Staff's response time will increase substantially. The eLC is already not meeting needs of staff and staff training, and we cannot keep on top of needed template revisions. The eLC anticipates more complaints rather than a few complaints. In order to serve students and the community, the eLC needs additional personnel to continue to aid in developing skills for faculty, staff and students and creating innovative resources that help faculty develop student character and challenge the intellect of all.

3. **Threats and Opportunities:** Describe any forecasted trends or changes in the following areas and the ways in which the committee thinks they may impact the way this unit functions five to ten years from now:

- legal - ADA, copyright, and state authorization
- political - reauthorization of the higher education act. We foresee additional requirements to validate the identification of the online student
- demographic - difference in income levels limit, non-traditional vs traditional students
- educational - increase in number of online class offerings is both a threat and an opportunity, depending on staffing.
- technological - technology is always a threat and an opportunity. It is a threat because of the need to remain current. It

is an opportunity because technology has and will continue to help us grow and be more efficient.

- a) Inequitable access to technology is a threat - across the county
 - b) High-speed vs low-speed internet users. Also the wide variety of devices being used.
- economic - this is a threat if Collin College is unable to staff the eLC adequately due to economic and financial constraints.
 - environmental - evolution of the brick and mortar classroom to using online tools. The expectation of wifi availability - and the eLC available to support this type of innovative learning (incorporation of mobile devices in learning).
 - social - this was once a threat and now it is a strength. As students and faculty learn to socialize in different ways using technology, online and distance technologies become more transparent. This will only aid in the growth of online classes and in the way that we assist people in using technologies.
 - cultural - continue to see the need for on-demand education - anytime, anywhere. Evolution of classes being offered year-round, the idea of semesters with hard begin and end dates going away. Increasing modulation of courses - redefining of what is a credit hour.

E. Summarize expectations and general plans for the next five years.

In the next five years, the eLC expects substantial growth in online courses and in the area of support for new course design and course redesign. In order to meet demand, the eLC plans to increase efficiencies by using technologies to assist with project management. In addition, training of part-time personnel will be consistent and ongoing to help direct traffic and assist with faculty, staff and student questions and issues. New/ additional full-time and part-time staff will be required to meet the growing demand of online learning, and train faculty and staff in new technologies outside of online instruction.

F. Attach the next Continuous Improvement Plan that will be implemented the academic year following this Program Review. Enter file name of the next CIP here.

Decreasing the number of misdirected calls is a big priority for the eLC as they take up a considerable amount of time,

especially at the beginning of the semester. With a decrease in misdirected calls, the eLC can focus attention on developing on-demand training materials for online faculty, staff and on-campus faculty using technology in their classrooms.

CIP File Name: eCollin CIP_Documentation_Form_2013_Post_ReOrg

G. Under ideal circumstances, how might this unit move the college forward in terms of effectiveness, efficiency or customer satisfaction?

Under ideal circumstances, the eLC staff believe that this unit has a lot of work that we would like to do. The eLC believes that our strengths revolve around our ability to **design** instruction and develop instructional materials for faculty, staff and students. We use technology to do this and are adept in the use of technology to facilitate learning. We cannot be technical support as well. Distance Education is one of the fastest growing units at Collin College. In order to both meet demand for services and assist faculty and staff in the development of technologically-enhanced learning environments, we need to focus on just that. The eLC staff want to be at the cutting edge of technology facilitation and design and not technical support for systems to which we do not have access. We believe that we have the talent, knowledge and ability to lead Collin College toward the next generation of learning.

Program Review Report Pathway:

Completed Program Review Reports will be evaluated by the appropriate deans and Program Review Steering Committees. Following approval by the Steering Committee, Program Review Reports will be evaluated by the Leadership Team who will approve the reports for posting on the intranet. At any point prior to Intranet posting, reports may be sent back for additional development.

SERVICE UNIT NAME: Student Life Office

ACADEMIC YEAR: 2013-2014

SERVICE UNIT PROGRAM REVIEW

Questions regarding forms, calendars & due dates should be addressed to the Kathleen Fenton (ext. 3737) or Gordon Lin (ext. 3713) in the Institutional Effectiveness Office.

I. PROGRAM STATUS

- A. Describe how the program supports the college [mission and core values](#).
- "Collin College is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect." A few specific examples of how the Student Life Office supports the college's mission statement are: 1) student leaders and student organization officers are offered training opportunities each year in various topics such as leadership skills, business office procedures, and safe travel; 2) programs such as the Knowledge is Power (KIP) Lecture Series, Community College Day, Constitution Day, Earth Day, Safe Relationships, Smart Money, and various other district-wide initiatives are supported and promoted by the Student Life Office; and 3) Collin College's faculty and staff members are encouraged to interact with students outside the classroom as student organization advisors. Collin College has "a passion for: Learning, Service and Involvement, Creativity and Innovation, Academic Excellence, Dignity and Respect, and Integrity." One specific example of how the Student Life Office supports these core values is through the support and promotion of the college's six (6) academic honor societies (i.e., Chi Alpha Epsilon, Kappa Delta Pi, National Technical Honor Society, Phi Theta Kappa, Psi Beta, and Sigma Kappa Delta). The Student Life Office also supports and promotes more than 60 student organizations including the American Sign Language (ASL) Club, Collin Health Information Management Association (CHIMA), Collin Math Club, Collin Nursing Students' Association (CNSA), Collin Robotics Club, OBSCURA Photo Club, Political Science Club/Mock Trial Team, Respiratory Care Club, Sleep Technology Club, Society of Women Engineers, Student Chapter American Dental Hygienists' Association (SCADHA), Student Animators Workshop (SAW), Students in Communication Association, Surgical Technology Student Organization (STSO), and Writers Bloc: The Collin Literary Society. The Student Life Office encourages students to attend local, state, and national conferences to learn about new methodologies and current issues in their various fields of study. Furthermore, the Student Life Office processes all of the paperwork that makes it possible for more than 600 students to volunteer more than 1800 service hours with more than 35 community partners annually. Additionally, the director of student life and the two (2) assistant directors of student life assist the Dean of Student Development (DOSD) Offices at their respective campuses with the investigation, management, and resolution of student disciplinary cases and files for

scholastic dishonesty (i.e., plagiarism, cheating, and collusion) cases.

- B. Program Literature: List all program literature (course schedules, student handbooks, flyers, brochures, catalog entries, etc.) and provide last date updated. All program literature must be reviewed and updated no earlier than three months prior to the program review due date.

Table I-B: Program Literature

Title	Type	Last Updated
Student Life Office Brochure	Informational brochure	Ongoing as needed
<i>2013-2014 Collin College Student Handbook: Section 5.32 Student ID Cards (p. 85), Section 5.34 Student Life (p. 86-87), Section 5.35 Student Organizations (p. 87), and Section 6.19 Lost and Found (p. 117)</i>	Student handbook outlining Collin College's policies and procedures, and describing the college's various student services	Annually, August 2013
<i>2013-2014 Collin College Catalog: Student ID Cards (p. 15) and Student Life (p. 39)</i>	Academic catalog describing Collin College's policies and procedures, and outlining the college's various academic programs and student services	Annually, August 2013
Student Organization Procedures Manual (SOPM)	Procedures manual and reference guide for student organization members, officers, and advisors containing information about the Student Life Office, student organization policies and procedures, and Collin College's policies and procedures	Annually, August 2013
Various Bulletin Boards at CPC, PRC, and SCC	Information and flyers regarding student organizations, campus and community news items	On a weekly basis or as needed

C. Identify the unit's primary function(s).

The Student Life Office oversees all aspects of student organizations at Collin College. This includes processing student organization registration packets; processing all student organization event paperwork; processing student organization travel paperwork; and handling all publicity, marketing, and promotion for the student organizations. One of the Student Life Office's most important functions is to assist with the development, coordination, and marketing of district-wide events and activities (e.g., Annual Student Organization Reception, Earth Day, Knowledge is Power Series, Rockin' the Ridge, Spring Fest, Veterans' Day activities, Welcome Week activities, Wild West at the Park, etc.) as well as various district-wide diversity awareness programs (e.g., African-American History Month). The Student Life Office processes all Student Activity Fee Allocation Committee (SAFAC) requests and reimbursements, and ensures SAFAC is following Collin College policies and procedures as well as all State of Texas Education Code 54.503, 54.504, 54.511, 54.512, and 54.513 requirements. The Student Life Office also produces student identification (ID) cards and serves as the college district's "Lost and Found" at CPC, PRC, and SCC. Additionally, the Student Life Office posts student organization, campus, and community news items at CPC, PRC, and SCC, and processes performance contracts and contract labor forms. Furthermore, due to the large volume of student disciplinary cases being received in the Dean of Student Development (DOSD) Offices at each campus, the director of student life and the two (2) assistant directors of student life now assist the DOSD Offices at their respective campuses with the investigation, management, and resolution of student disciplinary cases and files for scholastic dishonesty (i.e., plagiarism, cheating, and collusion) cases.

Research how three peer colleges handle this unit's functions. Identify the colleges and describe the similarities, the differences and any practices that might be advantageous to Collin College.

Information was gathered from the following peer colleges: Portland Community College, San Jacinto College, Sierra College, Sinclair Community College, Tulsa Community College, William Rainey Harper College, Eastern Florida State College (formerly Brevard Community College), Central Piedmont Community College, Diablo Valley College, Mesa Community College, Oakland Community College, and Palm Beach Community College. See Appendix A for all information gained from each of these peer colleges.

The three (3) peer colleges chosen to compare to Collin College were: Sierra College, Mesa Community College, and Oakland Community College.

Although Sierra College's student population (22,000) is about half the size of Collin College's, Sierra College has approximately the same number of student organizations (60) as Collin College. One (1) or two (2) programs are sponsored

strictly by the Campus Life Office each month at Sierra College, but most programming is collaborative and relies very heavily on faculty involvement. Additionally, much like Collin College, the majority of Sierra College's Campus Life budget is generated through Student Activity Fees. Unlike Collin College, however, at Sierra College student organizations and clubs are only required to submit a Constitution once as long as they remain active on campus, and the Student Senate sponsors most of the events and activities held throughout the year. Also, Sierra College's Campus Life Office is directed by the Student Senate advisor, who is a current faculty member as well, and none of the Campus Life Office staff members handle student disciplinary cases. One practice that might be advantageous to Collin College is that Sierra College offers incentives for student organizations to register, such as requiring registration paperwork to be completed before rooms may be reserved or funds accessed. Another of Sierra College's practices that might be advantageous to Collin College is that student organizations and clubs can earn funds by attending the Inter-Club Council, which gives the students involved an opportunity to discuss what each student organization or club is currently doing, collaborate on projects and events, and find partnerships for co-hosting programs, events, and activities.

Although Mesa Community College's student population (40,000) is slightly less than Collin College's and there are fewer student organizations (45), Mesa Community College's Student Life Office serves as a resource for campus and community information, much like Collin College's Student Life Office. Additionally, like Collin College's programming, Mesa Community College's programming is academically linked and provided in collaboration with other departments on campus. However, at Mesa Community College, the Student Life Office has staff members who are specifically program coordinators for not only the Student Life Office but also the Leadership and Multicultural Affairs Offices; and the dean of student affairs, not Student Life Office staff members, handles student disciplinary cases. Also, unlike Collin College, Mesa Community College's Student Life Office hosts six (6) to eight (8) large-scale programs each year. Much like Sierra College, Mesa Community College offers incentives for student organizations to register in a timely manner, which might be an advantageous practice for Collin College to consider. Mesa Community College provides up to \$300 in funding per semester for student organizations who register on time, which can be used by the student organizations to host events with the purpose of recruiting new members and retaining their current members.

Although Oakland Community College has a much larger student population (81,000) than Collin College, the number of student organizations (42) remains comparable to Collin College's. Oakland Community College and Collin College also have very similar registration processes, policies, and procedures for student organizations; however, Oakland Community College requires student organizations to submit an end of year report containing information on their accomplishments, service performed, budget and expenditures, fundraising activities, etc. Unlike Collin College, at Oakland Community College each of the four (4) Student Life Offices is staffed by a single student development coordinator, and these staff members do handle disciplinary cases for the student organizations in addition to their other responsibilities. The Student Life Offices at Oakland Community College are responsible not only for student organizations and student center management, but also for leadership development, volunteerism, service learning support, and community and campus resources. Additionally,

programming at Oakland Community College consists of films, concerts, lectures, annual college-wide activities (e.g., Welcome Back Week, Health and Safety Awareness Activities), and a Student Life Speaker Series. Ongoing recognition for student organizations at Oakland Community College is dependent upon participation as outlined in the Student Life Office's requirements, and includes creating one (1) activity per year that is open to the entire student body, completing at least one (1) community service project per year, and submitting an end of year report. This may be an advantageous practice for Collin College to adopt, as it would encourage the student organizations to be more active; engage the entire student body as well as serve the local community; and force the student organizations to be more accountable for their annual activities, budgets, and expenditures.

II. INSTITUTIONAL DATA

A. Gather any relevant, available information for the unit. Possibilities include:

1. Student Satisfaction Surveys
 - a) IE Student Satisfaction Survey 2010 and 2012
 - b) Noel-Levitz Student Satisfaction Surveys
 - c) IE Faculty/Staff Satisfaction Surveys
2. IPEDS Data
3. Unit-level Data, if available
 - a) Audit Reports
 - b) Periodic Unit Reports for supervisory chain
 - c) Point-of-Service Unit Surveys
 - d) Number of delivered service units by function
 - e) Cycle or response time for service or product delivery completion
 - f) Number and types of complaints
 - g) Time to resolution of complaints by type

III. PROGRAM RESOURCES SINCE LAST PROGRAM REVIEW

A. Partnerships Resources: List all university/business and industry partnerships and describe them.

Table IV-A: Partnership Resources.

University/Business & Industry	Partnership Type	Special Requirements
Carter Blood Care	Premier Partners (as defined by Carter Blood Care)	Must obtain permission from the vice president/provosts (VPPs) to be on each campus and private facilities, as outlined by Carter Blood Care.
Center for Scholarly and Civic Engagement (CSCE)	College department with whom the Student Life Office frequently partners to provide district-wide programs and events. The Student Life Office also provides financial resources for these programs and events as necessary.	Not applicable
Counseling Services Office	Partner with the Counseling Services Office to coordinate and promote various district-wide events (e.g., Safe Spring Break).	Not applicable
African-American History Month	Partner with the African-American History Month Committee to coordinate and promote district-wide events to celebrate African-American History Month.	Not applicable
Annual Live Smart! Health and Safety Fair at CPC	Partner with the Health and Safety Fair Committee to coordinate, promote, and procure vendors for this annual event.	Not applicable

Book in Common	Partner with the Book in Common Committee to coordinate and promote this district-wide initiative.	Not applicable
Knowledge is Power (KIP) Lecture Series	Partner with the KIP faculty members to promote and procure refreshments for these bi-annual lectures.	Not applicable
Smart Money	Partner with the Financial Aid Office to coordinate and promote this initiative.	Not applicable
Veterans' Day Committee	Partner with the Veterans' Day Committee to plan and promote district-wide Veterans' Day celebration events.	Not applicable
Clery Act Committee	Partner with the Clery Act Committee to plan and promote various safety and awareness programs on campus. The Student Life Office provides giveaway items for these events.	Not applicable
Constitution Day Committee	Partner with the Constitution Day Committee to plan and promote Constitution Day programs and activities at all campuses. The Student Life Office provides financial resources as needed.	Not applicable
Earth Day Committee	Partner with the Earth Day Committee to plan and promote Earth Day programs and activities at all campuses. The Student Life Office provides financial resources as needed.	Not applicable

Student Government Association (SGA)/Center for Scholarly and Civic Engagement (CSCE)	Partner with both SGA and CSCE to plan and promote students attending the annual Community College Day in Austin, TX. The Student Life Office provides financial resources as needed.	Not applicable
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B. Employee Resources: List program employees (full- and part-time), their role, credentials, and professional development activity during the last four years.

Table IV B: Employee Resources

Employee Name	Role in Program	Credentials	Professional Development since last Program Review
Lynda Gates	Director of Student Life	MA, BA	<p>2013-2014: All College Day, Fall All College Day, Spring Student Development Retreat</p> <p>2012-2013: All College Day, Fall All College Day, Spring Disciplinary/Scholastic Dishonesty Training Title IX and Clery Act Training DOSD Database Training Supervisor Training Student Employment Hiring Process Training Avoiding Retaliation Charges Training Preventing Workplace Harassment Training Preventing Employment Discrimination Training Budget Entry Training Student Development Retreat</p> <p>2011-2012: All College Day, Fall</p>

			<p>All College Day, Spring Retaliation Training Supervisor Training Budget Entry Training Performance Evaluation Training Business Office and Purchasing Training Student Development Retreat</p> <p>2010-2011: All College Day, Fall All College Day, Spring Supervisor Training Notary Public Training CougarMart Training Performance Evaluation Training Business Office and Purchasing Training Financial Aid Verification Training SOBI Training Performance Evaluation Training Business Office Procedures Training Student Development Retreat</p> <p>2009-2010: All College Day, Fall All College Day, Spring “You Did What?!?” HR Training Data Driven Decision Making Training PATH Training Survey Monkey Training Purchasing Training Budget Development Workshop Student Development Retreat</p>
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Donna Okaro	Assistant Director of Student Life	MA, BAS, AA	<p>2013-2014: All College Day, Fall All College Day, Spring Student Development Retreat</p> <p>2012-2013: All College Day, Fall All College Day, Spring Disciplinary/Scholastic Dishonesty Training Title IX and Clery Act Training DOSD Database Training SOBI Training Supervisor Training Time Clock Training Student Development Retreat FERPA Training</p> <p>2011-2012: All College Day, Fall All College Day, Spring Student Development Retreat Basic Excel in a Day Class Disability Awareness Seminar Mental Health Issues & Autism Seminar Trekking Through Technology Seminar EEOC Training Jerome Love's "Get Up, Get Out, and Get Something (GUGOGS)" Presentation Herschel Walker Mental Health Awareness Presentation</p> <p>2010-2011: All College Day, Fall All College Day, Spring Student Development Retreat</p>
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			<p>Financial Aid Verification Training Association for the Promotion of Campus Activities Conference Subscribed to “Academic Impressions: Higher Ed Weekly Newsletter” SOBI Town Hall Meeting Presentation Non-Verbal Communication Seminar Business Office & Purchasing Training CougarMart Training Understanding My Leave Benefits I & II Training FERPA Training</p> <p>2009-2010: All College Day, Fall All College Day, Spring Student Development Retreat Subscribed to “Community College Times” Supervisory & FMLA Benefits Training Leadership Development Seminar Disability Dictates Conference Generations Working Together Training “You Did WHAT?!?” HR Training Approaches to Creating a Veteran-friendly Campus Training PATH Student Employment Training Non-verbal Communication Training Essentials of Leadership Training Resolving Conflict – Peers Training Resolving Conflict – Supervisors Training Business Office & Purchasing Training Survey Monkey Training</p>
Michael Gregorash	Assistant Director of Student Life	MA, BBA	<p>2013-2014: All College Day, Fall All College Day, Spring</p>

		<p>Student Development Retreat</p> <p>2012-2013: All College Day, Fall All College Day, Spring Student Development Retreat Disciplinary/Scholastic Dishonesty Training All College Planning Work Session DOSD Database Training Web Time Entry Training Supervisor Ethics Roundtable DATF Training Student Employment Training</p> <p>2011-2012: All College Day, Fall All College Day, Spring Student Development Retreat Student Employment Hiring Process Training New Collin Public Calendar Training Emergency Communications Team Training Non-verbal Communication Training Avoiding Retaliation Charges Training Preventing Workplace Harassment Training Preventing Employment Discrimination Training</p> <p>2010-2011: All College Day, Fall All College Day, Spring Student Development Retreat Financial Aid Training Understanding Your Leave Benefits Training Financial Aid Appeals Committee Training Preventing Identity Theft Training Business Office and Purchasing Training</p>
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			<p>Student Employment Hiring Process Training</p> <p>2009-2010: All College Day, Fall All College Day, Spring Student Development Retreat Supervisor Training “You Did WHAT?” HR Training Generations Working Together Training PATH Training Preventing Sexual Harassment Training Preventing Employment Discrimination Training Business Office and Purchasing Training Approaches to Creating a Veteran-friendly Campus Training</p>
<p>Daniel Bryner</p> <p>Start Date: September 1, 2013</p>	Division Secretary	AA	<p>2013-2014: All College Day, Spring Student Development Retreat</p>
<p>Deanna Guess</p> <p>Start Date: May 14, 2012</p>	Budget Specialist	MBA, BBA	<p>2013-2014: All College Day, Fall All College Day, Spring Student Development Retreat</p> <p>2012-2013: All College Day, Fall All College Day, Spring Banner Training CougarMart Training</p>
Jovanna Dollins	Publicity Specialist	BAA, AAS	<p>2013-2014: All College Day, Fall All College Day, Spring Student Development Retreat</p>

		<p>2012-2013: All College Day, Fall All College Day, Spring Student Development Retreat Graduate School Cross-trained in Degree Evaluations Cross-trained in Academic Advising</p> <p>2011-2012: All College Day, Fall All College Day, Spring Student Development Retreat Graduate School Trekking Through Technology Seminar CPR/AED Heartsaver Training</p> <p>2010-2011: All College Day, Fall All College Day, Spring Student Development Retreat Association for the Promotion of Campus Activities Conference Completed Intermediate Access Class Completed CoreIDRAW X3 Class “How to Deal with Difficult People” Training Completed Undergraduate Degree</p> <p>2009-2010: All College Day, Fall All College Day, Spring Student Development Retreat Supervisory SA Training Customer Service Part 1 & 2 Training Approaches to Creating a Veteran-friendly Campus Training “You Did WHAT?” HR Training on Behavioral Management</p>
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			Basic Access Class Non-verbal Communication Training Business Office & Purchasing Training
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C. Facilities Resources: List/describe any resources acquired in the last five years, including grants, facilities and equipment.

Table IV-C: Facilities Resources

Room/Office Location and Designation	Size	Type	Special Characteristics (i.e. permanent like ventilator hood)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	Describe additional needs for any N" answer in columns 5 or 6.
None						

D. Equipment and Supplies: List all equipment valued at \$5,000 or more each

Table IV-D: Equipment and Supplies

Current Equipment Item or Budget Amount	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, justify needed equipment or budget change
Computer workstations, conference table, and storage cabinets located in SCC F-130 Student Organization Office	N	N	Similar workspaces for student organizations' use are not available at either CPC or PRC. Due to the large number of student organizations at each campus and the high volume of traffic in the SCC Student Organization Office, adequate workspace is needed for the student organizations at both CPC and PRC.

E. Financial Resources: List all financial resources in the table below.

Table IV-E: Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, explain why	For any no in columns 2 or 3, identify expected source of additional funds
College Operating Budget	Y	Y	Not applicable	Not applicable
Student Activity Fee Allocation Committee (SAFAC) Auxiliary Budget	Y	N	Requests for SAFAC funds from all departments have significantly increased over the past two (2) years. If this trend continues, the amount of funds SAFAC has available to allocate for various student-centered events and activities will be insufficient to meet everyone's needs.	Additional funds can only be raised by: (1) releasing funds from the reserve and/or (2) increasing student activity fees.

IV. PROGRAM PLANNING

- A. Attach the unit's two most recent Continuous Improvement Plans (CIPs).
Student Life CIP - 05032011 (see Appendix C) and a CIP was not completed for the 2012-2013 academic year. A CIP was completed for the 2010-2011 academic year regarding the implementation of a new student identification (ID) card system; however, that document cannot be located at this time.
- B. Describe any additional continuous improvement activity not captured in the Continuous Improvement Plans.
 Not applicable or Describe here.

C. What data, situation or observation prompted the continuous improvement activity described in #2?

The Collin Educational Support/Programs Student Survey: Fall 2010, which was published in January 2011, indicated low ratings for satisfaction with the Student Life Office. Thus, the 2011-2012 CIP was intended to address and remedy this apparent weakness. Specifically, the 2011-2012 CIP was designed to improve the low ratings regarding student satisfaction with the courteousness of the Student Life Office staff members, the knowledge of the Student Life Office staff members, and students' overall satisfaction with the Student Life Office.

D. Use the Institutional and Unit Data and Resources to respond to the following questions.

1. Strengths: What strengths can this unit build on in the near future?

Data collected from various student surveys indicates that the majority of students who were aware of and used the Student Life Office's services felt the hours were convenient, service was provided in a timely manner, and the staff were courteous and knowledgeable. Overall, the majority of these students were either "satisfied" or "very satisfied" with the Student Life Office's programs and services. Data collected from various faculty and staff member surveys indicates that the majority of faculty and staff members who were aware of and used the Student Life Office's services felt the procedures were user-friendly, efficient, and met their needs in a timely manner. Additionally, these faculty and staff members felt the Student Life Office's staff were courteous and knowledgeable. Overall, the majority of these faculty and staff members were either "satisfied" or "very satisfied" with the Student Life Office's procedures and services. The Student Life Office offers viable, quality programming for students that is produced in collaboration with Collin College's faculty and staff members. The Student Life Office should continue to build on this strength by looking for additional ways to support faculty members outside the classroom as well as ways to support staff members in their efforts to increase student retention and overall student success. Additionally, the Student Life Office staff members are able to recognize potential problems and work quickly to find solutions and correct any problems or issues that do arise during events. All Student Life Office staff members, including student assistants, step up to assist with every event, which helps to ensure these events and activities run smoothly and are as successful as possible.

2. Weaknesses: What unit weaknesses must be addressed in the near future?

Data collected from various surveys indicates students, faculty, and staff are not aware of the multiple services offered by the Student Life Office or the opportunities presented by the college's various student organizations. Students, faculty, and staff simply do not know what the Student Life Office does, which appears to play a large role in their dissatisfaction ratings on these surveys. The Student Life Office needs to do a better job in the future of marketing and branding events and activities to make students, faculty, and staff more aware of what is going on; get students more involved and engaged on campus; and also to ensure students, faculty, and staff know the Student Life Office's purpose and role on campus. The Student Government Association (SGA), in conjunction with the

Student Life Office, can facilitate the marketing and branding for the student organizations and assist with promoting the various events and activities held throughout the academic year. Some ways to increase publicity include sending text messages to interested students with information about events and student organizations, better utilizing social media outlets, and putting information on the television screens located in the public/common areas at each campus. With regard to low ratings on the courteousness of the Student Life Office staff members, student assistants are normally the first people students, faculty, staff, and community members encounter when they walk into the Student Life Offices at each campus. Thus, it is important to do a better job of preparing the front line student assistants by providing them with ongoing training, including customer service training, in addition to the end-of-semester evaluations currently in place. The full-time Student Life Office staff members are knowledgeable in many areas; however, the student assistants are not as informed and need to be trained to use multiple campus resources, including the college's website, to direct students and community members to the proper office(s) and ensure they are receiving correct information. One of the Student Life Office's greatest weaknesses is the inability to conduct online training for student organization officers and advisors, which prevents new officers and advisors from meeting the mandatory training requirement in a timely manner. Having a true online training program would alleviate this delay and ensure the officers and advisors are following the proper policies and procedures from the start of each semester. The Student Life Office produces large amounts of student organization paperwork that include, but are not limited to, registration forms, financial documents and receipts, activity approval forms, and SAFAC requests and approvals. It is essential that an automated process be implemented in order to more effectively and efficiently process and keep track of the volume of paperwork currently being generated. Implementation of a software system that would, at a minimum, allow student organization registration paperwork to be processed online would reduce the lag time for student organizations to officially become recognized, and would also streamline the activity approval process. The Student Life Office is a department consisting of only six (6) full-time staff members who are all very specialized in their job duties and skills. Sometimes, when a staff member is out of the office, the other staff members' lack of knowledge of that person's responsibilities can be a hindrance and cause a delay in accomplishing various tasks. Cross-training of staff members as well as effective communication and consistency in job responsibilities may be ways to resolve this issue. Additionally, it may be possible to redistribute responsibilities among the full-time staff members in order to ensure that no single staff member is being overworked or relied on too heavily, and to prevent delays when a staff member is out of the office. One manner in which this is already being accomplished is through the implementation of an "event lead" and "assistant event lead" for every event. This will assist with the preparation for events, including paperwork processing and setup, and will help to ensure that all of the responsibilities and tasks involved in running events will not fall to a single staff member. Another weakness is the lack of adequate work space for the student organizations within the Student Life Offices at CPC and PRC. At this point, there is no satisfactory way to resolve this problem; however, once CPC and PRC are built out and additional classroom buildings are added, the Student Life Office may be able to relocate to a larger area and/or acquire a

larger work space for the student organizations at these campuses. Finally, the Student Activity Fee Allocation Committee (SAFAC) budget is currently being stretched to its limits. If requests for SAFAC funds continue to increase, as has been the trend in recent years, the SAFAC budget will not be adequate to cover all of the needs and requests. The only resolution to this problem at this time is to encourage the student organizations to fundraise more effectively so they can assist with paying for events, trips, conferences, etc. without having to rely so heavily on SAFAC funding.

3. What are the perceived consequences if the weakness(es) is(are) not addressed?

If the aforementioned weaknesses are not addressed, the Student Life Office may not receive enough Student Activity Fee Allocation Committee (SAFAC) Auxiliary Budget to fund all of the programs that are currently being offered, and SAFAC funds will not be enough to cover all requests for funding. Any loss of funding will have a large impact on student travel, as the district will no longer be able to afford to send students to the many off-campus conferences and activities they currently attend. Additionally, student organizations and activities will be greatly impacted by any loss of funding, as there will no longer be enough money to meet all needs and requests for funding and student organization activities. This will lead to decreased student participation in activities, and could also lead to loss of student organizations due to their inability to function without the necessary funding. Research has shown that engaged and involved students become successful students who remain at colleges and fulfill their academic goals. Therefore, attrition of student organizations and activities will eventually result in fewer engaged students, and may also lead to an overall loss of students due to lack of opportunities to become involved on campus. In a worst case scenario, this could negatively impact Collin College's overall retention and graduation rates, resulting in a loss of funding from the state, budget cuts, and reductions in numbers of staff employed across the district.

4. Threats and Opportunities: Describe any forecasted trends or changes in the following areas and the ways in which the committee thinks they may impact the way this unit functions five to ten years from now:

- legal
- political
- demographic
- educational
- technological
- economic
- environmental
- social
- cultural

The Student Life Office's programs will continue to be of educational value to students in the coming years. However, it is essential to create and promote additional programming in collaboration with faculty members and other offices on campus in order to continue to engage students; increase their participation in student organizations, events, and

activities both on- and off-campus; and meet the evolving needs and demands of the entire student body. For example, given the rapidly rising cost of textbooks, students will continue to need assistance paying for these items along with other school supplies. It may be possible for the Student Life Office to partner with other offices or departments on campus to create a new event that would help students offset the cost of textbooks and other school supplies. As legal and liability concerns become increasingly important to colleges, it is inevitable that these types of issues will impact the Student Life Office at Collin College. Student organizations travel extensively, volunteer with minors, are active in the community, and perform various other functions that have the potential to put students, student organizations, and Collin College at risk. As participation in these activities continues and increases in the future, it will be necessary to make adjustments to procedures in order to protect all parties from legal and liability concerns. It is essential that the Student Life Office find ways to incorporate current technology into its daily processes in order to more effectively and efficiently meet all students' and student organizations' needs and demands. At this time, all of the Student Life Office's and student organizations' paperwork is processed manually with paper and pen; however, current technology allows for faster and more efficient processing of these documents. Additionally, research shows that this technology has become more affordable. Therefore, Collin College will need to purchase a software program to manage paperwork processes for the Student Life Office and student organizations within the next 12 to 18 months. This will allow for more efficient processing of all documents, which will in turn allow the Student Life Office's staff members to redirect some of their efforts from processing paperwork to focus on other projects and activities. Furthermore, this will lower the Student Life Office's carbon footprint by requiring less paper and reducing the necessity to print documents and forms.

E. Summarize expectations and general plans for the next five years.

The Student Life Office will continue to offer viable, quality programming for students that is produced in collaboration with Collin College's faculty and staff members. Additionally, the Student Life Office will secure an online data management software system to facilitate, streamline, and manage the processing of student organization registration paperwork, the activity approval process, and other current paper processes. Ideally, a new online data management software system will also allow the Student Life Office to develop and offer adequate online training opportunities for student organization officers and advisors. Additionally, a "real time" application such as a new online data management software system will provide student organization officers and advisors with updated and current information (e.g., up-to-date member rosters) that can easily be accessed from their smartphones, tablets, and other mobile devices. The Student Life Office will also develop ongoing training procedures for the office's student assistants, specifically with regard to the procedures for student organizations and information contained in the Student Organization Procedures Manual (SOPM). These ongoing training procedures will allow the office's student assistants to be more helpful and consistent when answering questions and responding to concerns regarding student organizations. The Student Life

Office will also seek out and offer appropriate customer service-oriented training for all full-time staff, part-time staff, and student assistants. Furthermore, with the assistance and approval of the Public Relations (PR) Department, the Student Life Office will do a more effective job of branding programming in which they are involved either as the primary facilitator or as a co-facilitator, and will develop a comprehensive marketing plan for the Student Life Office as well as the student organizations.

- F. Attach the next Continuous Improvement Plan that will be implemented the academic year following this Program Review. Student Life_CIP_2014-2015 (see Appendix D)

Use the available data and any Program Review Committee conclusions to justify/support the new action plan. Scores on the Collin Educational Support/Programs (CESP) Student and Faculty Surveys indicating awareness of the Student Life Office were not as high as desired. Thus, it was decided that the next Continuous Improvement Plan (CIP) should focus on increasing students', faculty members', and staff members' awareness of the programs, events, activities, and services offered by the Student Life Office. Additionally, the current pen and paper system for receiving and processing student organizations' registration, meetings, and events paperwork is extremely cumbersome and results in a large volume of paperwork that must be processed by hand. This can lead to inefficiencies, errors, and delays in properly processing all of the paperwork, which can greatly affect the student organizations' ability to hold meetings, sponsor events, fundraise, etc. It is imperative that this process be streamlined, and the best way to do that is through the purchasing and implementation of a new district-wide student organization data management software system. Finally, the current system that is being used to produce student identification (ID) cards is outdated and does not provide as much functionality as many of the newer systems that are now available. Therefore, it is very important that the functionality of the current student ID card system be improved, and the most feasible way to do this is through the purchasing and implementation of a new student ID card software package.

- G. Under ideal circumstances, how might this unit move the college forward in terms of effectiveness, efficiency or customer satisfaction?

By focusing on increasing students', faculty members', and staff members' awareness of the programs, events, activities, and services offered, the Student Life Office will raise satisfaction ratings, as well as awareness of and participation in these services and programs. By eliminating the inefficiencies, errors, and delays caused by the current pen and paper system with a new automated online data management software system, the Student Life Office will enable student organizations to function more effectively and efficiently. By eliminating the large volume of paperwork that is currently processed by hand, the Student Life Office's staff resources can be redirected to creating student assistant training, student organization leadership opportunities, and new collaborations with other offices and departments, among other

initiatives. A new online data management software system also has the potential to be utilized by other departments (e.g., Center for Scholarly and Civic Engagement, New Student Orientation) to facilitate programming, events, and training district-wide. With the purchase of a new student identification (ID) card system, the process for producing student ID cards will become more efficient, and it will also be possible to track students' use of various campus facilities and resources (e.g., athletic facilities, computer labs, events, programs, games) when they swipe their ID cards. This will allow for better data collection, and will also give the Student Life Office the ability to print lists of students who use the college's facilities and attend the many events and programs held district-wide each year. Additionally, a new student ID card system will offer better quality, higher resolution photos that can be utilized by the Collin College Police Department and the Dean of Student Development (DOSD) Office to identify students.

V. PROGRAM REVIEW REPORT PATHWAY:

Completed Program Review Reports will be evaluated by the appropriate deans and Program Review Steering Committees. Following approval by the Steering Committee, Program Review Reports will be evaluated by the Leadership Team who will approve the reports for posting on the intranet. At any point prior to Intranet posting, reports may be sent back for additional development.

**Appendix A:
Information Gathered from
Peer Colleges**

Portland Community College

Student ID Cards

Produced By: Student Life

Fee: First free

Replacement Fee: \$10-\$15

Other Functions: Financial Aid and Library

Student Organizations

Number: Student Clubs, at one campus has about 40. Four separate campuses which each have their own clubs particular to the campus' academic programs. They do not function as a district. Students must be taking a particular number of hours at a campus to be involved in a club at that particular campus. Campuses do not run as a district, each campus' Student Union has a set budget for clubs dependent on the number of students taking credit courses at that campus.

Registration Process: Must fill out a Charter Packet. 12 students required on campus, staff advisor, and constitution. An approximate \$300/yr budget is provided for clubs, any additional needs must be met through fundraising.

Deadline for Student Organizations to Submit Registration Paperwork:

Is An Automated Process Used for Registration Paperwork? If So, What Program, and

What Does the Program Cost?: Paper process only, but available online to print

Student Life Office

Primary Duties: Student Union, PTK, Women's Resource, Multicultural, Peer Advising, Child Care

Programming: Student leadership, student lobbying, vote, speakers, bands, veterans. Both sponsored and co-sponsored, depending on speaker and/or costs.

Student Life Staff: One (1) coordinator, one (1) administrative assistant, several student assistants

Number of Student Life Offices: 3

Number of Programs Sponsored by Student Life Each Year:

Differences Between Student Services and Student Programming: Student Services assists students, whereas student programming builds students to success.

Collaborations (Co-sponsored Events) with Other Offices:

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No

Hierarchy (i.e., How the Student Life Office is Structured):

Budget (Typical Breakdown):

College Demographics

Number of Students at College: 25,000 – 30,000 at each campus

Number of Campuses: 3

San Jacinto College

Student ID Cards

Produced By: Enrollment Services Dept.

Fee: Free

Replacement Fee: \$7

Other Functions: None

Student Organizations

Number: 30-40

Registration Process: Booklet or manual, Student Org Registration App, 5 students one being SGA.

Deadline for Student Organizations to Submit Registration Paperwork: Deadline is after all training has been completed for funding purposes only.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?: Paper but available online to print.

Student Life Office

Primary Duties: Club fairs/recruiting, fun events (social events) to create college atmosphere. Educational events as well but try to make it fun.

Programming: Clubs/Organizations, tracking meetings/activities; co-sponsored campus events.

Student Life Staff: Central: 2 full-time, 1 part-time, and 2 federal work study students

Number of Student Life Offices:

Number of Programs Sponsored by Student Life Each Year: Central: 60

Differences Between Student Services and Student Programming: Services involves prepping students. Programming involves clubs and creating the college environment

Collaborations (Co-sponsored Events) with Other Offices: Welcome Week, Student RAVE to find out about different depts., RAVEN Rally with orgs.

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No

Hierarchy (i.e., How the Student Life Office is Structured): Coordinator of Student Life, Administrative Assistant, Part-time Administrative Assistants, Federal Work Study

Budget (Typical Breakdown): Majority used for clubs events, programming for non club members events

College Demographics

Number of Students at College: 15,000 at Central; unaware for other campuses

Number of Campuses: 3

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Sierra College

Student ID Cards

Produced By: Admissions & Records

Fee: Free

Replacement Fee: Free

Other Functions: Loadable for food and other items, labs, other areas on campus

Student Organizations

Number: 60

Registration Process: 4 students and advisor, one time constitution good as long as active every year, after inactive for 2 yrs then new constitution required. Student Senate approves, re-register every semester. Get \$100 from college for being new org. Have until end of semester to turn paperwork in but can't access funds or reserve a room. Inter-Club council meeting twice a month, does get paid to attend (funds for clubs) – clubs meet and discuss what each is doing,

information swap. Chance for clubs to co-program events. "Life requires getting involved." Hence, trying to get students involved early.

Deadline for Student Organizations to Submit Registration Paperwork: No deadline, but club will not be funded until paperwork is turned in; cannot spend money or reserve room unless organization is registered.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?: Still paper but available online for download and printing.

Student Life Office

Primary Duties: Student Senate sponsors most events. Campus Life is just the Senate Advisor, he is a faculty member.

Programming: Food truck, pride day, club days, casino night. Events done through clubs and sponsored by Student Senate.

Student Life Staff: Faculty Coordinator and Office Manager and Student Assistants

Number of Student Life Offices: Only 1 Campus Life at largest campus other campuses have a faculty member that takes time to run programs.

Number of Programs Sponsored by Student Life Each Year: 1 or 2 a month done by Campus Life, more done thru collaboration

Differences Between Student Services and Student Programming: Services involves getting students, and programming is keeping students and getting students involved.

Collaborations (Co-sponsored Events) with Other Offices: Almost everything is a collaborative event, faculty are heavily relied on.

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No but contact does serve as a Student Grievance Officer and has served in this capacity since the beginning of his employment.

Hierarchy (i.e., How the Student Life Office is Structured):

Budget (Typical Breakdown): From student fees that are optional this year is \$100,000; supplies and programming is about \$30,000 for the year.

College Demographics

Number of Students at College: 22,000

Number of Campuses: 3

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Sinclair Community College (Office name changed to Student Leadership Development)

Student ID Cards

Produced By: Registration Office

Fee: Free

Replacement Fee: \$5

Other Functions: Similar to bank card and student ID

Student Organizations

Number: 24

Registration Process: Complete renewal packet which includes officers, advisor, 10 students, and constitution. Check twice a semester if each student is registered.

Deadline for Student Organizations to Submit Registration Paperwork:

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?:

Student Life Office

Primary Duties: Game room, 4 events (welcome week, breast cancer awareness, multicultural health and service fair, spring fling) SGA, toastmasters, Ohio Fellows

Programming: Trying to add in some “fun” days. Only 1 full-time staff member at the moment so programming is limited.

Student Life Staff: 1 full-time

Number of Student Life Offices:

Number of Programs Sponsored by Student Life Each Year:

Differences Between Student Services and Student Programming:

Collaborations (Co-sponsored Events) with Other Offices:

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body):

Hierarchy (i.e., How the Student Life Office is Structured):

Budget (Typical Breakdown):

College Demographics

Number of Students at College:

Number of Campuses:

Tulsa Community College

Student ID Cards

Produced By: Student Life

Fee: Free

Replacement Fee: \$20 unless documented theft or name change then \$5

Other Functions: Prox chip, access to certain areas of college.

Student Organizations

Number: 75-80

Registration Process: 10 students petition, constitution, signed off by student government

Deadline for Student Organizations to Submit Registration Paperwork: 6th wk of semester, but deadline is flexible, not firm.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?: Forms available online but still paper. Formada has been purchased but has not yet been implemented.

Student Life Office

Primary Duties: Programming, postings, parking stickers

Programming: Staff programming, musical events, workshops, artshows, holiday theme parties, etc.

Student Life Staff: 4 full-time and 4 part-time at Metro Campus, 4 full-time and 4 part-time at West Campus, 4 full-time and 4 part-time at Southeast Campus, 2 full-time and 4 part-time at Northeast Campus

Number of Student Life Offices: 4

Number of Programs Sponsored by Student Life Each Year: 170 per year (a lot of small online survey types)

Differences Between Student Services and Student Programming: Services include student development outside the classroom. Programming includes events that involve students to improve success.

Collaborations (Co-sponsored Events) with Other Offices: Job fair, fashion show, resume writing workshops, conferences/conventions

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No

Hierarchy (i.e., How the Student Life Office is Structured): Director, Activity Specialist, Administrative Assistant, Accountant, and Part-timers which includes student assistants

Budget (Typical Breakdown): Varies yearly. Current year is \$48,000 for programming and office operations.

College Demographics

Number of Students at College: 22,000 district wide (Metro Campus: 4,800, Southeast Campus: 8,000, Northeast Campus: 3,500, West Campus: 2,800)

Number of Campuses: 4

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William Rainey Harper College

Student ID Cards

Produced By: Done through the “Box Office,” however Student Involvement does help supplement the costs.

Fee: Free

Replacement Fee: \$5

Other Functions: None right now, have discussed making it loadable with funds.

Student Organizations

Number: 10 organizations, which are the larger groups. 50 clubs, which are smaller groups.

Registration Process: Intent to be active form for returning clubs. New Club: Recognition Packet – similar to Collin’s registration packet. Must have at least 7 students. SGA reviews applications and makes recommendation to recognize or deny.

Deadline for Student Organizations to Submit Registration Paperwork: October 1st, and organizations are active for the entire year.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?: Paper but are looking into an automated system.

Student Life Office

Primary Duties: Campus programming, leadership activities, organizations, recreation and academic programs, workshops including speakers

Programming: Diversity programming, Curriculum Infusion Perspective (ties programs into what is being taught in the classroom)

Student Life Staff: 2 Coordinators—1 for Service and Civic Engagement and 1 for Student Involvement, Communication Assistant, Administrative Assistant, Director (will be reclassified to an Associate Dean), and Student Assistants

Number of Student Life Offices: 1

Number of Programs Sponsored by Student Life Each Year: 200+

Differences Between Student Services and Student Programming: Services benefit the students while programming helps the students develop.

Collaborations (Co-sponsored Events) with Other Offices: Health & Wellness, Mediation Workshops, Breast Cancer Awareness, Diversity Programs

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No

Hierarchy (i.e., How the Student Life Office is Structured): Dean, Coordinators, Administrative Assistant, Communication Assistant

Budget (Typical Breakdown): Unknown

College Demographics

Number of Students at College:

Number of Campuses: 1

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Eastern Florida State College (formerly Brevard Community College)

Student ID Cards

Produced By: Library

Fee: Free

Replacement Fee: \$10

Other Functions: Library card

Student Organizations

Number: 56

Registration Process: The Student Government Association is the organization at EFSC that provides initial approval of student clubs and events. Once approved by the SGA, the Cocoa Associate Provost or Provost will review the documents and recommend final approval to the VP for Enrollment Management and Student Success. Forms include: Charter Approval for New/Reactivation of Student Organization Form, Sponsor Agreement Form, Schedule of Meeting Dates and Planned Activities, Constitution and By-laws.

Deadline for Student Organizations to Submit Registration Paperwork: A new club can be chartered at any time during the school year. Current Status Reports are due no later than two (2) weeks after the first class day of each semester.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and What Does the Program Cost?: CollegiateLink and OrgSync have been considered but not purchased at this time.

Student Life Office

Primary Duties: Student Life encompasses Athletics, Bookstore, Child Development Centers, Clubs & Activities, Counseling, Honors Program, Online Resources, Service-Learning, Student Code of Conduct, and Study Abroad. It is not one department.

Programming: Student Activities Offices oversee SGA, Student Organizations, and Student Activity Fees.

Student Life Staff: Four (4) directors—one (1) at each campus—zero (0) additional staff

Number of Student Life Offices: 4 Student Activities Offices

Number of Programs Sponsored by Student Life Each Year: Student Ambassadors programming, Welcome Week, Leadership Programs. Intramurals. Averages out to at least 1 event per week, although some times are busier than others.

Differences Between Student Services and Student Programming: Food Pantry Resource, Student Lounge, Not involved in Orientation.

Collaborations (Co-sponsored Events) with Other Offices: Health Fair, AAHM, Directors serve on committees for most campus events. (Not Career Center Events, like Job Fairs.)

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): No.

Hierarchy (i.e., How the Student Life Office is Structured): Directors report directly to their campus Provost/Associate Provost

Budget (Typical Breakdown): Each campus has its own budget and presents at hearing. Varies from \$70,000 - \$150,000. Then each campus holds its own hearings for events, student organizations, and committees on their campuses.

College Demographics

Number of Students at College: 35,000

Number of Campuses: 4

Central Piedmont Community College

Student ID Cards

Produced By: ID Room

Fee: Free

Replacement Fee: \$5

Other Functions:

Student Organizations

Number: 40+

Registration Process: Annual Student Organization Registration Form, Membership Roster, and Advisor Agreement.

Deadline for Student Organizations to Submit Registration Paperwork:

Is An Automated Process Used for Registration Paperwork? If So, What Program, and What Does the Program Cost?:

Student Life Office

Primary Duties: Student Involvement, Leadership, Service.

Programming: Programs on Diversity and Culture.

Student Life Staff: Each campus has at least a Student Life Program Coordinator, three have only the coordinator, one has one part-time staff member, one has two part-time staff members, Main campus has: Student Life Program Coordinator, Student Life/Service-Learning Coordinator, the Dean for Student Life & Service Learning, Associate Dean of Student Life, Administrative Assistant, Evening Lab Coordinator, and the Director of Family Resource Center, a Family Resource Center Specialist, and a Part-Time Staff member.

Number of Student Life Offices: 6

Number of Programs Sponsored by Student Life Each Year:

Differences Between Student Services and Student Programming:

Collaborations (Co-sponsored Events) with Other Offices: Service Learning – Service Projects for student organizations.

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body):

Hierarchy (i.e., How the Student Life Office is Structured):
Budget (Typical Breakdown):

College Demographics

Number of Students at College: 70,000

Number of Campuses: 6

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Diablo Valley College

Student ID Cards

Produced By: Student Life

Fee: Black and white IDs are free. Color ID cards are \$4.

Replacement Fee:

Other Functions: “DVC Connect Card” is required for library checkout and identification purposes. You may add money for printing in campus computer labs. An optional ASDVC activity and discount sticker is available for purchase. For \$8 per semester, benefits include 3% discount on textbooks and other items from the DVC Book Center, free admission to athletic events, and discounts from off campus businesses. Fees are used to fund student activities (club events, films, concerts, special athletic events, and campus enhancements.)

Student Organizations

Number: 45

Registration Process: Returning clubs are required to submit a “Club Renewal” form along with a signed advisor agreement each semester, by the fourth week of the semester, either in person or via email. Steps to Start a New Club: Find an advisor, find 6 student members, make sure the club is not a duplicate club either in mission or purpose, create a constitution, attend a mandatory “Starting a New Club Workshop.” New club applications are due by the fourth week of the semester.

Deadline for Student Organizations to Submit Registration Paperwork: September 16th for returning organizations, new clubs applications are due by the fourth week of the semester.

Is An Automated Process Used for Registration Paperwork? If So, W Program, and What Does the Program Cost?: Researching OrgSync and Simplicity, but have not signed up yet.

Student Life Office

Primary Duties: Source for Student Organization information, Student Activity Fees, Student code of Conduct including Academic Dishonesty and Disruptive Behavior, Probation, Dismissal, and Reinstatement, Application for Graduation. Also information on Student Health Insurance, Mental Health Resources, Transportation Assistance, Housing Information, Fax Service, Posting Flyers, Solicitation of Students or Staff, Voter Registration.

Programming: College Success Workshops and Brown Bag Workshop Series

Student Life Staff: Program Manager, Administrative Assistant, Student Activities Coordinator, Student Activities Assistant, and Student Assistants

Number of Student Life Offices: 1

Number of Programs Sponsored by Student Life Each Year: College Success Workshops and Brown Bag Workshops, limited resources (budget and staff wise) for SL Office.

Differences Between Student Services and Student Programming: Manage Student Center, IDs, Vendor bookings/Info tables.

Collaborations (Co-sponsored Events) with Other Offices: Mostly support of SGA and student organizations

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): Dean of Student Life position was eliminated but previously handled discipline. Administrative Assistant directs to correct Dean for student conduct. Student Organizations are handled through SL Office.

Hierarchy (i.e., How the Student Life Office is Structured): Program Manager reports to VP of Student Services

Budget (Typical Breakdown): \$20,000 for Student Activities

College Demographics

Number of Students at College: 22,000

Number of Campuses: 2

Mesa Community College

Student ID Cards

Produced by: Academic Advisement/Enrollment Services

Fee: Free

Replacement Fee: \$5

Other Functions: Required for library use and to check in for Student Services.

Student Organizations

Number: 45

Registration Process: Existing organizations are required to submit a Club Statement of Activity form at the start of each semester. This form asks for a list of advisors, officers, and members, along with contact information and verification of student enrollment (student ID numbers.) One major benefit to submitting this form is that the clubs are eligible to receive up to \$300 per semester to be used for recruitment/retention events.

Deadline for Student Organizations to Submit Registration Paperwork: By the fourth Student Senate meeting. Approval of new clubs can take 30-45 days.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and How Much Does the Program Cost?: No.

Student Life Office

Primary Duties: Student Life and Leadership. Also, resource for Student Housing, Student Health Insurance, Discounted Bus Vouchers, Campus Posting/Bulletin Boards, Childcare Services, Volunteer Information, Voter Registration, Alcohol and Other Drug Awareness Resources, Food Services.

Programming: Career Fair, Vendor Day, Leadership Retreats.

Student Life Staff: 2 program specialists Student Life & Leadership, 2 program coordinators for MultiCultural Affairs, open Director position, Office Coordinator, Manager of Student Success + assistant, 12 Student Assistants.

Number of Student Life Offices: 2

Number of Programs Sponsored by Student Life Each Year: 6-8 large events sponsored strictly by Student Life.

Differences Between Student Services and Student Programming: Leadership, MultiCultural, ESL, and Student Success. Event Planning Council, SGA, plus Recruitment and Tours all under Student Life.

Collaborations (Co-sponsored Events) with Other Offices: Most activities occur through collaboration, academically linked to departments and student services. 35-50 a semester.

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): Dean handles discipline.

Hierarchy (i.e., How the Student Life Office is Structured): Dean of Student Affairs

Budget (Typical Breakdown):

College Demographics

Number of Students at College: 40,000

Number of Campuses: 2 main campuses and a downtown center.

Oakland Community College

Student ID Cards

Produced By: Campus Mobile Cart or submit your picture online and receive it in the mail. ID card can be enhanced to be a debit card.

Fee: Free

Replacement Fee: \$10, paid at the Business Office and mailed to your address on file within 5-7 business days.

Other Functions: Library Services, Copy/Print Services, Raider Store Purchases, Student Refunds (with enhanced debit card.)

Student Organizations

Number: 42

Registration Process: Registered Student Organization Application Form for New Organizations. Ongoing Recognition requires participation in Leadership Development activities through Student Life, creating one activity per year that is open to the entire student body, participation in Student Life Recruiting Events, completing a Community Service Project, submitting an End of Year Report containing: List of Special Accomplishments of Service Performed, Prior Year Budget and Expenditures Ledger, Membership Drive Activities, and Fundraising Activities, Maintaining a current Officer Roster, Constitution, General Flyer, and Meeting Schedule in the Student Life Office, and upholding the Rules and Codes of Conduct of the Student Life Handbook and the Board Policies of Oakland College.

Deadline for Student Organizations to Submit Registration Paperwork:

Is An Automated Process Used for Registration Paperwork? If So, What Program, and What Does the Program Cost?:

Student Life Office

Primary Duties: Student Organization and Student Center Management, Leadership Development, Volunteerism and Service Learning Support, and Community/Campus Resources.

Programming: Sponsors films, concerts, lectures, and cultural bus trips, as well as annual college wide activities like: Welcome Back Week, Health and Safety awareness Activities, Cultural/Diversity Appreciation Months (International Day of Peace in Sept, Hispanic Heritage in Oct, Native American Heritage in Nov, Black History in Feb, and Women's History in March,) and Student Life Speaker Series.

Student Life Staff: Student Development Coordinator at each Student Life Office
Number of Student Life Offices: 4
Number of Programs Sponsored by Student Life Each Year:
Differences Between Student Services and Student Programming:
Collaborations (Co-sponsored Events) with Other Offices:
Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): Yes Student Organizations
Hierarchy (i.e., How the Student Life Office is Structured):
Budget (typical breakdown):

College Demographics

Number of Students at College: 81,000
Number of Campuses: 5

Palm Beach Community College

Student ID Cards

Produced By: Bookstore

Fee: Free

Replacement Fee: \$10

Other Functions: Library card, student lab access card, print/copy card, and debit card for bookstores and cafeterias.

Student Organizations

Number: 100

Registration Process:

Deadline for Student Organizations to Submit Registration Paperwork: Once organizations are formed they are automatically recognized each year if they have a constitution on file.

Is An Automated Process Used for Registration Paperwork? If So, What Program, and What Does the Program Cost?: OrgSync is utilized, cost unknown.

Student Life Office

Primary Duties: Student Life encompasses Athletics, campus life, Clubs and Organizations, College Events Calendar, College News, Student Activities, and Student Leadership.

Programming: Department of Student Activities offers social events, diversity awareness programs, intramural sports, club sports, leadership development, student government, and volunteer opportunities

Student Life Staff: Coordinator of Student Activities at each campus, varies by campus. Manager, Program Assistant, Part-Time, Student Assistants.

Number of Student Life Offices: 4

Number of Programs Sponsored by Student Life Each Year: 2 major events each month, smaller events each months

Differences Between Student Services and Student Programming: “Student Life” encompasses many departments (as noted above) but Student Activities is responsible for programming and student organizations.

Collaborations (Co-sponsored Events) with Other Offices: 30% of events are collaborations

Do Student Life Staff Handle Discipline? (Either for Student Organizations or the Entire Student Body): Discipline is handled by committee.

Hierarchy (i.e., How the Student Life Office is Structured): Student Activities Manager (or Coordinator) reports to Dean of Student Services

Budget (Typical Breakdown): Varies based on size.

College Demographics

Number of Students at College: 47,000

Number of Campuses: 4

Appendix B: Institutional Data

Report
Community College Student Experiences Questionnaire
(CCSEQ): 2010

Collin County Community College District

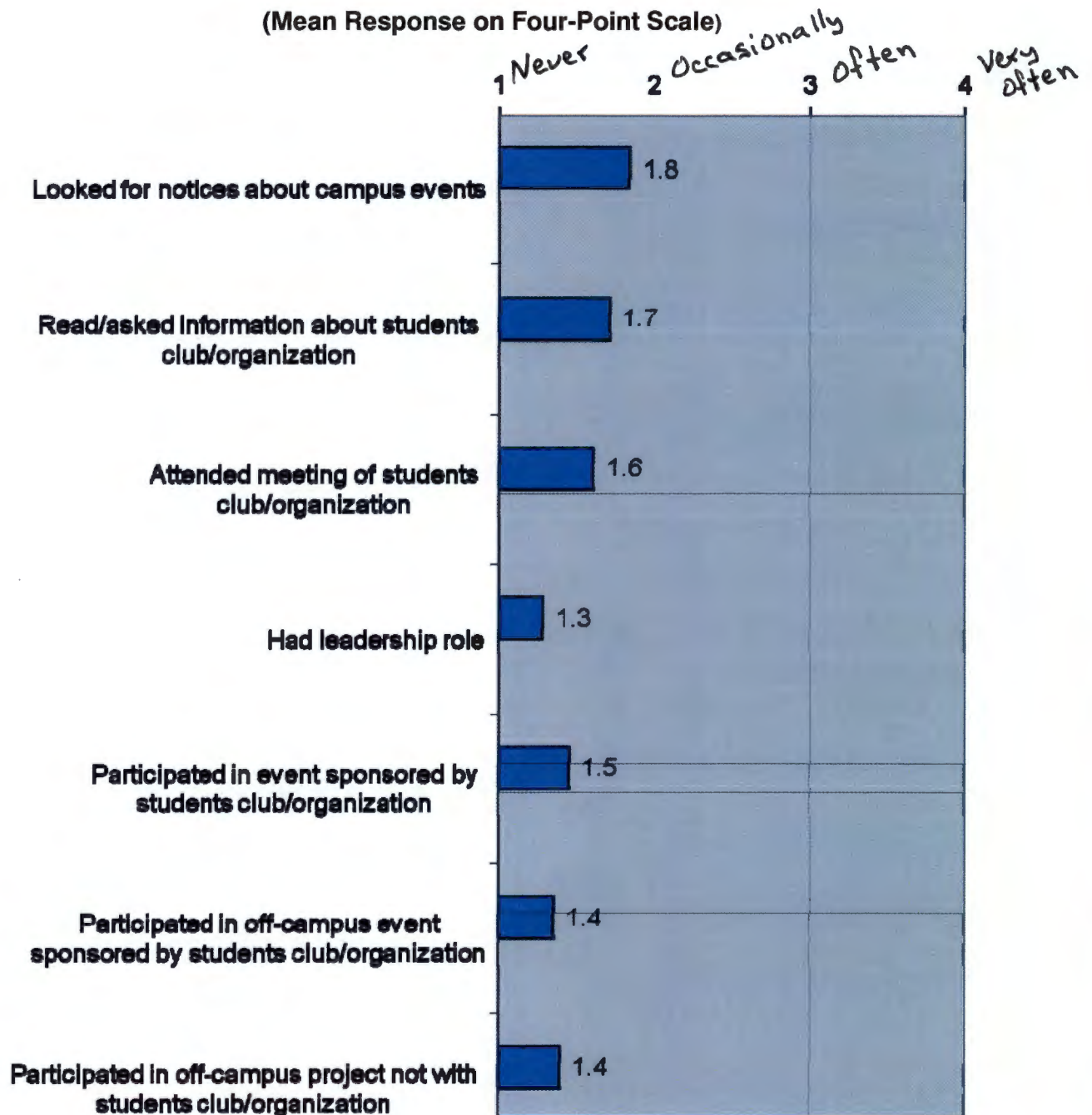
Prepared by

Nasreen Ahmad

Institutional Research Office

November 25, 2011

Figure 11. How Often Have You Done the Following Students Clubs and Organization Related Activities*?



* Note: This activity does not form a quality of effort scale item.

Section VII

**Table 23. Extent of Student Satisfaction with Collin's Courses and Selected Services
(Additional Questions Added to CCSEQ Survey)**

Collin Courses /Services	Please indicate the Extent To Which You Were Satisfied With Each of the Following (Extent of Satisfaction in percent)					Mean Response on Four- Point Scale	Standard Deviation
	Not Satisfied = 1	Somewhat Satisfied = 2	Mostly Satisfied = 3	Very Satisfied = 4	Percent (N)		
The overall experience at your primary campus (Q 2)	0.8	6.7	42.9	49.6	100.0 (254)	3.4	0.65
The quality of instruction received in major courses (Q 3)	2.0	5.2	56.8	36.0	100.0 (250)	3.3	0.65
The quality of instruction received in non-major courses (Q 4)	2.0	6.5	56.7	34.8	100.0 (247)	3.2	0.66
Any Developmental Education course(s) you completed (Q 5)	3.9	15.7	40.4	39.9	100.0 (178)	3.2	0.83
The achievement of your overall educational objectives at Collin (Q 6)	1.6	6.9	36.0	55.5	100.0 (247)	3.5	0.70
Any Distance Learning Course(s) you completed (tele-courses, online courses) (Q 7)	5.6	15.5	36.0	42.9	100.0 (161)	3.2	0.89
Any Learning Communities course(s) you completed (Q 8)	13.9	12.9	34.7	38.6	100.0 (101)	3.0	1.04
Any Cooperative Work Experience (CWE) course(s) you completed (Q 9)	15.7	12.0	37.3	34.9	100.0 (83)	2.9	1.05
Any experience with Service Learning (Q 10)	10.6	10.6	39.4	39.4	100.0 (94)	3.1	0.96
Any academic or career advice received from the faculty (Q 11)	9.2	21.6	36.7	32.6	100.0 (218)	2.9	0.95
The services provided by Career Services (Q 12)	18.4	21.3	30.5	29.8	100.0 (141)	2.7	1.08
Writing Center services (Q 13)	5.2	15.5	34.5	44.8	100.0 (174)	3.2	0.88
Math Lab services (Q 14)	7.3	17.4	32.0	43.3	100.0 (178)	3.1	0.94
Computer Labs services (Q 15)	2.1	9.8	38.3	49.7	100.0 (193)	3.4	0.74
Financial Aid Office services (Q16)	13.5	15.4	32.7	38.5	100.0 (156)	3.0	1.04
Learning Resources Center (LRC) at your campus (Q 17)	0.8	6.1	29.5	63.5	100.0 (244)	3.6	0.65
Campus bookstore (Q 18)	4.9	18.1	39.5	37.4	100.0 (243)	3.1	0.86
The programs offered through Student Activities (Q 19)	4.0	19.2	40.0	36.8	100.0 (125)	3.1	0.85
Fine Arts opportunities (theater, music, art, etc.) (Q 20)	3.8	11.5	36.3	48.4	100.0 (157)	3.3	0.82

Primary campus attended by respondents:

Spring Creek = 54.5

Preston Ridge = 24.1

Central Park = 17.0

Courtyard, Allen Center, Rockwall College Center = 4.3

APPENDIX Table 1 Continued 3

	How Often You Have Done Each of the Following (Frequency of Activity in Percent)				Total Percent (N)	Mean Response On Four- Point Scale
	Never = 1	Occasionally = 2	Often = 3	Very Often = 4		
Career/Occupational Skills*						
Read about how to perform procedure	29.8	25.6	21.5	23.1	100.0 (121)	2.4
Listened to instructor explain procedure	24.8	17.4	19.8	38.0	100.0 (121)	2.7
Watched demonstration	28.6	16.0	22.7	32.8	100.0 (119)	2.6
Practiced procedure while monitored	34.2	18.3	19.2	28.3	100.0 (120)	2.4
Practiced procedure without supervision	37.0	21.8	17.6	23.5	100.0 (119)	2.3
Identified problem, located information	36.1	31.1	14.3	18.5	100.0 (119)	2.2
Diagnosed problem, carried out procedure	42.0	31.1	12.6	14.3	100.0 (119)	2.0
Used skills outside of class	39.5	26.1	14.3	20.2	100.0 (119)	2.2
Had internship for credit	74.8	9.2	5.9	10.1	100.0 (119)	1.5
Computer Technology Activities						
Used email to communicate about courses	2.1	17.8	28.8	51.3	100.0 (236)	3.3
Used Internet for project or paper	1.7	7.2	21.2	69.9	100.0 (236)	3.6
Used computer tutorial	19.9	31.8	20.8	27.5	100.0 (236)	2.6
Used computer in group learning	28.1	29.8	20.9	21.3	100.0 (235)	2.4
Did database management	29.1	32.5	20.9	17.5	100.0 (234)	2.3
Analyzed data	24.2	27.1	25.0	23.7	100.0 (236)	2.5
Created graphs or charts	18.6	32.2	27.1	22.0	100.0 (236)	2.5
Wrote a computer application	68.6	14.4	7.6	9.3	100.0 (236)	1.6
Student Clubs/Organizations Related Activities						
Looked for notices about campus events	41.3	40.5	11.2	7.0	100.0 (242)	1.8
Read/asked information about students club/organization	47.5	38.4	9.5	4.5	100.0 (242)	1.7
Attended meeting of students club/organization	63.3	21.9	5.5	9.3	100.0 (237)	1.6
Had leadership role in club/organization	85.1	6.6	3.3	5.0	100.0 (241)	1.3
Participated in event sponsored by students club/organization	70.7	17.6	7.1	4.6	100.0 (239)	1.5
Participated in off-campus event sponsored by students club/organization	78.4	12.4	4.6	4.6	100.0 (241)	1.4
Participated in off-campus project not with students club/organization	73.3	18.8	3.3	4.6	100.0 (240)	1.4

**Collin Educational Support/Programs
Student Survey: Fall 2010
Collin College
January 12, 2011**

Section I: Essential Services/Programs

Please indicate which of the following services/programs you are aware of? Please check all that apply.

	Count	24	374	398
Please indicate which of the following services/programs - Advising	%	6.0%	94.0%	100.0%
Please indicate which of the following services/programs - Admissions and Records	Count	42	356	398
	%	10.6%	89.4%	100.0%
	Count	26	372	398
Please indicate which of the following services/programs - Bookstore	%	6.5%	93.5%	100.0%
Please indicate which of the following services/programs - Bursars Office/Tuition and Fee Payment	Count	97	301	398
	%	24.4%	75.6%	100.0%
Please indicate which of the following services/programs - Campus Communications (CougarWeb, Internet access etc.)	Count	62	336	398
	%	15.6%	84.4%	100.0%
Please indicate which of the following services/programs - Financial Aid Office	Count	92	306	398
	%	23.1%	76.9%	100.0%
	Count	44	354	398
Please indicate which of the following services/programs - Registration	%	11.1%	88.9%	100.0%
	Count	175	223	398
Please indicate which of the following services/programs - Student Life	%	44.0%	56.0%	100.0%
Please indicate which of the following services/programs - Testing Center(s)	Count	72	326	398
	%	18.1%	81.9%	100.0%

Have you used the following services/programs? Please check all that apply.

	Count	56	339	395
Have you used the following services/programs? - Advising	%	14.2%	85.8%	100.0%
Have you used the following services/programs? - Admissions and Records	Count	68	327	395
	%	17.2%	82.8%	100.0%
	Count	56	339	395
Have you used the following services/programs? - Bookstore	%	14.2%	85.8%	100.0%
Have you used the following services/programs? - Bursars Office/Tuition and Fee Payment	Count	180	215	395
	%	45.6%	54.4%	100.0%
Have you used the following services/programs? - Campus Communications (CougarWeb, Internet access etc.)	Count	82	313	395
	%	20.8%	79.2%	100.0%
	Count	213	182	395
Have you used the following services/programs? - Financial Aid Office	%	53.9%	46.1%	100.0%
	Count	79	316	395
Have you used the following services/programs? - Registration	%	20.0%	80.0%	100.0%
	Count	302	93	395
Have you used the following services/programs? - Student Life	%	76.5%	23.5%	100.0%
	Count	137	258	395
Have you used the following services/programs? - Testing Center(s)	%	34.7%	65.3%	100.0%

**The hours the service/program is available are convenient.
1= Very inconvenient, 5= Very convenient**

	Count	1	2	3	4	5	Total
The hours the service/program is available are convenient - Advising	%	3.6%	5.4%	20.2%	33.6%	37.2%	100.0%
The hours the service/program is available are convenient -Admissions and Records	Count	9	14	68	104	124	319
	%	2.8%	4.4%	21.3%	32.6%	38.9%	100.0%
	Count	15	20	51	115	124	325
The hours the service/program is available are convenient -Bookstore	%	4.6%	6.2%	15.7%	35.4%	38.2%	100.0%
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	Count	4	2	33	68	103	210
	%	1.9%	1.0%	15.7%	32.4%	49.0%	100.0%
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	Count	10	13	26	73	184	306
	%	3.3%	4.2%	8.5%	23.9%	60.1%	100.0%
The hours the service/program is available are convenient -Financial Aid Office	Count	8	19	28	52	71	178
	%	4.5%	10.7%	15.7%	29.2%	39.9%	100.0%
	Count	10	12	58	95	132	307
The hours the service/program is available are convenient -Registration	%	3.3%	3.9%	18.9%	30.9%	43.0%	100.0%
	Count	1	1	16	22	51	91
The hours the service/program is available are convenient - Student Life	%	1.1%	1.1%	17.6%	24.2%	56.0%	100.0%
The hours the service/program is available are convenient -Testing Center(s)	Count	8	11	32	67	134	252
	%	3.2%	4.4%	12.7%	26.6%	53.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Standard Deviation
The hours the service/program is available are convenient -Advising	336	1	5	3.96	1.054
The hours the service/program is available are convenient -Admissions and Records	319	1	5	4.00	1.017
The hours the service/program is available are convenient -Bookstore	325	1	5	3.96	1.097
The hours the service/program is available are convenient -Bursars Office/ Tuition and Fee Payment	210	1	5	4.26	.892
The hours the service/program is available are convenient -Campus Communications (CougarWeb, Internet access etc.)	306	1	5	4.33	1.021
The hours the service/program is available are convenient -Financial Aid Office	178	1	5	3.89	1.176
The hours the service/program is available are convenient -Registration	307	1	5	4.07	1.033
The hours the service/program is available are convenient -Student Life	91	1	5	4.33	.883
The hours the service/program is available are convenient -Testing Center(s)	252	1	5	4.22	1.036
Valid N (listwise)	28				

The service was provided in a timely manner.

1= Strongly disagree, 5 = Strongly agree

	Count	31	35	81	91	95	333
The service/program was provided in timely manner -Advising	%	9.3%	10.5%	24.3%	27.3%	28.5%	100.0%
	Count	22	39	58	97	102	318
The service/program was provided in timely manner -Admissions and Records	%	6.9%	12.3%	18.2%	30.5%	32.1%	100.0%
	Count	11	12	42	103	158	326
The service/program was provided in timely manner -Bookstore	%	3.4%	3.7%	12.9%	31.6%	48.5%	100.0%
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	Count	4	5	19	62	121	211
	%	1.9%	2.4%	9.0%	29.4%	57.3%	100.0%
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	Count	5	10	37	84	167	303
	%	1.7%	3.3%	12.2%	27.7%	55.1%	100.0%
	Count	23	26	30	43	56	178
The service/program was provided in timely manner -Financial Aid Office	%	12.9%	14.6%	16.9%	24.2%	31.5%	100.0%
	Count	19	18	53	99	116	305
The service/program was provided in timely manner -Registration	%	6.2%	5.9%	17.4%	32.5%	38.0%	100.0%
	Count	2	1	10	23	55	91
The service/program was provided in timely manner -Student Life	%	2.2%	1.1%	11.0%	25.3%	60.4%	100.0%
	Count	9	7	21	72	143	252
The service/program was provided in timely manner -Testing Center(s)	%	3.6%	2.8%	8.3%	28.6%	56.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The service/program was provided in timely manner -Advising	333	1	5	3.55	1.261
The service/program was provided in timely manner -Admissions and Records	318	1	5	3.69	1.234
The service/program was provided in timely manner -Bookstore	326	1	5	4.18	1.017
The service/program was provided in timely manner -Bursars Office/ Tuition and Fee Payment	211	1	5	4.38	.888
The service/program was provided in timely manner -Campus Communications (CougarWeb, Internet access etc.)	303	1	5	4.31	.926
The service/program was provided in timely manner -Financial Aid Office	178	1	5	3.47	1.399
The service/program was provided in timely manner -Registration	305	1	5	3.90	1.160
The service/program was provided in timely manner -Student Life	91	1	5	4.41	.894
The service/program was provided in timely manner -Testing Center(s)	252	1	5	4.32	.992
Valid N (listwise)	27				

The staff was courteous.

1 = Strongly disagree, 5 = Strongly agree

	Count	18	15	50	80	168	331
The staff was courteous -Advising	%	5.4%	4.5%	15.1%	24.2%	50.8%	100.0%
	Count	14	14	37	88	163	316
The staff was courteous -Admissions and Records	%	4.4%	4.4%	11.7%	27.8%	51.6%	100.0%
	Count	10	11	39	71	193	324
The staff was courteous -Bookstore	%	3.1%	3.4%	12.0%	21.9%	59.6%	100.0%
	Count	4	4	19	48	134	209
The staff was courteous -Bursars Office/ Tuition and Fee Payment	%	1.9%	1.9%	9.1%	23.0%	64.1%	100.0%
	Count	3	6	38	50	204	301
The staff was courteous -Campus Communications (CougarWeb, Internet access etc.)	%	1.0%	2.0%	12.6%	16.6%	67.8%	100.0%
	Count	18	12	26	32	90	178
The staff was courteous -Financial Aid Office	%	10.1%	6.7%	14.6%	18.0%	50.6%	100.0%
	Count	12	7	43	75	162	299
The staff was courteous -Registration	%	4.0%	2.3%	14.4%	25.1%	54.2%	100.0%
	Count	3	1	12	18	56	90
The staff was courteous -Student Life	%	3.3%	1.1%	13.3%	20.0%	62.2%	100.0%
	Count	12	10	31	50	146	249
The staff was courteous -Testing Center(s)	%	4.8%	4.0%	12.4%	20.1%	58.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was courteous -Advising	331	1	5	4.10	1.150
The staff was courteous -Admissions and Records	316	1	5	4.18	1.087
The staff was courteous -Bookstore	324	1	5	4.31	1.017
The staff was courteous -Bursars Office/ Tuition and Fee Payment	209	1	5	4.45	.882
The staff was courteous -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.48	.862
The staff was courteous -Financial Aid Office	178	1	5	3.92	1.355
The staff was courteous -Registration	299	1	5	4.23	1.044
The staff was courteous -Student Life	90	1	5	4.37	.988
The staff was courteous -Testing Center(s)	249	1	5	4.24	1.120
Center(s) Valid N (listwise)	27				

The staff was knowledgeable.

1 = Strongly disagree, 5 = Strongly agree

	Count	24	26	57	82	143	332
The staff was knowledgeable -Advising	%	7.2%	7.8%	17.2%	24.7%	43.1%	100.0%
	Count	9	15	39	89	164	316
The staff was knowledgeable -Admissions and Records	%	2.8%	4.7%	12.3%	28.2%	51.9%	100.0%
	Count	12	13	36	84	178	323
The staff was knowledgeable -Bookstore	%	3.7%	4.0%	11.1%	26.0%	55.1%	100.0%
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	Count	5	3	18	52	130	208
	%	2.4%	1.4%	8.7%	25.0%	62.5%	100.0%
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	Count	5	8	42	64	182	301
	%	1.7%	2.7%	14.0%	21.3%	60.5%	100.0%
	Count	17	15	26	39	80	177
The staff was knowledgeable -Financial Aid Office	%	9.6%	8.5%	14.7%	22.0%	45.2%	100.0%
	Count	11	8	40	84	161	304
The staff was knowledgeable -Registration	%	3.6%	2.6%	13.2%	27.6%	53.0%	100.0%
	Count	2	3	13	17	56	91
The staff was knowledgeable -Student Life	%	2.2%	3.3%	14.3%	18.7%	61.5%	100.0%
	Count	10	7	32	51	151	251
The staff was knowledgeable -Testing Center(s)	%	4.0%	2.8%	12.7%	20.3%	60.2%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The staff was knowledgeable -Advising	332	1	5	3.89	1.248
The staff was knowledgeable -Admissions and Records	316	1	5	4.22	1.023
The staff was knowledgeable -Bookstore	323	1	5	4.25	1.049
The staff was knowledgeable -Bursars Office/ Tuition and Fee Payment	208	1	5	4.44	.893
The staff was knowledgeable -Campus Communications (CougarWeb, Internet access etc.)	301	1	5	4.36	.934
The staff was knowledgeable -Financial Aid Office	177	1	5	3.85	1.338
The staff was knowledgeable -Registration	304	1	5	4.24	1.020
The staff was knowledgeable -Student Life	91	1	5	4.34	.991
The staff was knowledgeable -Testing Center(s)	251	1	5	4.30	1.056
Valid N (listwise)	26				

**On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.
1 = Very unsatisfied, 5 = Very satisfied**

	Count	33	32	62	104	105	336
Rate overall satisfaction -Advising	%	9.8%	9.5%	18.5%	31.0%	31.3%	100.0%
	Count	16	14	53	112	129	324
Rate overall satisfaction -Admissions and Records	%	4.9%	4.3%	16.4%	34.6%	39.8%	100.0%
	Count	8	11	56	108	152	335
Rate overall satisfaction -Bookstore	%	2.4%	3.3%	16.7%	32.2%	45.4%	100.0%
	Count	4	2	18	73	115	212
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	%	1.9%	.9%	8.5%	34.4%	54.2%	100.0%
	Count	6	7	37	94	166	310
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	%	1.9%	2.3%	11.9%	30.3%	53.5%	100.0%
	Count	21	17	30	52	62	182
Rate overall satisfaction -Financial Aid Office	%	11.5%	9.3%	16.5%	28.6%	34.1%	100.0%
	Count	10	12	48	118	123	311
Rate overall satisfaction -Registration	%	3.2%	3.9%	15.4%	37.9%	39.5%	100.0%
	Count	2	2	8	26	54	92
Rate overall satisfaction -Student Life	%	2.2%	2.2%	8.7%	28.3%	58.7%	100.0%
	Count	9	4	29	84	129	255
Rate overall satisfaction -Testing Center (s)	%	3.5%	1.6%	11.4%	32.9%	50.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Advising	336	1	5	3.64	1.280
Rate overall satisfaction -Admissions and Records	324	1	5	4.00	1.088
Rate overall satisfaction -Bookstore	335	1	5	4.15	.974
Rate overall satisfaction -Bursars Office/Tuition and Fee Payment	212	1	5	4.38	.832
Rate overall satisfaction -Campus Communications (CougarWeb, Internet access etc.)	310	1	5	4.31	.908
Rate overall satisfaction -Financial Aid Office	182	1	5	3.64	1.342
Rate overall satisfaction -Registration	311	1	5	4.07	.996
Rate overall satisfaction -Student Life	92	1	5	4.39	.901
Rate overall satisfaction -Testing Center (s)	255	1	5	4.25	.969
Valid N (listwise)	28				

Reasons unsatisfied/Very unsatisfied -Registration

Did not respond	391
dont get me started on hell week	1
during registration period, on hold for 20 min and then put on hold another 10 min. unacceptable	1
Easy to register, yet annoying.	1
getting any advise from the advising center at this campus.	1
Just as bad as admissions	1
Long lines, waiting for hours.	1
My only complaint is that it would have been nice to know if I did not take a class the semester I thought I would, that I would have to complete the entire process again.	1
nice	1
Not a very user friendly format for registering by computer, hate having to go back to begining and always scroll down to course prefix. it is very time consuming and akward way of registering.	1
OK as long as it is online registration	1
Refer to one. And I am paying the repercussions of her insolence now.	1
Similar confusion as CougarWeb.	1
simple	1
This semester has been my first experience with Collin County Community College, and the entire process surpassed all expectations. I guess I expected a lower-level institution to have staff who were very passive in their responsibilities, etc. but this was definitely not the situation whatsoever. In fact, I'm so impressed with Collin College I plan to enroll for spring term provided this does not interfere with my program with graduate at UTD Yes, graduate student who chose to take Math [course number] and BCIS [course number] at Collin this semester before returning to UTD and my experience has been great. In fact, my Math [course number] instructor, [professor name], has become my favorite instructor of all time at Collin College, which surprised me since my sociology professor from 1988 had remained my favorite instructor of all time until sitting in Professor [professor name] class.	1
To me, Admissions and Records is the same as Registration. It's the same desk, no?	1
When it gets busy, people get mean and crabby	1
	407

Reasons unsatisfied/Very unsatisfied -Student Life

Did not respond	403
[Individual name] is wonderful!	1
like the concept, but hard to find someone to help over there, plus cougar den is WAY TOO NOISY, Needs to have some carpeting or sound proofing, There are times when you can't even have a conversation over lunch because the tv is blaring, or the kids playing pool or ping pong are being very obnoxious. If there are going to be gaming areas, they should have a larger	
area. People are always getting hit with pingpong balls, and pool sticks while trying to walk by to the gym area	1
They didn't have enough information about the In-service learning program, and I had to call my-self to do it. I think they should also know it.	1
Very helpful	1
	407

Why did not use -Registration

Did not respond	380
Always registered online.	1
did online	1
didn't need to.	1
didn't really need to access except for at the beginning of the semester	1
Have done all my registration online.	1
i could not find the office.	1
I don't remember ever using it.	1
I guess I used this at the beginning, but it's been awhile. No complaints or problems when I did.	1
I have used online registration instead.	1
I haven't used it in 2 1/2 years. The campus was under construction then, and the waiting lines and hassels were very irritating. Since then it has improved, as I have helped friends register. I thought my opinions on it would be unusual and outdated.	1
I only register before fall semester and spring semester begins.	1
I register online.	1
i registered myself online bc in the past people have told me wrong things	1
I registered online so I didn't need to go in person.	2
I registered online.	1
I use online registration.	1
I used just onbce and wont need them the rest of the semester my dad did	1
no need to go to registration	1
Register online	2
registered online	1
This is difficult to use	1
To register for classed and exams	1
use online registration	1
Where is Registration located???	407

Why did not use -Student Life

Did not respond	305
age-related	1
Also used online	1
Because I donot have time for it.	1
Book posting for sale.	1
could not get there during the hours they were open. did not need to use	1
Did not need to.	1
Did not want to	1
Didn't need it	1
Didn't need it.	1
Didn't need.	1
didnt know much about it	1
do not know too much about it	1
don't feel a need for it.	1
Don't feel need.	1
Don't have any reason to use student life at this time	1
Don't have much use for it	1
Don't know what it does	1
don't know what it is	1

Why did not use -Student Life

Don't know what to use it for. I am not there during open hours, and what I do know about it I don't think caters to my age group or needs.	1
Have a full time job and social life outside of school	1
Have no time to go there.	1
Have not needed to	1
Haven't had the need to.	1
Heard of it, not sure what it is. Never had to use it	1
I'm not familiar with it.	1
I've heard of it, but never experienced what they may actually do.	1
I always saw it but I never took the time to read more about either.	1
I am a 30-something wife and mom.	1
I am an older student. I do not use this due to my own busy schedule	1
I am working on a second degree and teach for a local ISD, so student life is not necessarily something I am pursuing at this time.	1
I did not come across a reason to contact them directly.	1
I did not know about this service.	1
I didn't need to use this service.	1
I didn't need it.	1
I don't feel like I need it that much	1
I do not have time for this.	1
I don't know what it is	1
I don't know what this is	1
I don't really know what student life really is or what there is to be involved in. I don't really know what they do. I may have used them and not realized it.	1
I don't need it really	1
I have a very busy life outside of school and choose not to become involved	1
I have not had the need to stop by this office yet.	1
I have very little time for extra-curricular activities.	1
I haven't had time to check it out and I'm involved in a lot of church ministry	1
I haven't needed to use this service yet.	1
I honestly never really had to, but I have heard they are a good organization	1
I only used it to get my student ID	1
It hasn't been necessary.	1
Just never really went in there	1
Little interest.	1
N/A	1
Never been there but I have heard of it.	1
never needed it	1
never open at the time of my classes	1
No activities of interest.	3
no need	2
No need	1
no need to	3
No need.	1
No particular reason.	1
No reason	1
no reason to.	1
No time for it	1
No time.	1
Not in state	2
not interested	2
Not interested	2
Not interested.	1
not involved in the college other than classes	1

Why did not use -Student Life

Not needed this semester	1
Not on camp very much.	1
not on campus log	1
not really sure what this is	1
Not really sure what this is for, except if I want to post a bulletin on campus. not sure	1
Not sure what benefits there are for me? Also don't know if I have time, I work and go to classes and have family. What does student life have to offer me?	2
Not sure what the student life office is only taking one class	1
Other than my campus I.D. I do not go to student life or get recommended to go to student life return to school. Student life is for first and second year students	1
The timelines haven't worked out, I'm busy and I have lots of friends.	1
they are not available or any programs are not for the night	1
students too busy	1
too busy studying	1
Unsure	1
Was not really aware of what information they provided or where they were located.	1
wasn't interested.	1
well I have little or nothing to do with them this semester but I hope to utilize the services next semester. what does it do	1
Work during the day, and they are closed At night.	1
Total	407

Why did not use -Testing Center(s)

Did not respond	351
all classes are online	1
Did not need it	1
did not need to	1
did not need to use	1
Did not need to.	1
Didn't need	1
Didn't need it.	2
didn't need to	1
Didn't need to	1
didn't need to use yet	1
Didn't need.	1
didnt need it	1
didnt need the testing center this semester	1
didnt need to	1
Don't need the testing center at this point.	1
Have not had a need to take a test in the testing center.	1
have not had the need to use the testing center but my instructors have made me aware of it. Have only used once, they were very courteous, and friendly.	1
Have taken all my tests within the classroom.	1
have yet to take my math placement test, but will do so soon. Haven't needed to yet.	1
Haven't taken classes that required this yet.	1
I'm taking an online course that uses Blackboard for testing.	1
I've always taken my tests in class.	1
I did not have tests that I had to take out of class.	1
i didnt have to make up any tests or do any tests in the testing center this semester	1

Please use the space below for any additional comments o...

I realize that there is limited staff to handle Post 9/11 G.I. Bill claims but in my opinion it took too long to certify my classes for the past two semesters. I appreciate the fact that Collin College will wait for payments from the Veterans Administration but the longer it takes to certify the classes that a veteran enrolls in, the longer we have to wait for other entitlements that some of us rely on.

I think advising should be better organized. If it is, then I am unaware of it. I don't like the fact that everytime I go to advising I am speaking to a different person. I understand that there are a lot of students, but I believe there should be a better way of getting the same person without having to wait until they open up. Some of them don't seem to care as much as others and move very slowly, especially when it's busy. I understand that the beginning of a semester is very busy and they've been working long, hard days, but we don't want to be standing in line for hours, just as much as they don't want to be sitting in a seat for hours. With any business or job, the harder that it appears you are working to help someone, the more people are going to think you actually care, and are there for their benefit.

I think that it's great that you guys provide students the opportunity to give feedback on all of the programs at Collin. It's really important for students to know that their voice is being heard. So thanks, and keep up the great work :)

I think that students would like to have their transcripts evaluated on time.

I think the Financial Aid team needs to be more courteous and more motivated towards its clients. I personally had a negative impression when everytime you go there and they tell you that's "IN PROGRESS" when its been like about 8 months or so. Or when you have already recieved your package but you were unaware of it... shouldn't it be the Financil Aid Departments responsibility to let us know via e-mail or something that you have now recieved it and if you have any further questions to come and talk to them rather than you going there and them acting like that you should have already known this.

I think the library could open longer so that student would get more time to study. And the corporate program. I am really interested in, but I do not know how to get involved. If the Mentor program meeting was on campus that would be so much better!

I was hoping this would be a survey regarding my opinion of the education I've gotten at Collin. While a couple of my professors were EXCELLENT, and I really (still) enjoy the field of study (Paralegal/Legal Aid), I'd have to say I've been pretty disappointed. Several of my professors were often unprepared to teach, and my last professor was a very poor lecturer, though I have nothing against him/her personally. However, the most disappointing thing about it has been the awareness that students whose work is very sub-par continue to pass these classes. Some students in my classes cannot even write well, and in the class I just completed, most could not at all represent the subject matter that we'd spent most of the semester learning; yet the professor announced just prior to the final that the lowest grade in the class to that point was an 88%.

I would like to praise the excellent staff at the library. In particular, Collin and April (whose last names I am sadly unaware of) have been utterly fabulous in helping me find the books and information I need. Collin goes even further, and if the library does not have what I need, he finds it elsewhere and points me towards it. It is always a pleasure going to the library. Very good form!

I would suggest advertising resources like the math lab and tutoring services to students a bit more, so they would not only want to use it more, but also just so they have the information. I know for me, in this survey I

saw several things that I didn't really know a lot about, and I'm generally pretty observant. Other than that, great job.

If Collin College is trying to put themselves in the bracket as a 4-year school I think it would be beneficial to have later library hours. Just a thought; maybe it could be looked into. Students could use this a second or part time job at night. I could be your first applicant for the late shift. :)

in jennil the school is doing whell.

Library needs to up the limit for books. Material requested from other campuses sent back too quickly.

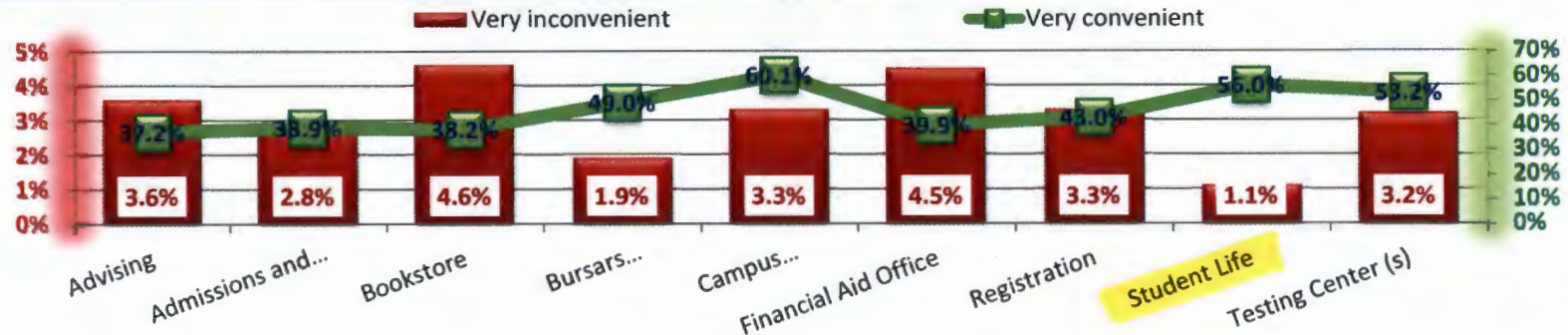
Love the college. I wish it were four years because the Higher Education Center doesn't provide what I am looking for (History major transferring to UNT, originally transferring to TWU but I like the UNT history department better) and I don't want to drive to Denton everyday. :)

[individual name] needs to be recognized for all he does to promote and excite student learning! His passion for higher education ignites the fire in all who take the time to talk education with him. Kudos to you Professor [individual name] ! Also, [individual name] in the Student Life needs to be recognized for her helpfulness and knowledge. What advising and financial aid did not help me with, she did. Thank you [individual name] . We should have awards for these people. There should be surveys such as this with people who sign into the system for advising or financial aid. This way there is feedback on the experience since those departments require attention. These two departments are the lifeline of Collin College for current and new students! I almost did not continue because of the lack of their care and help. Thank you for allowing me to give you my feedback. I do hope this reaches someone unlike my comments left on cougarweb financial aid site. Does anyone EVER read those?

Need a more helpful advising department at the Preston Ridge Campus. Especially for nursing majors.

no comments

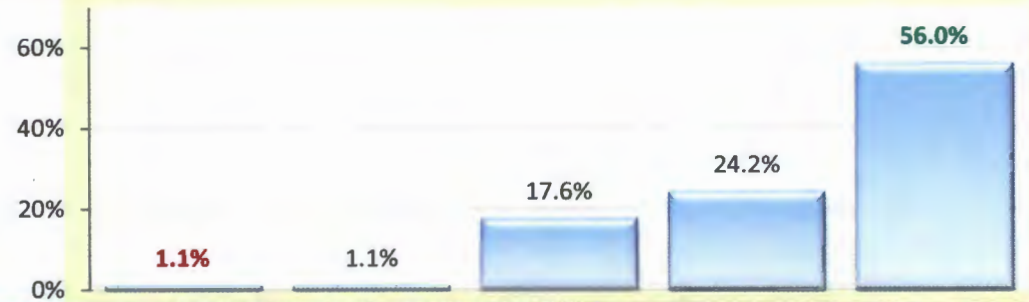
1. The hours the service/program is available are convenient.



Student Survey: Collin Educational Support/Programs

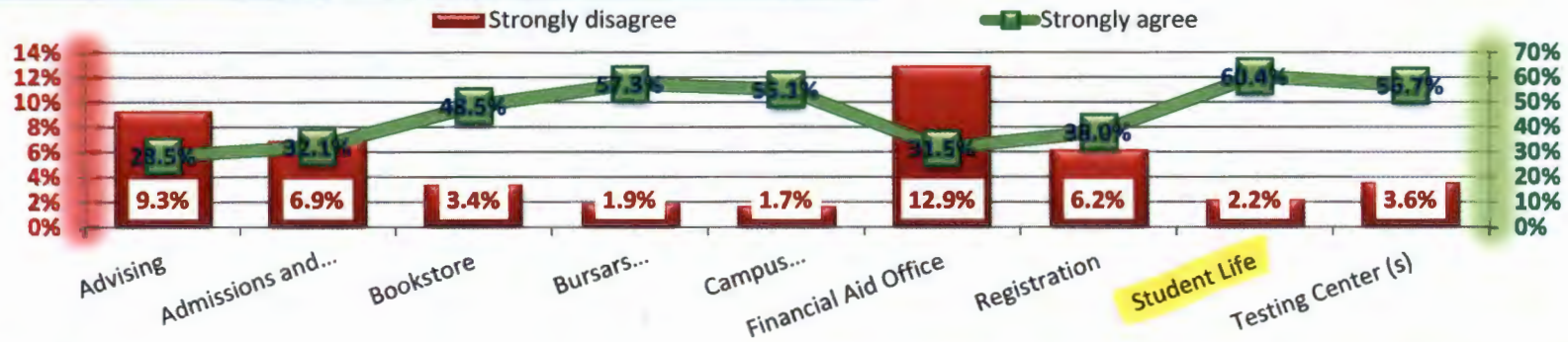
Section I : Essential Services/Programs Fall 2010 (January 12, 2011)

Student Life



Service/Program	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
Advising	336	3.6%	5.4%	20.2%	33.6%	37.2%
Admissions and Records	319	2.8%	4.4%	21.3%	32.6%	38.9%
Bookstore	325	4.6%	6.2%	15.7%	35.4%	38.2%
Bursars Office/Tuition and Fee Payment	210	1.9%	1.0%	15.7%	32.4%	49.0%
Campus Communications (CougarWeb, Internet access ...)	306	3.3%	4.2%	8.5%	23.9%	60.1%
Financial Aid Office	178	4.5%	10.7%	15.7%	29.2%	39.9%
Registration	307	3.3%	3.9%	18.9%	30.9%	43.0%
Student Life	91	1.1%	1.1%	17.6%	24.2%	56.0%
Testing Center (s)	252	3.2%	4.4%	12.7%	26.6%	53.2%

2. The service was provided in a timely manner.



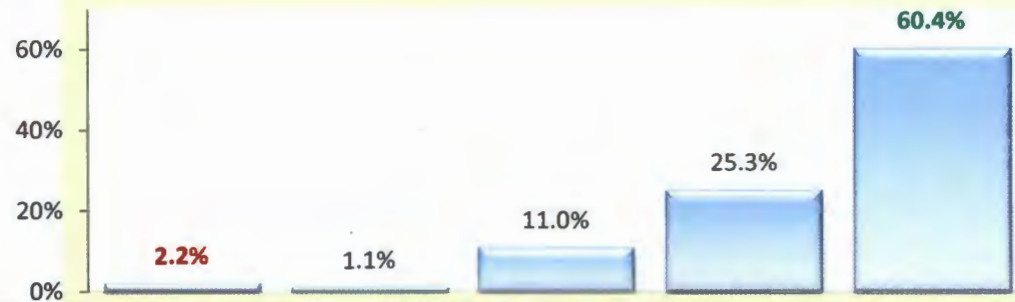
Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

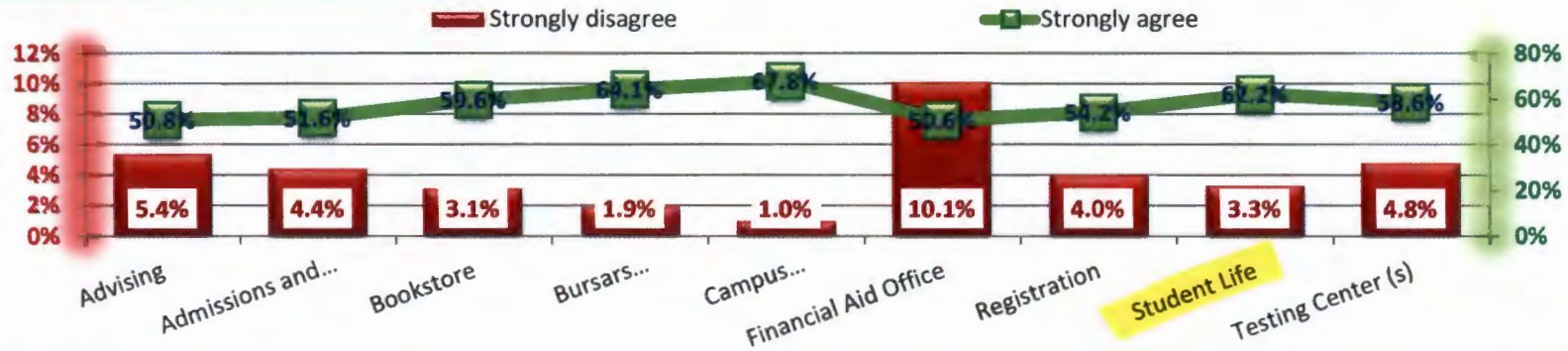
Fall 2010 (January 12, 2011)

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	333	9.3%	10.5%	24.3%	27.3%	28.5%
Admissions and Records	318	6.9%	12.3%	18.2%	30.5%	32.1%
Bookstore	326	3.4%	3.7%	12.9%	31.6%	48.5%
Bursars Office/Tuition and Fee Payment	211	1.9%	2.4%	9.0%	29.4%	57.3%
Campus Communications (CougarWeb, Internet access ...)	303	1.7%	3.3%	12.2%	27.7%	55.1%
Financial Aid Office	178	12.9%	14.6%	16.9%	24.2%	31.5%
Registration	305	6.2%	5.9%	17.4%	32.5%	38.0%
Student Life	91	2.2%	1.1%	11.0%	25.3%	60.4%
Testing Center (s)	252	3.6%	2.8%	8.3%	28.6%	56.7%

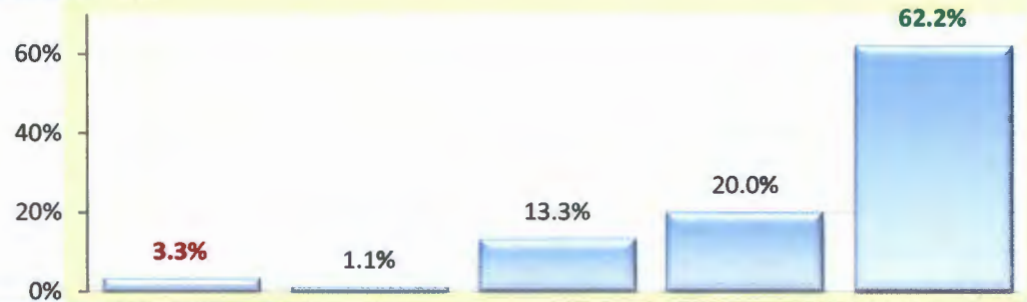
3. The staff was courteous.



**Student Survey:
Collin Educational Support/Programs**

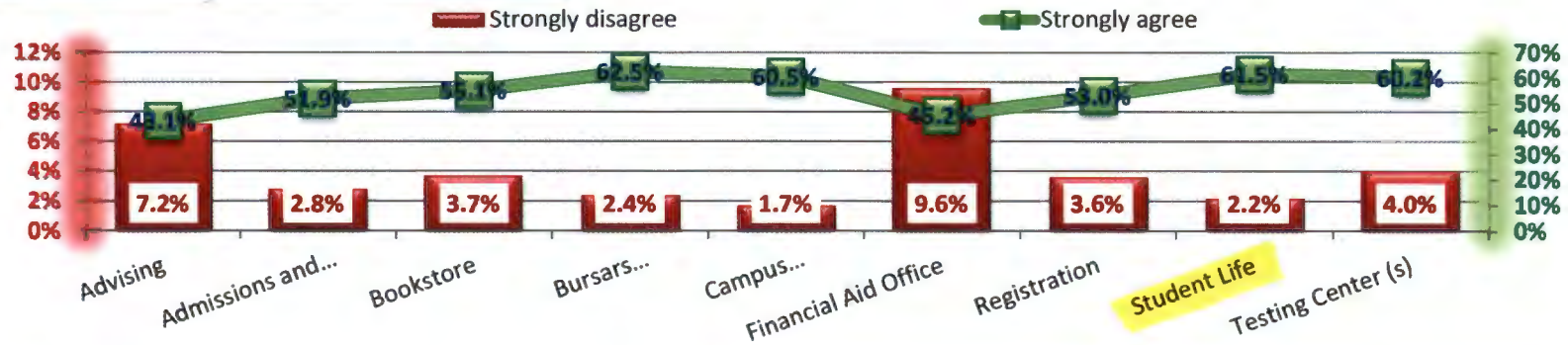
**Section I : Essential Services/Programs
Fall 2010 (January 12, 2011)**

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	331	5.4%	4.5%	15.1%	24.2%	50.8%
Admissions and Records	316	4.4%	4.4%	11.7%	27.8%	51.6%
Bookstore	324	3.1%	3.4%	12.0%	21.9%	59.6%
Bursars Office/Tuition and Fee Payment	209	1.9%	1.9%	9.1%	23.0%	64.1%
Campus Communications (CougarWeb, Internet access ...)	301	1.0%	2.0%	12.6%	16.6%	67.8%
Financial Aid Office	178	10.1%	6.7%	14.6%	18.0%	50.6%
Registration	299	4.0%	2.3%	14.4%	25.1%	54.2%
Student Life	90	3.3%	1.1%	13.3%	20.0%	62.2%
Testing Center (s)	249	4.8%	4.0%	12.4%	20.1%	58.6%

4. The staff was knowledgeable.



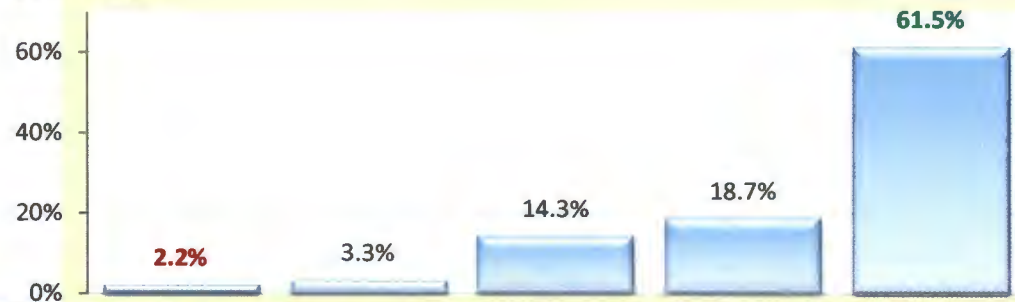
Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs

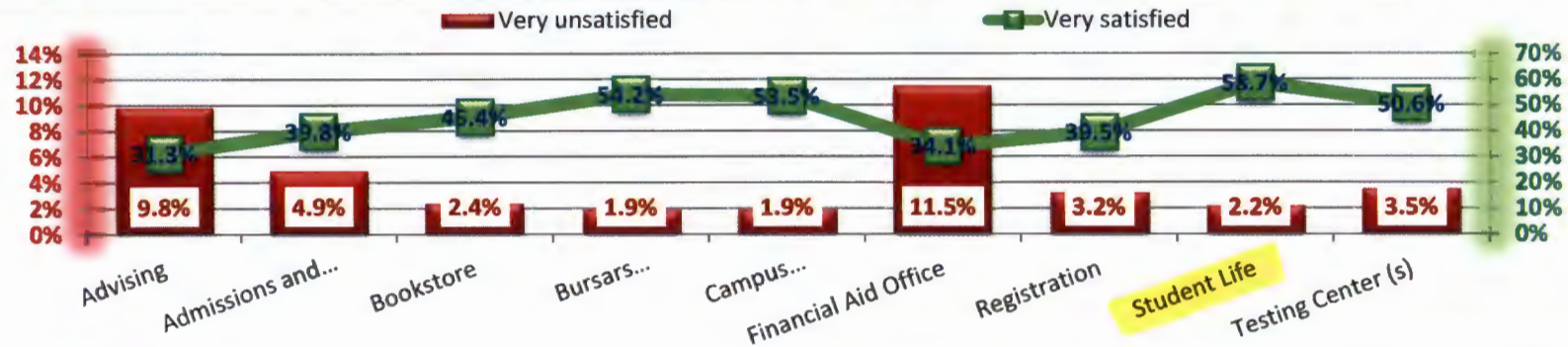
Fall 2010 (January 12, 2011)

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	332	7.2%	7.8%	17.2%	24.7%	43.1%
Admissions and Records	316	2.8%	4.7%	12.3%	28.2%	51.9%
Bookstore	323	3.7%	4.0%	11.1%	26.0%	55.1%
Bursars Office/Tuition and Fee Payment	208	2.4%	1.4%	8.7%	25.0%	62.5%
Campus Communications (CougarWeb, Internet access ...)	301	1.7%	2.7%	14.0%	21.3%	60.5%
Financial Aid Office	177	9.6%	8.5%	14.7%	22.0%	45.2%
Registration	304	3.6%	2.6%	13.2%	27.6%	53.0%
Student Life	91	2.2%	3.3%	14.3%	18.7%	61.5%
Testing Center (s)	251	4.0%	2.8%	12.7%	20.3%	60.2%

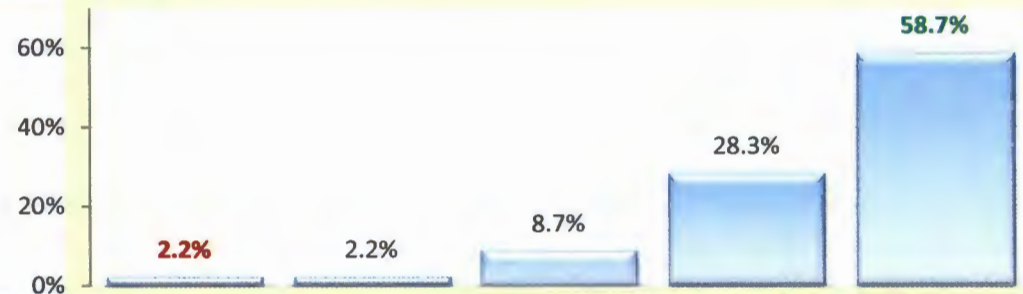
5. Overall satisfaction with the services/programs you said you have used.



Student Survey: Collin Educational Support/Programs

Section I : Essential Services/Programs Fall 2010 (January 12, 2011)

Student Life



Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Advising	336	9.8%	9.5%	18.5%	31.0%	31.3%
Admissions and Records	324	4.9%	4.3%	16.4%	34.6%	39.8%
Bookstore	335	2.4%	3.3%	16.7%	32.2%	45.4%
Bursars Office/Tuition and Fee Payment	212	1.9%	0.9%	8.5%	34.4%	54.2%
Campus Communications (CougarWeb, Internet access ...)	310	1.9%	2.3%	11.9%	30.3%	53.5%
Financial Aid Office	182	11.5%	9.3%	16.5%	28.6%	34.1%
Registration	311	3.2%	3.9%	15.4%	37.9%	39.5%
Student Life	92	2.2%	2.2%	8.7%	28.3%	58.7%
Testing Center (s)	255	3.5%	1.6%	11.4%	32.9%	50.6%

**Collin Educational Support/Programs
 Student Survey: Spring 2012
 Collin College
 June 14, 2012**

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Please indicate your:

Primary Campus in fall 2011

	Frequency	Percent	Valid Percent	Cumulative Percent
Spring Creek Campus	470	42.7	43.9	43.9
Preston Ridge Campus	292	26.5	27.3	71.2
Central Park Campus	222	20.2	20.7	92.0
Collin Center for Higher Education	6	.5	.6	92.5
Other	80	7.3	7.5	100.0
Total	1070	97.3	100.0	
Did not respond	30	2.7		
Total	1100	100.0		

Please specify the other campus.

	Frequency
Did not respond	1026
Allen High School	1
Allen High School (didn't graduate until spring of 2011)	1
Allen High School Campus	1
Baylor University	1
Brookhaven Community College	1
Centennial high school	1
Central Arizona College	1
collin county continuing education	1
Columbia College NAS JRB Fort Worth	1
DCCCD	1
did not attend anywhere	1
Did not attend Collin until Spring 2011	1
did not attend until spring 2012	1
did not register in 2010	1
Did not take classes; participated in the Walt Disney World College Internship.	1
distance learning	1
Distance Learning	1
Dual credit student	1
ELCENTO COLLEGE IN DALLAS	1
fall 2011 was at PRC, but all my other years have been at SPC except once in McKinney.	1
High-School	1
High school	1
Highschool	1
Homeschool/Highschool	1
I attended the PRC in the fall of 2011	1
I didn't attend in Fall 2010. That was my sophomore year of highschool	1

Section I: Essential Services/Programs

Please indicate which of the following services/programs you are aware of? Please check all that apply.

		0	1	Total
	Count	64	1023	1087
Advising	%	5.9%	94.1%	100.0%
	Count	89	998	1087
Admissions and Records	%	8.2%	91.8%	100.0%
	Count	54	1033	1087
Bookstore	%	5.0%	95.0%	100.0%
	Count	222	865	1087
Bursars Office/Tuition and Fee Payment	%	20.4%	79.6%	100.0%
	Count	139	948	1087
Campus Communications (CougarWeb, Internet access etc.)	%	12.8%	87.2%	100.0%
	Count	277	810	1087
Financial Aid Office	%	25.5%	74.5%	100.0%
	Count	112	975	1087
Registration	%	10.3%	89.7%	100.0%
	Count	407	680	1087
Student Life	%	37.4%	62.6%	100.0%
	Count	206	881	1087
Testing Center (s)	%	19.0%	81.0%	100.0%
	Count	82	1005	1087
Blackboard	%	7.5%	92.5%	100.0%

Have you used the following services/programs? Please check all that apply.

		0	1	Total
	Count	184	902	1086
Advising	%	16.9%	83.1%	100.0%
	Count	158	928	1086
Admissions and Records	%	14.5%	85.5%	100.0%
	Count	111	975	1086
Bookstore	%	10.2%	89.8%	100.0%
	Count	419	667	1086
Bursars Office/Tuition and Fee Payment	%	38.6%	61.4%	100.0%
	Count	201	885	1086
Campus Communications (CougarWeb, Internet access etc.)	%	18.5%	81.5%	100.0%
	Count	591	495	1086
Financial Aid Office	%	54.4%	45.6%	100.0%
	Count	203	883	1086
Registration	%	18.7%	81.3%	100.0%
	Count	760	326	1086
Student Life	%	70.0%	30.0%	100.0%
	Count	368	718	1086
Testing Center (s)	%	33.9%	66.1%	100.0%
	Count	112	974	1086
Blackboard	%	10.3%	89.7%	100.0%

Please use a five-point scale to tell us about your experience with the services/programs you said you have used.

The hours the service/program is available are convenient.

1= Very inconvenient, 5= Very convenient

		1	2	3	4	5	Total
Advising	Count	35	38	156	253	357	839
	%	4.2%	4.5%	18.6%	30.2%	42.6%	100.0%
Admissions and Records	Count	31	44	142	271	355	843
	%	3.7%	5.2%	16.8%	32.1%	42.1%	100.0%
Bookstore	Count	31	50	157	277	378	893
	%	3.5%	5.6%	17.6%	31.0%	42.3%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	13	16	64	167	351	611
	%	2.1%	2.6%	10.5%	27.3%	57.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	21	13	57	158	565	814
	%	2.6%	1.6%	7.0%	19.4%	69.4%	100.0%
Financial Aid Office	Count	20	21	60	140	214	455
	%	4.4%	4.6%	13.2%	30.8%	47.0%	100.0%
Registration	Count	22	31	111	221	412	797
	%	2.8%	3.9%	13.9%	27.7%	51.7%	100.0%
Student Life	Count	9	11	30	97	157	304
	%	3.0%	3.6%	9.9%	31.9%	51.6%	100.0%
Testing Center (s)	Count	19	21	80	191	345	656
	%	2.9%	3.2%	12.2%	29.1%	52.6%	100.0%
Blackboard	Count	36	30	69	178	576	889
	%	4.0%	3.4%	7.8%	20.0%	64.8%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
The hours the service/program is available are convenient-Advising	839	1	5	4.02	1.081
Admissions and Records	843	1	5	4.04	1.063
Bookstore	893	1	5	4.03	1.066
Bursars Office/ Tuition and Fee Payment	611	1	5	4.35	.923
Campus Communications (CougarWeb, Internet access etc.)	814	1	5	4.51	.892
Financial Aid Office	455	1	5	4.11	1.083
Registration	797	1	5	4.22	1.007
Student Life	304	1	5	4.26	.982
Testing Center (s)	656	1	5	4.25	.987
Blackboard	889	1	5	4.38	1.040
Valid N (listwise)	104				

The service was provided in a timely manner.
1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	56	87	206	243	272	864
	%	6.5%	10.1%	23.8%	28.1%	31.5%	100.0%
Admissions and Records	Count	54	82	175	253	314	878
	%	6.2%	9.3%	19.9%	28.8%	35.8%	100.0%
Bookstore	Count	25	49	122	294	427	917
	%	2.7%	5.3%	13.3%	32.1%	46.6%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	13	11	61	160	383	628
	%	2.1%	1.8%	9.7%	25.5%	61.0%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	15	13	78	199	535	840
	%	1.8%	1.5%	9.3%	23.7%	63.7%	100.0%
Financial Aid Office	Count	33	36	65	132	197	463
	%	7.1%	7.8%	14.0%	28.5%	42.5%	100.0%
Registration	Count	26	49	136	224	393	828
	%	3.1%	5.9%	16.4%	27.1%	47.5%	100.0%
Student Life	Count	10	4	29	82	183	308
	%	3.2%	1.3%	9.4%	26.6%	59.4%	100.0%
Testing Center (s)	Count	15	9	69	141	435	669
	%	2.2%	1.3%	10.3%	21.1%	65.0%	100.0%
Blackboard	Count	31	30	105	219	529	914
	%	3.4%	3.3%	11.5%	24.0%	57.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	864	1	5	3.68	1.200
Admissions and Records	878	1	5	3.79	1.200
Bookstore	917	1	5	4.14	1.019
Bursars Office/ Tuition and Fee Payment	628	1	5	4.42	.890
Campus Communications (CougarWeb, Internet access etc.)	840	1	5	4.46	.861
Financial Aid Office	463	1	5	3.92	1.231
Registration	828	1	5	4.10	1.072
Student Life	308	1	5	4.38	.945
Testing Center (s)	669	1	5	4.45	.897
Blackboard	914	1	5	4.30	1.021
Valid N (listwise)	111				

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	35	51	140	229	415	870
	%	4.0%	5.9%	16.1%	26.3%	47.7%	100.0%
Admissions and Records	Count	38	53	144	228	419	882
	%	4.3%	6.0%	16.3%	25.9%	47.5%	100.0%
Bookstore	Count	27	45	117	249	485	923
	%	2.9%	4.9%	12.7%	27.0%	52.5%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	14	10	66	147	393	630
	%	2.2%	1.6%	10.5%	23.3%	62.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	14	13	94	172	525	818
	%	1.7%	1.6%	11.5%	21.0%	64.2%	100.0%
Financial Aid Office	Count	30	38	46	106	242	462
	%	6.5%	8.2%	10.0%	22.9%	52.4%	100.0%
Registration	Count	15	36	115	200	453	819
	%	1.8%	4.4%	14.0%	24.4%	55.3%	100.0%
Student Life	Count	11	7	30	73	190	311
	%	3.5%	2.3%	9.6%	23.5%	61.1%	100.0%
Testing Center (s)	Count	21	20	79	159	395	674
	%	3.1%	3.0%	11.7%	23.6%	58.6%	100.0%
Blackboard	Count	22	20	121	192	542	897
	%	2.5%	2.2%	13.5%	21.4%	60.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	870	1	5	4.08	1.109
Admissions and Records	882	1	5	4.06	1.124
Bookstore	923	1	5	4.21	1.033
Bursars Office/ Tuition and Fee Payment	630	1	5	4.42	.904
Campus Communications (CougarWeb, Internet access etc.)	818	1	5	4.44	.882
Financial Aid Office	462	1	5	4.06	1.239
Registration	819	1	5	4.27	.981
Student Life	311	1	5	4.36	.993
Testing Center (s)	674	1	5	4.32	1.002
Blackboard	897	1	5	4.35	.963
Valid N (listwise)	107				

The staff was knowledgeable.

1= Strongly disagree, 5 = Strongly agree

		1	2	3	4	5	Total
Advising	Count	70	89	143	215	347	864
	%	8.1%	10.3%	16.6%	24.9%	40.2%	100.0%
Admissions and Records	Count	34	47	107	238	451	877
	%	3.9%	5.4%	12.2%	27.1%	51.4%	100.0%
Bookstore	Count	25	44	125	243	485	922
	%	2.7%	4.8%	13.6%	26.4%	52.6%	100.0%
Bursars Office/ Tuition and Fee Payment	Count	14	14	64	125	411	628
	%	2.2%	2.2%	10.2%	19.9%	65.4%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	15	11	87	174	535	822
	%	1.8%	1.3%	10.6%	21.2%	65.1%	100.0%
Financial Aid Office	Count	34	24	63	102	244	467
	%	7.3%	5.1%	13.5%	21.8%	52.2%	100.0%
Registration	Count	18	26	106	196	475	821
	%	2.2%	3.2%	12.9%	23.9%	57.9%	100.0%
Student Life	Count	9	6	34	72	187	308
	%	2.9%	1.9%	11.0%	23.4%	60.7%	100.0%
Testing Center (s)	Count	17	15	73	144	429	678
	%	2.5%	2.2%	10.8%	21.2%	63.3%	100.0%
Blackboard	Count	25	26	125	185	534	895
	%	2.8%	2.9%	14.0%	20.7%	59.7%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	864	1	5	3.79	1.290
Admissions and Records	877	1	5	4.17	1.083
Bookstore	922	1	5	4.21	1.026
Bursars Office/ Tuition and Fee Payment	628	1	5	4.44	.924
Campus Communications (CougarWeb, Internet access etc.)	822	1	5	4.46	.872
Financial Aid Office	467	1	5	4.07	1.232
Registration	821	1	5	4.32	.964
Student Life	308	1	5	4.37	.961
Testing Center (s)	678	1	5	4.41	.944
Blackboard	895	1	5	4.32	1.003
Valid N (listwise)	103				

On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.

1= Very unsatisfied, 5 = Very satisfied

		1	2	3	4	5	Total
Advising	Count	79	81	171	260	302	893
	%	8.8%	9.1%	19.1%	29.1%	33.8%	100.0%
Admissions and Records	Count	37	62	154	280	384	917
	%	4.0%	6.8%	16.8%	30.5%	41.9%	100.0%
Bookstore	Count	32	48	124	320	442	966
	%	3.3%	5.0%	12.8%	33.1%	45.8%	100.0%
Bursars Office/Tuition and Fee Payment	Count	11	9	69	179	389	657
	%	1.7%	1.4%	10.5%	27.2%	59.2%	100.0%
Campus Communications (CougarWeb, Internet access etc.)	Count	14	22	88	230	513	867
	%	1.6%	2.5%	10.1%	26.5%	59.2%	100.0%
Financial Aid Office	Count	38	37	68	129	214	486
	%	7.8%	7.6%	14.0%	26.5%	44.0%	100.0%
Registration	Count	18	39	124	246	440	867
	%	2.1%	4.5%	14.3%	28.4%	50.7%	100.0%
Student Life	Count	9	8	33	84	186	320
	%	2.8%	2.5%	10.3%	26.3%	58.1%	100.0%
Testing Center (s)	Count	17	14	74	186	411	702
	%	2.4%	2.0%	10.5%	26.5%	58.5%	100.0%
Blackboard	Count	42	42	102	274	496	956
	%	4.4%	4.4%	10.7%	28.7%	51.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Advising	893	1	5	3.70	1.265
Admissions and Records	917	1	5	3.99	1.105
Bookstore	966	1	5	4.13	1.033
Bursars Office/Tuition and Fee Payment	657	1	5	4.41	.858
Campus Communications (CougarWeb, Internet access etc.)	867	1	5	4.39	.888
Financial Aid Office	486	1	5	3.91	1.259
Registration	867	1	5	4.21	.987
Student Life	320	1	5	4.34	.960
Testing Center (s)	702	1	5	4.37	.925
Blackboard	956	1	5	4.19	1.077
Valid N (listwise)	113				

If you were Unsatisfied/Very unsatisfied with the service/program, please specify the reason.

Student Life

	Frequency
Did not respond	1078
All staff were very helpful in getting questions answered and problems solved	1
Friendly and genuine	1
generally disinterested in helping	1
Great support with directing me for activities	1
I have met some very helpful people behind the desk, and some very rude, self involved people. Pretending to be looking for the answer to my question while you browse Facebook is unprofessional	1
I have never accomplished anything there.	1
I participated in one of the functions with Student life (Veteran's Day Appreciation). I am a member of the Phi Theta Kappa and was looking for the sheet that I was to sign in with; however, I was unable to find it. Needless to say, I believe the Student Life Center reaches out to encourage students and they are always so new posting on the Cougar Web that is interesting and fun!	1
longer hours for night students	1
Never had a problem.	1
Only went there once to get my ID card, but it was pretty quick and easy.	1
Rude and unfriendly student employees. Don't allow access to full time employees when requested.	1
Some of the staff are very rude and unpleasent.	1
Staff were present but only marginally friendly and helpful.	1
Student Life overall is fine, but the Food Services is terrible, food is over priced, not good, and staff plays radio so loud the people can't study out at the tables.	1
The students that are hired there never seem to actually know about the subjects I tend to go in about. other than getting a student ID card, their answers are more like "oh, I think you can talk to advising about it" or "you can check the website"	1
too oriented toward student play-time, whereas some of us are actually there for an education	1
Took three tries to get a usable ID, and because I didn't notice the crappy pictue right away I was charged a fee to correct it.	1
very friendly and quick	1
very helpful	1
Very nice to work with.	1
very slow, crashed often, I had to load a new browser because it didn't	1
What exactly do they do again?	1
Total	1100

Please tell us why you did not use the following
service(s)/program(s)?

Student Life

	Frequency
Did not respond	796
actually i did use it to get my ID	1
already have update id no need to contact student services	1
Already sufficiently involved with campus events	1
Did not have a need to	1
Did not have the time to go yet, but i read some news send me by cougar email.	1
did not have time	1
did not need	2
Did not need	1
did not need to	1
Did not need to	2
Did not need to.	1
Did not need.	2
Did not need. Oh yes, I did stop by to get permission to sell a book on an ad	1
Didn't have a need to.	1
Didn't know about it.	1
didn't need it	1
didn't need to	1
Didn't take the time to	1
didnt need	1
Didnt need help	1
do not know what goes on in student life	1
do not know what it is	1
do not need	1
Do not use this program.	1
Do not where where it's located	1
Doesn't seem to be a large, thriving part of the school.	1
Don't have time	2
Don't have time between classes & working am running all the time.	1
Don't know	1
Don't know too much about it. I have no time for it at this moment.	1
Don't know what's offered.	1
Don't know what it does.	1
Don't know what it is	1
Don't know where office is or what they do for me	1
Don't need it.	1
Don't need to	1
Don't need to go here.	1
don't really know what it is, where it is, but also don't have the time.	1
dont know for whattt	1
dont know much about	1
dont know what it is	1
Dont know what this is really	1
dont need	1
Dpnt know what they do	1
evening student..location closed	1
Got no time.	1
Hadn't really looked into this - got a busy personal life, feel this is probably more for single, younger students	1
Have not been there- forgot about it and have not had time. Not sure exactly of its purpose.	1
Have not had any reason to use it	1
Have not had the need to go.	1
Have not needed it's use	1
have not needed to	1

Student Life

	Frequency
Have not needed to	1
haven't been involved	1
Haven't had a need to.	1
Haven't had a reason to go.	1
Haven't had time.	1
haven't needed it	1
haven't needed to	1
Haven't needed to	2
Havent	1
havent found a use for it.	1
honestly felt that this organization was more for the younger students just out of high school	1
hours are not convenient- I am non traditional student - work full time	1
hours don't work for a person working full time - i don't get to campus until about 6p - nothing available	1
Hvae not needed.	1
I'm a distance student	1
I'm a single working mom, and I take my classes online.	1
I'm already involved in too many activities.	1
I'm an older returning student; services not really necessary for me.	1
I'm an older student - not interested	1
I'm an older student and assumed most services were aimed at younger students.	1
I'm an older student and none of it is geared towards my age group.	1
I'm an older student with a full-time job.	1
I'm in dual credit, these things don't really apply to me.	1
I'm not a traditional student	1
I'm not quite sure what exactly it is	1
I'm not really sure if they offer anything that I would be interested in	1
I'm not sure what they do or where they're located	1
I've had some copies run off for my SO; they just don't have anything that I am aware of that I need.	1
I already have my college ID and handbook. I'm not sure what else I would need SL for.	1
I am 44 years old and did not participate in the student life.	1
I am 54 years old, going to school part time. I have a very busy life outside of school. The student life programs really do not interest me.	1
I am an older student---student life doesn't interest me	1
I am an older student and don't feel comfortable hanging and such with 18 year olds	1
I am busy with my two jobs and family life	1
I am not a social person.	1
I am not on campus much, other than when I am in class.	1
I am not sure what they do, therefore I don't know if I need them or not	1
I am not sure why	1
I am only a part-time student	1
I am only taking one online course.	1
I did not feel important to use it	1
I did not know where the office for it was	1
I didn't care	1
I didn't have time	1
I didn't know it exists	1
I didn't need any of the services there.	1
I didnt feel the need to, I dont even know what it is	1
I do everything through the internet	1
I do not believe I have reason to use this service	1
I do not have time	1
I do not know what they offer. nothing is ever posted about them.	1
I do not know why I need to use the student life	1
I do not need it	1

Student Life

	Frequency
I don't even really know what it is	1
I don't go to the campus	1
I don't have time for activities so I haven't looked into them very much	1
I don't have time for the "fun" things the school does.	1
I don't have time to hang out on campus.	1
I don't know much about it and what I did know about I wasn't interested in/didn't have time.	1
I don't know what it is for.	1
I don't know what they do there.	1
I don't know what this is	1
I don't recall seeing very many things that are applicable to me as an adult student - married with 3 kids and a full time career. Not to say they don't exist, but if certain programs or activities do exist, they are not very well publicized.	1
I don't think there was anything of interest to me there.	1
I don't know how this would apply to me since i live at home	1
i don't know where it is at ...& what am i suppose to do there	1
I go to school at night	1
I had no reason to.	1
I have a busy work schedule outside of school, so i don't really have time to attended student functions.	1
I have a very full schedule, so I haven't had time to become involved in the student life. I'm a member of PTK and the NSLS, but I don't know if that counts.	1
I have never had the need	1
I have no idea what they actually do, other than provide student IDs.	1
I have not gotten involved in any student life organizations this year.	1
I have not had the need to use this program	1
I have really not looked into it, but I receive e-mails that provide information about what is going on in campus.	1
I have two children and am very busy already	1
I haven't found a need for it, yet.	1
I haven't had a need to use this service.	1
I haven't had time for extra-curricular activities.	1
I haven't lost anything yet. Last time I used it was to get the new ID card.	1
I just didn't have a reason to use it	1
I just don't have the time, currently.	1
I just don't use it.	1
I just haven't had the need to use this service yet.	1
I never felt that I need to use this service. Maybe because I am 40 years old and the most students are in their early 20s.	1
I never have time to get there during the hours that they are open.	1
I only come to campus for night classes.	1
I take most of my classes online	1
I thought this was for younger college students. I am over 50. Let me know what is available for older students please.	1
I used Student Life for my ID cards and calendar	1
I work and take classes when are there ever student life activities that fit my schedule?	1
I work full time and take online classes; no time for studen life	1
I would like to take advantage of their services but I don't have time.	1
im not interested	1
Information	1
It was not in my interests	1
Just did not need to.	1
just don't	1
Just for ID	1
Just for lost and found and it was good.	1
know of it, but do not know what it is for	1
Little awareness. Unsure of mission/value or ROI	1

Student Life

	Frequency
live off campus	1
Maybe I used this once - for obtaining a student ID. No problems.	1
my schedule	1
n/a	2
N/A	3
na	1
never a need	1
never did any extra curricular activities on campus	1
Never had a chance to go to any.	1
never had a reason. hear they are great	1
Never heard of	1
never knew about it	1
Never needed services	1
Never needed the services	1
never needed to other than to get my student id	1
Never open	1
never really thought about	1
never used	1
no	1
no desire	1
no down time.	1
No identified need to use this service up to this point in time,	1
No interest	1
No interest.Im an adult student	1
no need	7
No need	7
No Need	1
No need for it, but I am aware of its purpose in case I need it.	1
no need of it	1
no need or desire	1
no need other than id	1
no need to	1
No need to at this time	1
No need to visit at this time	1
No need yet	2
No need yet.	1
No need.	1
no point for me to go.	1
no real reason	1
no reason	2
no reason in particular	1
No reason to as of yet.	1
No reson	1
no specific reason	1
no specific reason...just never took the time to look into it.	1
No structure in basketball courts. The same people always monopolize the court. Not equal participation.	1
No sure of what they do	1
No time	2
No time for extracurricular activities at school.	1
no time to participate	1
non traditional student, just havent gotten involved in anything yet	1
None of the programs interest me.	1
Not a full-time student	1

Student Life

	Frequency
not applicable	1
Not applicable	1
not aware of the program itself	1
not familiar	1
Not in need	1
Not instrested.	1
not interested	2
Not interested	3
Not interested in life	1
not interested in this program	1
not necessary	1
Not necessary.	1
not needed	1
Not needed	1
Not needed at this time	1
Not needed.	1
not on campus	1
not on campus when events were happening	1
Not quite sure what this includes? I might have used it	1
not really concered with it	1
Not sure if I had any need for this	1
not sure of services	1
Not sure of the purpose	1
Not sure what is offered in Student Life	1
Not sure what it's purpose is.	1
not sure what it is	1
not sure what it is or if I need to use this service	1
Not sure what it is.	1
not sure what student life is for	1
not sure what this is.	1
Not time	1
Not too interested, too busy.	1
not useful for most things	1
not usually on campus	1
Not very involved	1
Nothing offered that I have needed	1
online courses	1
online only	1
online student to far	1
Only used once to get student id	1
only used to get ID	1
organization information	1
part-time non-traditional student	1
Rarely on campus	1
Really do not know anything about it	1
Really have not spent to much time learning about the service.	1
same	1
take online classes not at campus much	1
they are so rude sometimes.	1
Time is crucial during each semester especially having children	1
too old	1
Too busy	4
Too busy to use the service.	1
too busy to visit student life	1

Student Life

	Frequency
too old!	1
Used only to get my id card	1
Was not needed	1
wasn't convenient for me	1
Wasn't very knowledgeable of what all they offered.	1
What is it for?	1
what is it?	1
Who has time?	1
why?	1
with work and school no extra time	1
week fulltime it's not open when I go to school	1
Working adult	1
working full time and going to school full time I only have time to go to class and that is about it	1
working parent; did not have the extra time to attend activities	1
Total	1100

Any additional comments or suggestions

	Frequency
I attend the CHEC and I want to say how clean that building way is. It makes me very proud to be able to use that building. I would however, like to recommend getting outdoor parking lot lights for the Northside of the CHEC. Taking night classes there, it's scary going to your car at night because there is no lighting.	1
I believe the dates were supposed to say 2011 or 2012, I wasn't here in 2010 but thought it was just a mistake so I marked that I was. Good idea to have this survey. It would be nice if someone from financial aid would sit with you and tell you step by step exactly what you must do. So hard over the phone- same with registration. Would be nice if you could register (especially the first time) in person. I did not realize for quite a while that career services existed- maybe advertise it more because it was very helpful.	1
I feel that the advising staff is incompetent, rude, unhelpful, and rarely ever know what they are talking about. I never wanted to waste my time "getting help" from advising because they never knew what to do and I often got wrong information.	1
I find it a little scary to walk through the Spring Creek atrium and cafeteria. A trip through the central hub of Spring Creek would discourage me from ever donating to the system. This is supposed to be an environment of higher learning, not a corner in the 'hood. Perhaps "Student Life" should engage in elevating the campus culture to that of a college.	1
I find that there are many programs I could use, but know nothing about. Cougar web is cumbersome and hard to find information in.	1
I have been at the Preston Ridge campus for 2011/2012 enrollment. I prefer the Spring Creek campus. The layout of PR is much less student friendly than SC. While PR is setup to resemble a university campus, SC provides a more student friendly environment.	1
I have enjoyed my time at Collin except for a few bumps along the way. I plan on transferring up to the McKinney Higher Education Center to complete my BOS with TWU.	1
I have enjoyed my time at Collin. One a whole, it is very well run. I think that many professors as well as fellow students frown down upon "non-traditional" students, which is interesting since our effort of work is typically higher than the younger student.	1
I have had a great experience at Collin College so far! The only problem I have ever encountered is Collin's advisors not being helpful at all.	1
I have really enjoyed my time at Collin College. I will be graduating this semester and will be proud to be alumni. My teachers have been phenomenal. They have supported me in all of my academic endeavors. I could not have completed my AA without their help.	1
I like this college.	1
I love everything about this school but the advising is a real pain sometimes! Waiting 30mins to an hour (i don't mind waiting) for the adviser to give you information that has nothing to do with your degree plan. One adviser was so unemotional that I felt dumb about asking her a question, I guess it's more lack of compassion. Every time I go into advisory office I come in with an open mind and open heart but I leave the office still confused. However, there is one lady that is brilliant but fate lets me get her every blue moon! Other than that AMAZING STAFF!	1
I really enjoy attending Collin - thanks for all you do and offer!	1
I really enjoy Collin college. It was a good experience for me. Class 2012	1
I really like the way Collin handles advising and admissions. I also like CougarWeb's functionality. I've dealt with a lot of other colleges and Collin's staff and process is top notch.	1
I really think that the math labs for the developmental classes should be extended to the weekends especially for Sewell's class. It is ridiculous to think that with the cost of gas unemployed people who have returned to college to complete a degree or earn one can afford this constant trek back and forth. Weekends should be included as well as more evening labs.	1
I really wish the advisers didn't suck so hard. I really need some LEGIT advice about how to go about switching from a degree in teaching HS Math, to getting a Major in Math and a Minor in either History or Science...something I enjoy...So that if/when they cut teaching jobs again, I can have a job in another field in the blink of an eye. Not to mention, I've TOLD THEM EVERY TIME I'VE GONE, THAT I WORRY THAT I WILL LOSE MY JOB DUE TO MY OPINIONS AND MY LOUD MOUTH (it's not the kids, it's the system, the state testing, the bs that teachers are limited in, or required to do that is utter BS). I have considered being a mechanical engineer. Yet, the "best" advice I've gotten is to still do all my math electives. Well, duh. But the best I can guess is to major in math. that will cover me either way. I don't know where to go from there. I feel that they know how to go dig me up a piece of paper and shoo me out the door. The fact they get paid for that and get the title of "college adviser" sucks. They should be called "reverse file clerks", since they can go find a piece of paper in a filing system and hand it to me. Yes, it is irritating.	1
I think it would be nice of the campus would provide a level field for archery class. It's a wonderful physical education class, but the sloping/flood plain field(ditch) that we are currently using at Spring Creek Campus is extremely inhospitable to beginner archers.	1
I think that we need more restaurants in the campus.	1

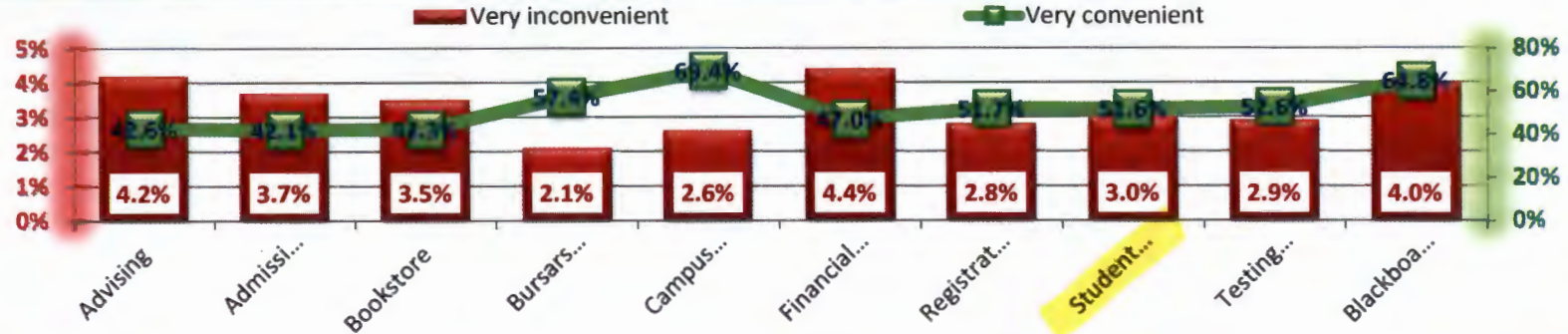
Any additional comments or suggestions

	Frequency
I think the school, as a whole, should have more activities that involve the student body. It doesn't seem to me like there is a unity among the students, and although this isn't a university, I believe everyone would like to have the sense of school spirit, and an easier opportunity to meet new people. Besides basketball and tennis games, it doesn't seem like there are any other opportunities for the whole school to come together.	1
I wish Collin offered a Bachelor's Degree that was not tied to and complicated by other Universities. I have had a great experience and actually will have my AA in May 2012 after 15 years of trying to graduate. I will miss going to Collin!	1
I wish there was a wider range of classes offered during the MayMester and more time slots available particularly for sciences over the summer semesters so that I could take more classes, without every possible option having a time conflict that prevents registration.	1
I would assume you meant for the previous questions to be answered in regards to the Spring 2012 semester, instead of Fall 2010? My answers reflect the correct Spring semester. I attend one class at SCC and one at PRC. SCC is in dire need of additional parking. For the working student as myself who travels from work on the Plano/Carrollton border to SCC, I do not have 15+ minutes to locate and hunt down a parking spot in addition to driving to campus and making it to the classroom on time.	1
I would like for somebody to take the time to optimize the collin.edu webpage. Somehow, I think the way it is written (scripts or something) is slowing down the site a LOT. I know several people who are professional web programmers, and I have studied quite a bit of web programming, and we all have decided the site is unreasonably slow. I also think that Blackboard needs to be more of an official online access suite. Many of my teachers either refuse to use blackboard, or don't know how to use blackboard, even when there is some online material required for the course. It is also extremely slow. This could be, in part, due to latency or slow servers, but I think that there is a way to fix these problems, regardless of that fact. I understand that it is highly unlikely that you will read this, but if you do, please take what I've said into consideration. Thanks if you've managed to get through this.	1
I would like to have information about certain professors before starting classes. I have had problems with certain professors and it was too late to withdraw. Money was lost and grades.	1
I would like to see a single unit gender neutral restroom available for transgendered students on campus. This would also serve as an additional handicap restroom.	1
I would like to the writing center have more time opened.	1
I would really like to see the science den at the mckinney campus improved since this is the main health care campus.	1
If this is a survey for Spring 2012, why are there questions regarding my status, etc. regarding Fall 2010? If that is the time frame intended with those questions, there should be a space to mark "not enrolled at that time."	1
if you want more specific ideas that could help student better please get a hold of me mdavies1@collin Just so you know i dont care if you know who I am.	1
In the Spring of 2012 my primary campus was spring creek which was what I used to fill out the survey. I am a full time student this semester who is also working part time.	1
It would be beneficial for students to know exactly what the details (exactly what kind of projects and how many papers or activities) of a class is before they register, since students may only drop six classes in Texas in total. If they work-load is too great, but the student had no idea till after the class started (or before the class started and dropped the class), it is not fair to disallow him to get a strike on his record because he had to cancel the class. Having a thoroughly-explained syllabus/curriculum before signing up for a class will help in preparing for the class and can help a student succeed more than when he blindly enters a class and is expected to do what he can, even if it costs him his grade. Thanks for the survey.	1
It would be so nice if people could answer the question that are ask of them. It seem there could be a lack of focus on many levels.	1
Library staff are immensely helpful, knowledgeable, and are an asset to Collin College!!	1
Live long and prosper. ^*_*^	1
Love collin college, maybe more books on supernatural in cpc library.	1
More direct help when it comes to advising students.	1
Most of the dates on this survey dealt with 2010	1
Most problems I see are staffing levels. It is very difficult to get into the Writing Center and the admissions staff is usually only 1 to help the line and 1 to help the phone. That is very frustrating when we are trying to get issues handles so we can then register for classes.	1
My encounters with service/support staff at Spring Creek Campus are positive. The staff at SCC are friendly, knowledgeable, and helpful. On one occasion, I felt I should have gotten a little more guidance from Advising.	1
N/A	1
None	2

Any additional comments or suggestions

	Frequency
Wireless internet is horrible and often will not connect throughout the building. If students have serious issues, the red tape required for them to talk to anybody is nonsense, where each person seems to not communicate at all with the previous person to have some sense of cohesion, nothing seems to happen upon meeting with several people, and no one responds or updates students to their concerns. Students are leaving this college and going to other ones because of these administrative issues that remain unaddressed.	1
Wish there is a weekend nursing program	1
Would like see a healthy alternative to the curly fries at same price and amount of food when money is short all I can afford to eat is the curly fries which are very unhealthy so often I don't eat them but can't afford the healthier choices so would be nice to see healthier alternatives at some reasonable prices	1
Yaaaay! Survey. The botany classes aren't running anymore, this is very sad. The greenhouse at SC hasn't been operational in a long time, this is sad too. All new students should be required to attend orientations for their chosen major 'and' each semester to evaluate classes and keep them on track if possible. I'm graduating in May 2012 and I still have no blessed idea if what I'm doing is right. I never attended an orientation and didn't find out they existed until my third semester at SC Campus. I know information is online and in various offices, but I would have appreciated a big welcome packet of some kind when I started classes in 2009. Something written not as a list, like the catalogs, but as lengthy explanations of available services and possibilities... such as... bus routes, orientations and why they're important, the cafeteria, student life, information on all school offices in a handy carryable student resource. Instead it's all over the place or hidden in some arcane catalog. Also, what about coupons or discounts for high GPA students? Something like, cafeteria food, or cheap toys that say "good job?" Tacky, maybe... but a nice reminder too. And why is registration open to all students by hours and not GPA? High GPA students are much, much less likely to drop classes... so why not let us register before anyone else after about 40hrs completed? I can't tell you how many times I've tried to register for classes only to have them fill up before I could... and then HALF of the students in the room drop out by midterms, but by then it's too late for me to get in. Very frustrating. My effort and good grade should have some visible benefits to the school, but it doesn't.	1
Total	1100

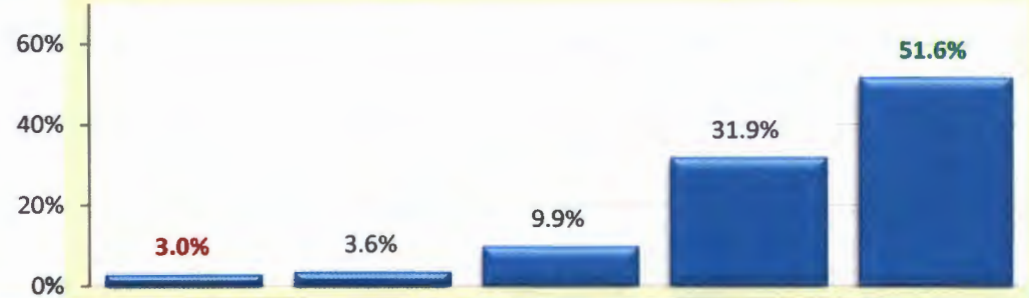
1. The hours the service/program is available are convenient.



Student Survey: Collin Educational Support/Programs

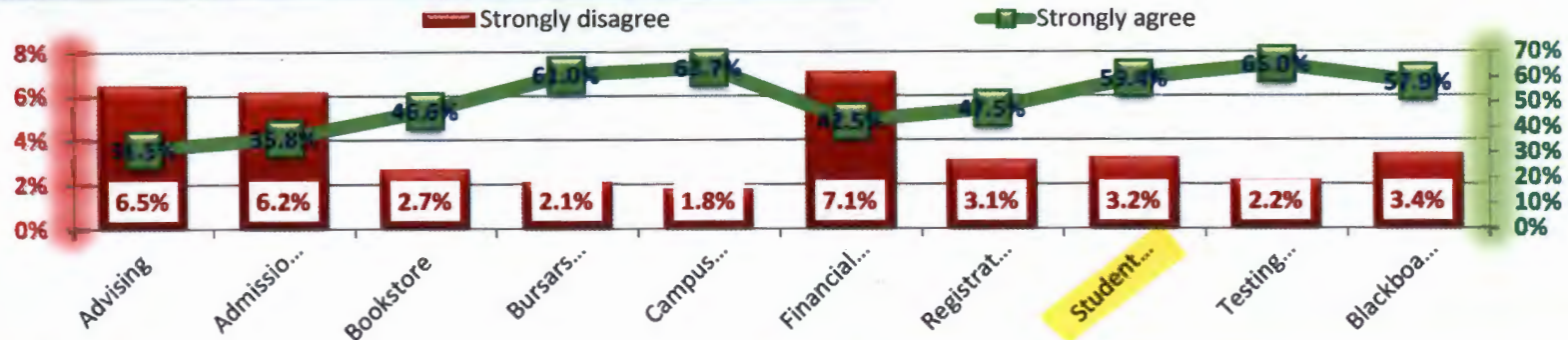
Section I : Essential Services/Programs Spring 2012 (June 14, 2012)

Student Life



Service/Program	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
Advising	839	4.2%	4.5%	18.6%	30.2%	42.6%
Admissions and Records	843	3.7%	5.2%	16.8%	32.1%	42.1%
Bookstore	893	3.5%	5.6%	17.6%	31.0%	42.3%
Bursars Office/Tuition and Fee Payment	611	2.1%	2.6%	10.5%	27.3%	57.4%
Campus Communications (CougarWeb, Internet access ...)	814	2.6%	1.6%	7.0%	19.4%	69.4%
Financial Aid Office	455	4.4%	4.6%	13.2%	30.8%	47.0%
Registration	797	2.8%	3.9%	13.9%	27.7%	51.7%
Student Life	304	3.0%	3.6%	9.9%	31.9%	51.6%
Testing Center (s)	656	2.9%	3.2%	12.2%	29.1%	52.6%
Blackboard	889	4.0%	3.4%	7.8%	20.0%	64.8%

2. The service was provided in a timely manner.

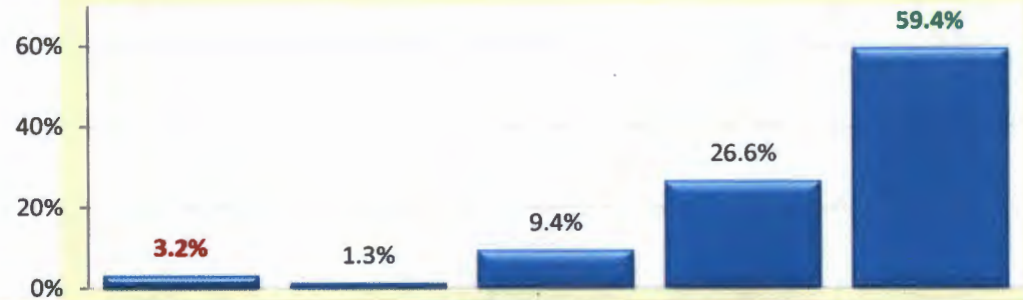


Student Survey:

Collin Educational Support/Programs

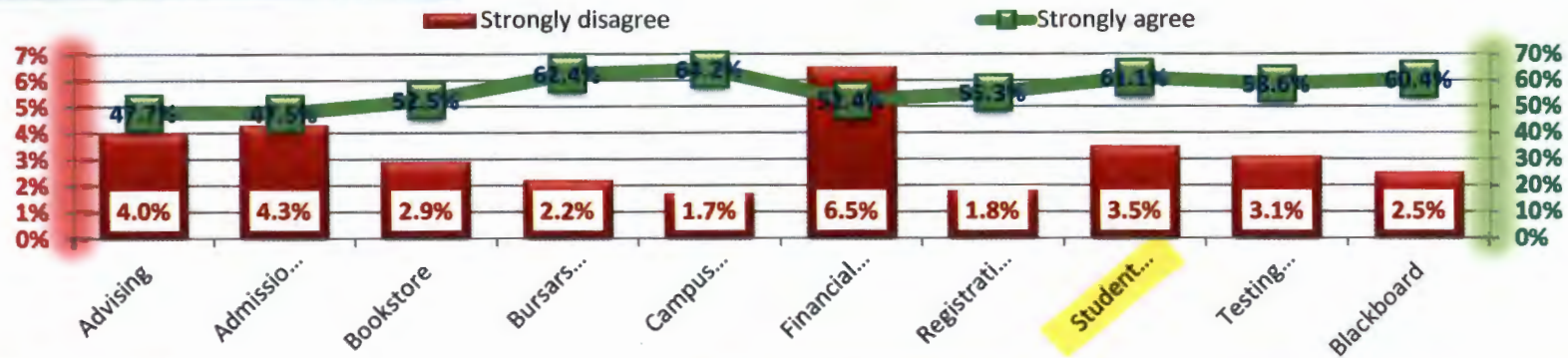
Section I : Essential Services/Programs Spring 2012 (June 14, 2012)

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	864	6.5%	10.1%	23.8%	28.1%	31.5%
Admissions and Records	878	6.2%	9.3%	19.9%	28.8%	35.8%
Bookstore	917	2.7%	5.3%	13.3%	32.1%	46.6%
Bursars Office/Tuition and Fee Payment	628	2.1%	1.8%	9.7%	25.5%	61.0%
Campus Communications (CougarWeb, Internet access ...)	840	1.8%	1.5%	9.3%	23.7%	63.7%
Financial Aid Office	463	7.1%	7.8%	14.0%	28.5%	42.5%
Registration	828	3.1%	5.9%	16.4%	27.1%	47.5%
Student Life	308	3.2%	1.3%	9.4%	26.6%	59.4%
Testing Center (s)	669	2.2%	1.3%	10.3%	21.1%	65.0%
Blackboard	914	3.4%	3.3%	11.5%	24.0%	57.9%

3. The staff was courteous.

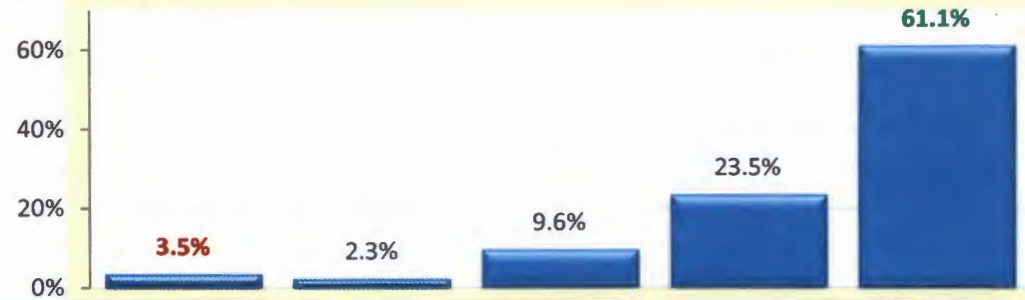


Student Survey:

Collin Educational Support/Programs

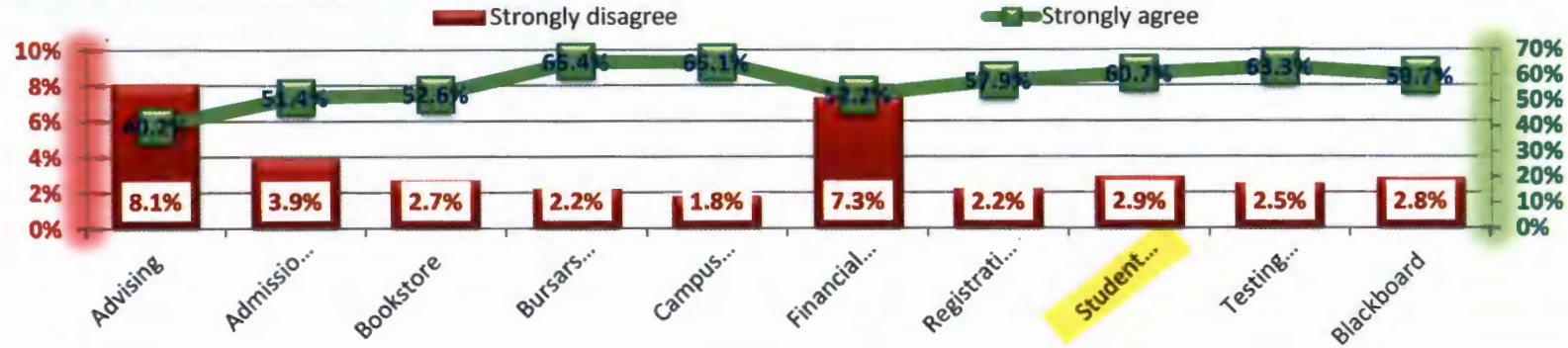
Section I : Essential Services/Programs Spring 2012 (June 14, 2012)

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	870	4.0%	5.9%	16.1%	26.3%	47.7%
Admissions and Records	882	4.3%	6.0%	16.3%	25.9%	47.5%
Bookstore	923	2.9%	4.9%	12.7%	27.0%	52.5%
Bursars Office/Tuition and Fee Payment	630	2.2%	1.6%	10.5%	23.3%	62.4%
Campus Communications (CougarWeb, Internet access ...)	818	1.7%	1.6%	11.5%	21.0%	64.2%
Financial Aid Office	462	6.5%	8.2%	10.0%	22.9%	52.4%
Registration	819	1.8%	4.4%	14.0%	24.4%	55.3%
Student Life	311	3.5%	2.3%	9.6%	23.5%	61.1%
Testing Center (s)	674	3.1%	3.0%	11.7%	23.6%	58.6%
Blackboard	897	2.5%	2.2%	13.5%	21.4%	60.4%

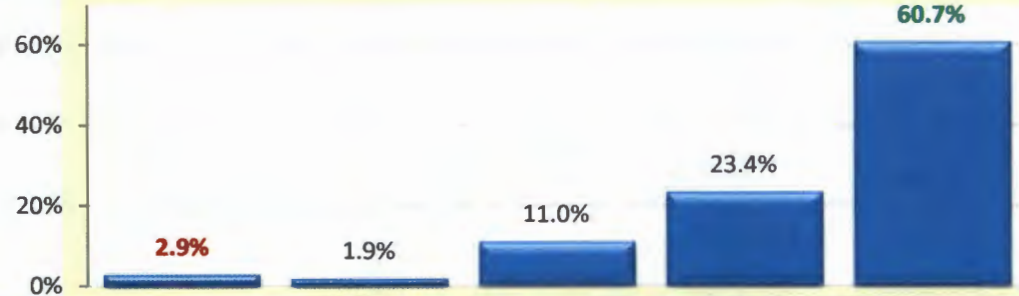
4. The staff was knowledgeable.



Student Survey: Collin Educational Support/Programs

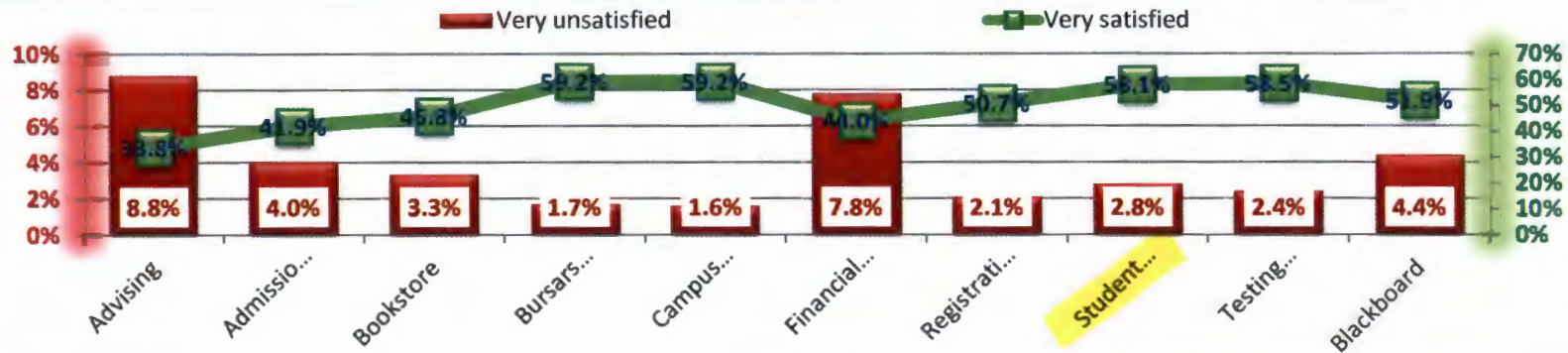
Section I : Essential Services/Programs Spring 2012 (June 14, 2012)

Student Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Advising	864	8.1%	10.3%	16.6%	24.9%	40.2%
Admissions and Records	877	3.9%	5.4%	12.2%	27.1%	51.4%
Bookstore	922	2.7%	4.8%	13.6%	26.4%	52.6%
Bursars Office/Tuition and Fee Payment	628	2.2%	2.2%	10.2%	19.9%	65.4%
Campus Communications (CougarWeb, Internet access ...)	822	1.8%	1.3%	10.6%	21.2%	65.1%
Financial Aid Office	467	7.3%	5.1%	13.5%	21.8%	52.2%
Registration	821	2.2%	3.2%	12.9%	23.9%	57.9%
Student Life	308	2.9%	1.9%	11.0%	23.4%	60.7%
Testing Center (s)	678	2.5%	2.2%	10.8%	21.2%	63.3%
Blackboard	895	2.8%	2.9%	14.0%	20.7%	59.7%

5. Overall satisfaction with the services/programs you said you have used.

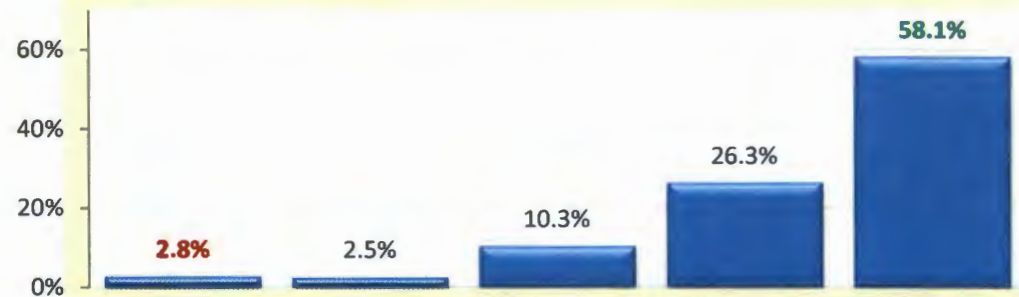


Student Survey:

Collin Educational Support/Programs

Section I : Essential Services/Programs Spring 2012 (June 14, 2012)

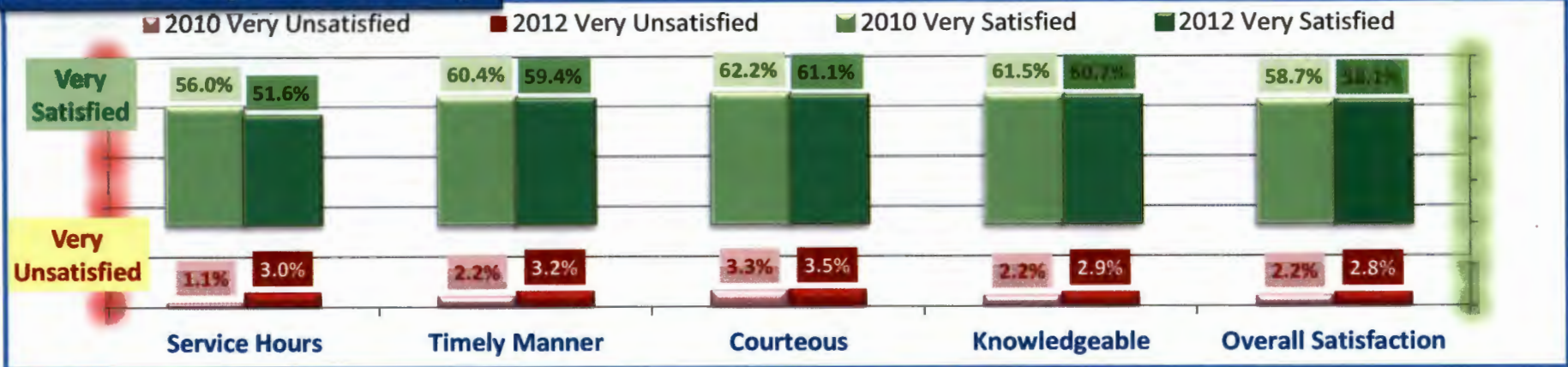
Student Life



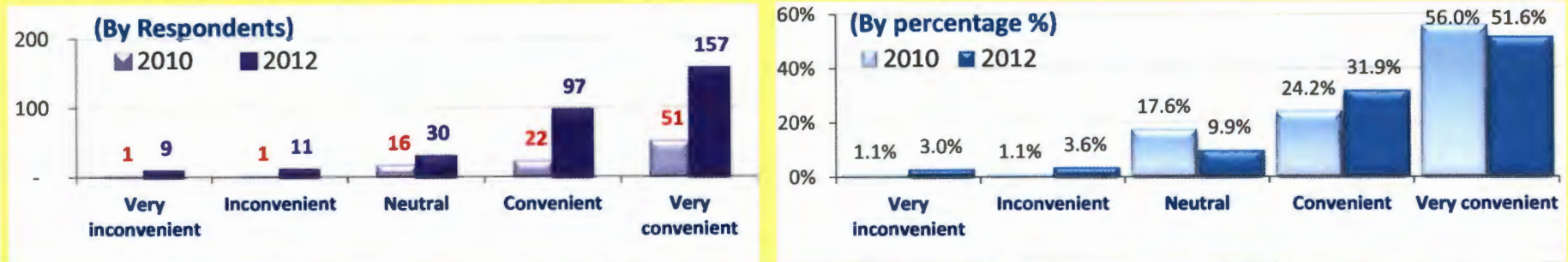
Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Advising	893	8.8%	9.1%	19.1%	29.1%	33.8%
Admissions and Records	917	4.0%	6.8%	16.8%	30.5%	41.9%
Bookstore	966	3.3%	5.0%	12.8%	33.1%	45.8%
Bursars Office/Tuition and Fee Payment	657	1.7%	1.4%	10.5%	27.2%	59.2%
Campus Communications (CougarWeb, Internet access ...)	867	1.6%	2.5%	10.1%	26.5%	59.2%
Financial Aid Office	486	7.8%	7.6%	14.0%	26.5%	44.0%
Registration	867	2.1%	4.5%	14.3%	28.4%	50.7%
Student Life	320	2.8%	2.5%	10.3%	26.3%	58.1%
Testing Center (s)	702	2.4%	2.0%	10.5%	26.5%	58.5%
Blackboard	956	4.4%	4.4%	10.7%	28.7%	51.9%

Student Survey

Student Life (2010 vs 2012)



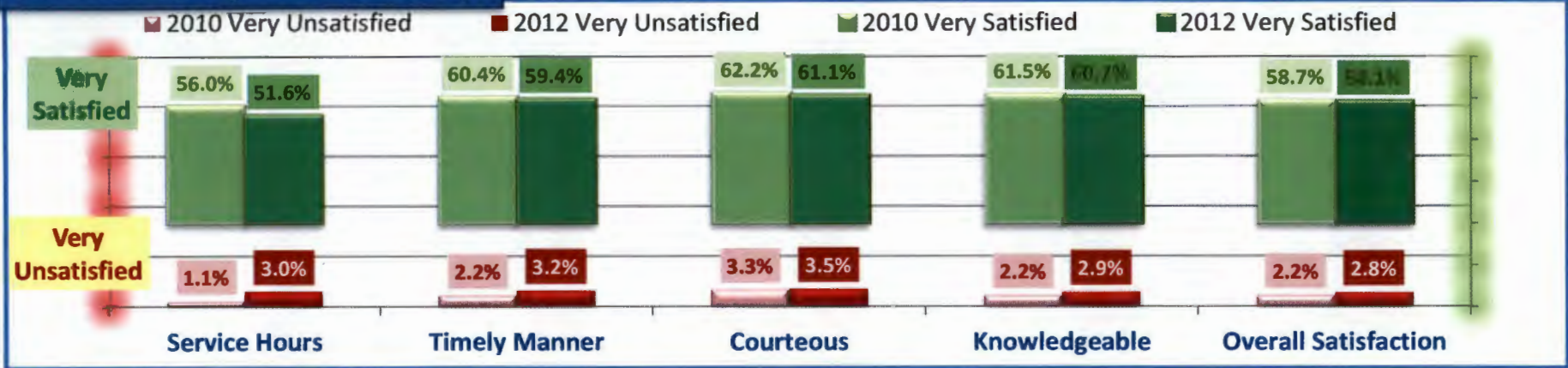
The hours the service/program is available are convenient



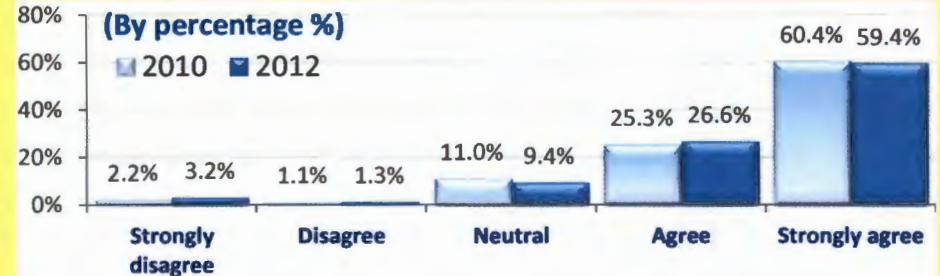
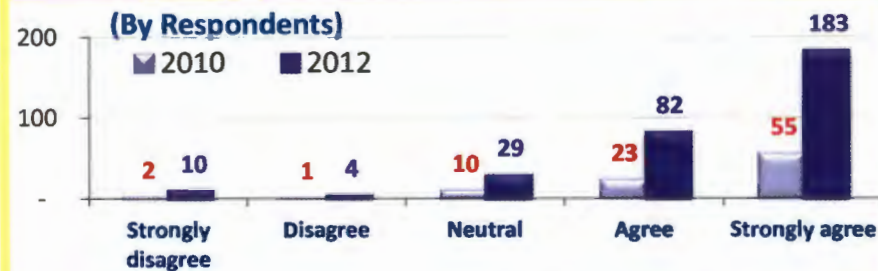
Service/Program	Year	Respondents	Very inconvenient	Inconvenient	Neutral	Convenient	Very convenient
The hours the service/program is available are convenient	2010		1.1%	1.1%	17.6%	24.2%	56.0%
	2012		3.0%	3.6%	9.9%	31.9%	51.6%
	2010	91	1	1	16	22	51
	2012	304	9	11	30	97	157
The service was provided in a timely manner	2010		2.2%	1.1%	11.0%	25.3%	60.4%
	2012		3.2%	1.3%	9.4%	26.6%	59.4%
	2010	91	2	1	10	23	55
	2012	308	10	4	29	82	183
The staff was courteous	2010		3.3%	1.1%	13.3%	20.0%	62.2%
	2012		3.5%	2.3%	9.6%	23.5%	61.1%
	2010	90	3	1	12	18	56
	2012	311	11	7	30	73	190
The staff was knowledgeable	2010		2.2%	3.3%	14.3%	18.7%	61.5%
	2012		2.9%	1.9%	11.0%	23.4%	60.7%
	2010	91	2	3	13	17	56
	2012	308	9	6	34	72	187
Overall satisfaction with the service/programs you said you have used	2010		2.2%	2.2%	8.7%	28.3%	58.7%
	2012		2.8%	2.5%	10.3%	26.3%	58.1%
	2010	92	2	2	8	26	54
	2012	320	9	8	33	84	186

Student Survey

Student Life (2010 vs 2012)



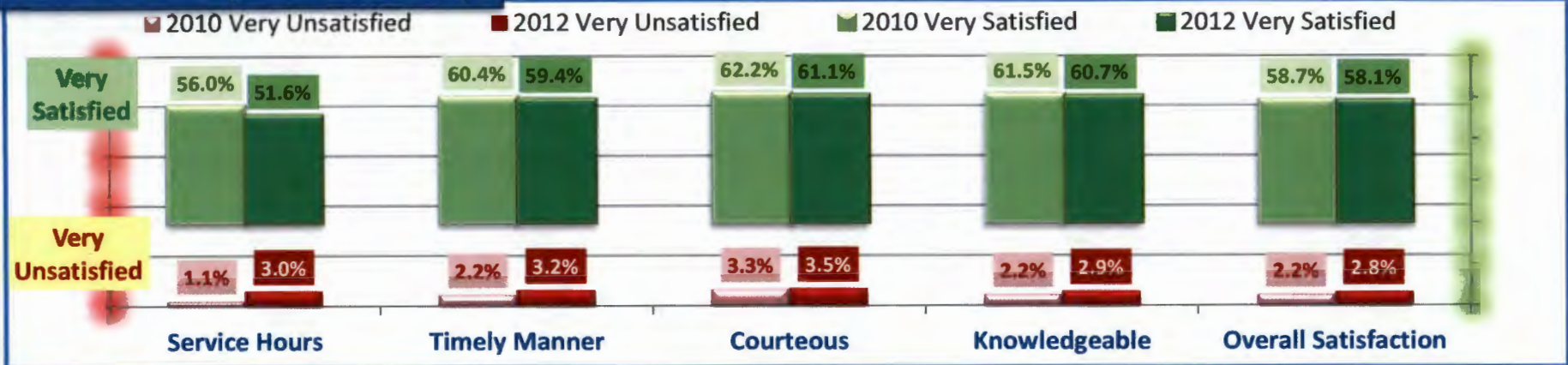
The service was provided in a timely manner



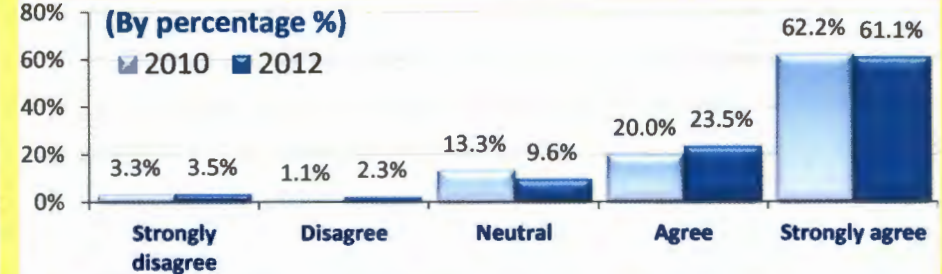
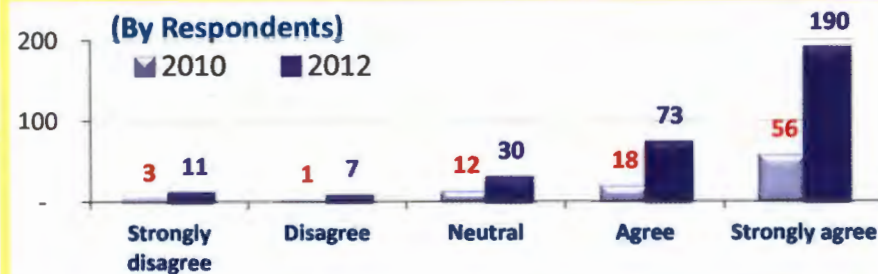
Service/Program	Year	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The hours the service/program is available are convenient	2010		1.1%	1.1%	17.6%	24.2%	56.0%
	2012		3.0%	3.6%	9.9%	31.9%	51.6%
	2010	91	1	1	16	22	51
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	2010	92	2	2	8	26	54
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Student Survey

Student Life (2010 vs 2012)



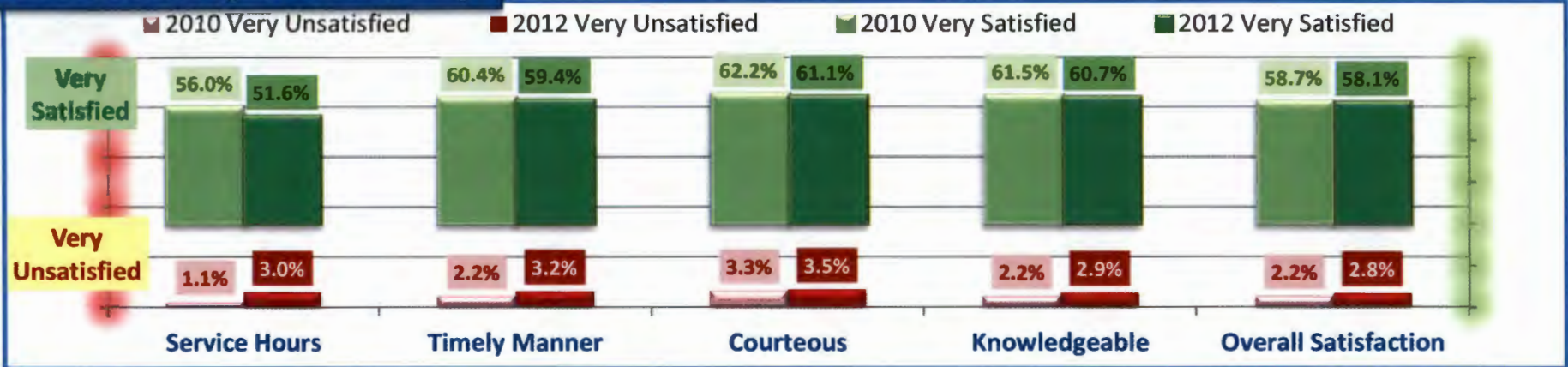
The staff was courteous



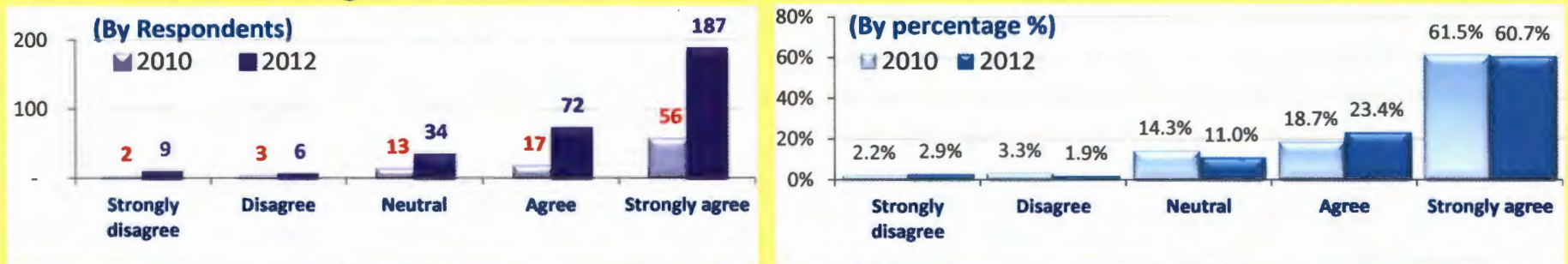
Service/Program	Year	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The hours the service/program is available are convenient	2010		1.1%	1.1%	17.6%	24.2%	56.0%
	2012		3.0%	3.6%	9.9%	31.9%	51.6%
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Student Survey

Student Life (2010 vs 2012)



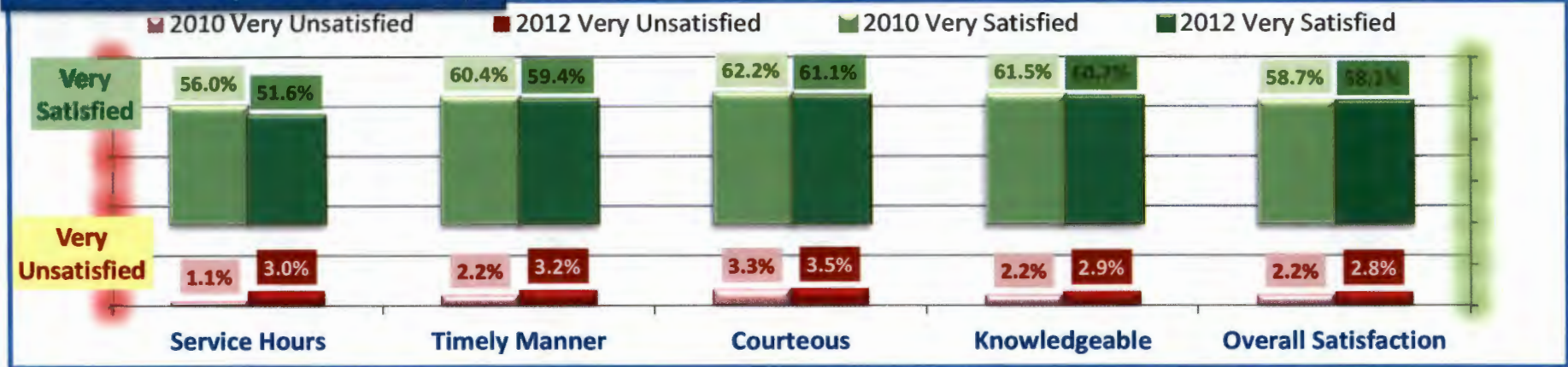
The staff was knowledgeable



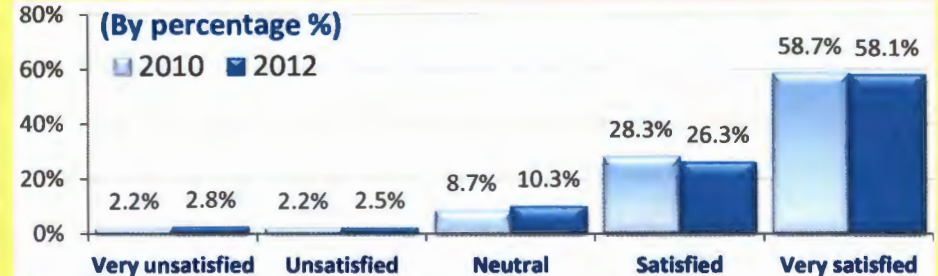
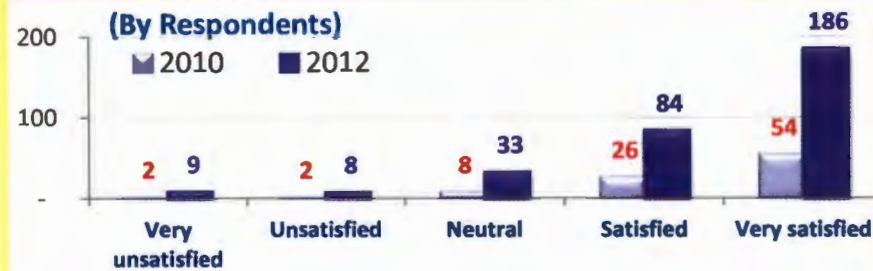
Service/Program	Year	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The hours the service/program is available are convenient	2010		1.1%	1.1%	17.6%	24.2%	56.0%
	2012		3.0%	3.6%	9.9%	31.9%	51.6%
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	2010	92	2	2	8	26	54
	2012	320	9	8	33	84	186

Student Survey

Student Life (2010 vs 2012)



Overall satisfaction with the service/programs you said you have used



Service/Program	Year	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
The hours the service/program is available are convenient	2010		1.1%	1.1%	17.6%	24.2%	56.0%
	2012		3.0%	3.6%	9.9%	31.9%	51.6%
	2010	91	1	1	16	22	51
	2012	304	9	11	30	97	157
The service was provided in a timely manner	2010		2.2%	1.1%	11.0%	25.3%	60.4%
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	2012		3.5%	2.3%	9.6%	23.5%	61.1%
	2010	90	3	1	12	18	56
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	2012		2.9%	1.9%	11.0%	23.4%	60.7%
	2010	91	2	3	13	17	56
	2012	308	9	6	34	72	187
Overall satisfaction with the service/programs you said you have used	2010		2.2%	2.2%	8.7%	28.3%	58.7%
	2012		2.8%	2.5%	10.3%	26.3%	58.1%
	2010	92	2	2	8	26	54
	2012	320	9	8	33	84	186

Collin Educational and Support Services /Programs
Faculty Survey: Spring 2011
Collin College
April 5, 2011

Section I. Administrative Services

**Please indicate which of the following administrative units you are aware of?
 (Check all that apply)**

		0	1	Total
	Count	203	680	883
Please indicate which of the following administrative uni - Academic Computing & Labs	%	23.0%	77.0%	100.0%
	Count	332	551	883
Please indicate which of the following administrative uni - Administrative Programming (support for systems such as Banner)	%	37.6%	62.4%	100.0%
	Count	282	601	883
Please indicate which of the following administrative uni - Budgeting/Auditing/Payroll	%	31.9%	68.1%	100.0%
	Count	115	768	883
Please indicate which of the following administrative uni - Campus Police & Security	%	13.0%	87.0%	100.0%
	Count	306	577	883
Please indicate which of the following administrative uni - Financial Services (Bursars)	%	34.7%	65.3%	100.0%
	Count	292	591	883
Please indicate which of the following administrative uni- Grounds (external maintenance such as, parking, sidewalks, lighting etc.)	%	33.1%	66.9%	100.0%
	Count	88	795	883
Please indicate which of the following administrative uni - Help Desk	%	10.0%	90.0%	100.0%
	Count	171	712	883
Please indicate which of the following administrative uni - Media Services	%	19.4%	80.6%	100.0%
	Count	269	614	883
Please indicate which of the following administrative uni - Mail Services	%	30.5%	69.5%	100.0%
	Count	213	670	883
Please indicate which of the following administrative uni - Physical Plant Operations	%	24.1%	75.9%	100.0%
	Count	429	454	883
Please indicate which of the following administrative uni - Purchasing/Inventory Control	%	48.6%	51.4%	100.0%
	Count	380	503	883
Please indicate which of the following administrative uni - Telecommunications (support for phone systems)	%	43.0%	57.0%	100.0%
	Count	268	615	883
Please indicate which of the following administrative uni - Web Services	%	30.4%	69.6%	100.0%

Section III. Student Development

Please indicate which of the following offices you are aware of?
(Check all that apply)

		0	1	Total
	Count	141	654	795
	%	17.7%	82.3%	100.0%
Please indicate which of the following offices you are aw - Academic Advising	Count	173	622	795
Please indicate which of the following offices you are aw - ACCESS Office	%	21.8%	78.2%	100.0%
Please indicate which of the following offices you are aw - Admissions & Records Office/Registration	Count	137	658	795
	%	17.2%	82.8%	100.0%
Please indicate which of the following offices you are aw - Counseling & Career Services	Count	235	560	795
	%	29.6%	70.4%	100.0%
Please indicate which of the following offices you are aw - Dual Credit (High School Concurrent Enrollment)	Count	297	498	795
	%	37.4%	62.6%	100.0%
Please indicate which of the following offices you are aw - Financial Aid Office	Count	233	562	795
	%	29.3%	70.7%	100.0%
Please indicate which of the following offices you are aw - Recruitment & Programs for New Students	Count	421	374	795
	%	53.0%	47.0%	100.0%
Please indicate which of the following offices you are aw - Students Life	Count	258	537	795
	%	32.5%	67.5%	100.0%
Please indicate which of the following offices you are aw - Tech Prep	Count	535	260	795
	%	67.3%	32.7%	100.0%
Please indicate which of the following offices you are aw - Testing Centers & Assessment Services	Count	108	687	795
	%	13.6%	86.4%	100.0%

**Have you used any services /programs offered by the following Student Development units?
(Check all that apply)**

		0	1	Total
	Count	319	295	614
Have you used any services/programs offered by the follow - Academic Advising	%	52.0%	48.0%	100.0%
	Count	283	331	614
Have you used any services/programs offered by the follow - ACCESS Office	%	46.1%	53.9%	100.0%
Have you used any services/programs offered by the follow - Admissions & Records Office/Registration	Count	302	312	614
	%	49.2%	50.8%	100.0%
	Count	426	188	614
Have you used any services/programs offered by the follow - Counseling & Career Services	%	69.4%	30.6%	100.0%
Have you used any services/programs offered by the follow - Dual Credit (High School Concurrent Enrollment)	Count	471	143	614
	%	76.7%	23.3%	100.0%
	Count	439	175	614
Have you used any services/programs offered by the follow - Financial Aid Office	%	71.5%	28.5%	100.0%
Have you used any services/programs offered by the follow - Recruitment & Programs for New Students	Count	519	95	614
	%	84.5%	15.5%	100.0%
	Count	364	250	614
Have you used any services/programs offered by the follow - Student Life	%	59.3%	40.7%	100.0%
	Count	552	62	614
Have you used any services/programs offered by the follow - Tech Prep	%	89.9%	10.1%	100.0%
Have you used any services/programs offered by the follow - Testing Centers & Assessment Services	Count	181	433	614
	%	29.5%	70.5%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the Student Development services you have used.

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are user friendly -Academic Advising	Count	12	29	53	77	109	10	290
	%	4.1%	10.0%	18.3%	26.6%	37.6%	3.4%	100.0%
Procedures are user friendly -ACCESS Office	Count	1	6	37	78	181	17	320
	%	.3%	1.9%	11.6%	24.4%	56.6%	5.3%	100.0%
Procedures are user friendly -Admissions & Records Office/Registration	Count	17	22	50	85	125	8	307
	%	5.5%	7.2%	16.3%	27.7%	40.7%	2.6%	100.0%
Procedures are user friendly -Counseling & Career Services	Count		1	14	38	119	12	184
	%		.5%	7.6%	20.7%	64.7%	6.5%	100.0%
Procedures are user friendly -Dual Credit*	Count	5	7	14	35	67	10	138
	%	3.6%	5.1%	10.1%	25.4%	48.6%	7.2%	100.0%
Procedures are user friendly -Financial Aid Office	Count	24	18	37	28	51	10	168
	%	14.3%	10.7%	22.0%	16.7%	30.4%	6.0%	100.0%
Procedures are user friendly -Recruitment & Programs for New Students	Count	1	2	10	22	42	15	92
	%	1.1%	2.2%	10.9%	23.9%	45.7%	16.3%	100.0%
Procedures are user friendly -Student Life	Count	2	5	26	56	134	19	242
	%	.8%	2.1%	10.7%	23.1%	55.4%	7.9%	100.0%
Procedures are user friendly -Tech Prep	Count	4	2	10	16	22	5	59
	%	6.8%	3.4%	16.9%	27.1%	37.3%	8.5%	100.0%
Procedures are user friendly -Testing Centers & Assessment Services	Count	6	14	36	95	259	10	420
	%	1.4%	3.3%	8.6%	22.6%	61.7%	2.4%	100.0%

Descriptive Statistics

Procedures are user friendly -Academic Advising	280	1	5	3.86	1.168
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	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are user friendly -ACCESS Office	303	1	5	4.43	.806
Procedures are user friendly -Admissions & Records Office/Registration	299	1	5	3.93	1.180
Procedures are user friendly -Counseling & Career Services	172	2	5	4.60	.664
Procedures are user friendly -Dual Credit*	128	1	5	4.19	1.085
Procedures are user friendly -Financial Aid Office	158	1	5	3.41	1.428
Procedures are user friendly -Recruitment & Programs for New Students	77	1	5	4.32	.895
Procedures are user friendly -Student Life	223	1	5	4.41	.849
Procedures are user friendly -Tech Prep	54	1	5	3.93	1.195
Procedures are user friendly -Testing Centers & Assessment Services	410	1	5	4.43	.896
Valid N (listwise)	12				

*High School concurrent enrollment.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

The unit procedures are efficient.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Procedures are efficient -Academic Advising	Count	14	36	64	63	96	13	286
	%	4.9%	12.6%	22.4%	22.0%	33.6%	4.5%	100.0%
Procedures are efficient -ACCESS Office	Count	3	11	41	78	167	22	322
	%	.9%	3.4%	12.7%	24.2%	51.9%	6.8%	100.0%
Procedures are efficient -Admissions & Records Office/Registration	Count	17	23	59	77	116	14	306
	%	5.6%	7.5%	19.3%	25.2%	37.9%	4.6%	100.0%
Procedures are efficient -Counseling & Career Services	Count		2	17	38	111	16	184
	%		1.1%	9.2%	20.7%	60.3%	8.7%	100.0%
Procedures are efficient -Dual Credit*	Count	7	7	14	38	63	11	140
	%	5.0%	5.0%	10.0%	27.1%	45.0%	7.9%	100.0%
Procedures are efficient -Financial Aid Office	Count	27	21	32	26	49	13	168
	%	16.1%	12.5%	19.0%	15.5%	29.2%	7.7%	100.0%
Procedures are efficient -Recruitment & Programs for New Students	Count	1	4	13	17	42	14	91
	%	1.1%	4.4%	14.3%	18.7%	46.2%	15.4%	100.0%
Procedures are efficient -Student Life	Count	4	10	19	58	123	23	237
	%	1.7%	4.2%	8.0%	24.5%	51.9%	9.7%	100.0%
Procedures are efficient -Tech Prep	Count	3	4	10	14	23	4	58
	%	5.2%	6.9%	17.2%	24.1%	39.7%	6.9%	100.0%
Procedures are efficient -Testing Centers & Assessment Services	Count	8	12	31	100	257	12	420
	%	1.9%	2.9%	7.4%	23.8%	61.2%	2.9%	100.0%

Descriptive Statistics

Procedures are efficient -Academic Advising 273 1 5 3.70 1.221

	N	Minimum	Maximum	Mean	Std. Deviation
Procedures are efficient -ACCESS Office	300	1	5	4.32	.912
Procedures are efficient -Admissions & Records Office/Registration	292	1	5	3.86	1.194
Procedures are efficient -Counseling & Career Services	168	2	5	4.54	.725
Procedures are efficient -Dual Credit*	129	1	5	4.11	1.140
Procedures are efficient -Financial Aid Office	155	1	5	3.32	1.476
Procedures are efficient -Recruitment & Programs for New Students	77	1	5	4.23	.999
Procedures are efficient -Student Life	214	1	5	4.34	.954
Procedures are efficient -Tech Prep	54	1	5	3.93	1.195
Procedures are efficient -Testing Centers & Assessment Services	408	1	5	4.44	.901
Valid N (listwise)	12				

*High School concurrent enrollment.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

The unit met my needs in timely manner.

		1= Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Met my needs in timely fashion -Academic Advising	Count	10	20	62	72	104	17	285
	%	3.5%	7.0%	21.8%	25.3%	36.5%	6.0%	100.0%
Met my needs in timely fashion -ACCESS Office	Count	4	7	32	80	184	13	320
	%	1.3%	2.2%	10.0%	25.0%	57.5%	4.1%	100.0%
Met my needs in timely fashion -Admissions & Records Office/Registration	Count	20	18	43	83	128	12	304
	%	6.6%	5.9%	14.1%	27.3%	42.1%	3.9%	100.0%
Met my needs in timely fashion -Counseling & Career Services	Count		1	14	47	108	13	183
	%		.5%	7.7%	25.7%	59.0%	7.1%	100.0%
Met my needs in timely fashion -Dual Credit*	Count	7	7	11	33	65	15	138
	%	5.1%	5.1%	8.0%	23.9%	47.1%	10.9%	100.0%
Met my needs in timely fashion -Financial Aid Office	Count	24	27	18	34	54	9	166
	%	14.5%	16.3%	10.8%	20.5%	32.5%	5.4%	100.0%
Met my needs in timely fashion -Recruitment & Programs for New Students	Count		3	11	20	45	12	91
	%		3.3%	12.1%	22.0%	49.5%	13.2%	100.0%
Met my needs in timely fashion -Student Life	Count	3	8	18	62	129	18	238
	%	1.3%	3.4%	7.6%	26.1%	54.2%	7.6%	100.0%
Met my needs in timely fashion -Tech Prep	Count	2	1	14	18	21	4	58
	%	3.4%	1.7%	24.1%	27.6%	36.2%	6.9%	100.0%
Met my needs in timely fashion -Testing Centers & Assessment Services	Count	8	10	28	83	278	11	418
	%	1.9%	2.4%	6.7%	19.9%	66.5%	2.6%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Met my needs in timely fashion -Academic Advising	268	1	5	3.90	1.117
Met my needs in timely fashion -ACCESS Office	307	1	5	4.41	.864
Met my needs in timely fashion -Admissions & Records Office/Registration	292	1	5	3.96	1.205
Met my needs in timely fashion -Counseling & Career Services	170	2	5	4.54	.672
Met my needs in timely fashion -Dual Credit*	123	1	5	4.15	1.160
Met my needs in timely fashion -Financial Aid Office	157	1	5	3.43	1.486
Met my needs in timely fashion -Recruitment & Programs for New Students	79	2	5	4.35	.863
Met my needs in timely fashion -Student Life	220	1	5	4.39	.887
Met my needs in timely fashion -Tech Prep	54	1	5	3.98	1.037
Met my needs in timely fashion -Testing Centers & Assessment Services	407	1	5	4.51	.879
Valid N (listwise)	13				

*High School concurrent enrollment.

The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

NOTE:

The unit staff are knowledgeable.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff is knowledgeable -Academic Advising	Count	16	37	53	65	108	7	286
	%	5.6%	12.9%	18.5%	22.7%	37.8%	2.4%	100.0%
Staff is knowledgeable -ACCESS Office	Count	1	2	22	69	211	17	322
	%	.3%	.6%	6.8%	21.4%	65.5%	5.3%	100.0%
Staff is knowledgeable -Admissions & Records Office/Registration	Count	15	15	37	83	148	9	307
	%	4.9%	4.9%	12.1%	27.0%	48.2%	2.9%	100.0%
Staff is knowledgeable -Counseling & Career Services	Count		2	9	37	126	8	182
	%		1.1%	4.9%	20.3%	69.2%	4.4%	100.0%
Staff is knowledgeable -Dual Credit*	Count	4	9	12	26	82	6	139
	%	2.9%	6.5%	8.6%	18.7%	59.0%	4.3%	100.0%
Staff is knowledgeable -Financial Aid Office	Count	10	19	19	45	66	9	168
	%	6.0%	11.3%	11.3%	26.8%	39.3%	5.4%	100.0%
Staff is knowledgeable -Recruitment & Programs for New Students	Count	1	2	9	16	54	8	90
	%	1.1%	2.2%	10.0%	17.8%	60.0%	8.9%	100.0%
Staff is knowledgeable -Student Life	Count		7	20	53	143	13	236
	%		3.0%	8.5%	22.5%	60.6%	5.5%	100.0%
Staff is knowledgeable -Tech Prep	Count	1	3	10	14	27	3	58
	%	1.7%	5.2%	17.2%	24.1%	46.6%	5.2%	100.0%
Staff is knowledgeable -Testing Centers & Assessment Services	Count	4	5	38	79	279	13	418
	%	1.0%	1.2%	9.1%	18.9%	66.7%	3.1%	100.0%

Descriptive Statistics

Staff is knowledgeable -Academic Advising 279 1 5 3.76 1.254

	N	Minimum	Maximum	Mean	Std. Deviation
Staff is knowledgeable -ACCESS Office	305	1	5	4.60	.682
Staff is knowledgeable -Admissions & Records Office/Registration	298	1	5	4.12	1.125
Staff is knowledgeable -Counseling & Career Services	174	2	5	4.65	.634
Staff is knowledgeable -Dual Credit*	133	1	5	4.30	1.080
Staff is knowledgeable -Financial Aid Office	159	1	5	3.87	1.253
Staff is knowledgeable -Recruitment & Programs for New Students	82	1	5	4.46	.878
Staff is knowledgeable -Student Life	223	2	5	4.49	.788
Staff is knowledgeable -Tech Prep	55	1	5	4.15	1.026
Staff is knowledgeable -Testing Centers & Assessment Services	405	1	5	4.54	.794
Valid N (listwise)	15				

*High School concurrent enrollment.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

The unit staff are courteous.

		1 = Strongly disagree	2	3	4	5 = Strongly agree	Don't know/Not applicable	Total
Staff is courteous -Academic Advising	Count	5	22	30	79	138	8	282
	%	1.8%	7.8%	10.6%	28.0%	48.9%	2.8%	100.0%
Staff is courteous -ACCESS Office	Count	2	3	22	52	230	9	318
	%	.6%	.9%	6.9%	16.4%	72.3%	2.8%	100.0%
Staff is courteous -Admissions & Records Office/Registration	Count	14	22	38	63	160	7	304
	%	4.6%	7.2%	12.5%	20.7%	52.6%	2.3%	100.0%
Staff is courteous -Counseling & Career Services	Count		2	6	32	139	6	185
	%		1.1%	3.2%	17.3%	75.1%	3.2%	100.0%
Staff is courteous -Dual Credit*	Count		4	8	29	93	5	139
	%		2.9%	5.8%	20.9%	66.9%	3.6%	100.0%
Staff is courteous -Financial Aid Office	Count	20	16	22	30	71	7	166
	%	12.0%	9.6%	13.3%	18.1%	42.8%	4.2%	100.0%
Staff is courteous -Recruitment & Programs for New Students	Count	1	1	7	18	54	8	89
	%	1.1%	1.1%	7.9%	20.2%	60.7%	9.0%	100.0%
Staff is courteous -Student Life	Count	3	4	18	39	165	7	236
	%	1.3%	1.7%	7.6%	16.5%	69.9%	3.0%	100.0%
Staff is courteous -Tech Prep	Count	3	3	8	14	27	2	57
	%	5.3%	5.3%	14.0%	24.6%	47.4%	3.5%	100.0%
Staff is courteous -Testing Centers & Assessment Services	Count	6	9	33	62	302	6	418
	%	1.4%	2.2%	7.9%	14.8%	72.2%	1.4%	100.0%

Descriptive Statistics

Staff is courteous -Academic Advising	274	1	5	4.18	1.035
	N	Minimum	Maximum	Mean	Std. Deviation
Staff is courteous -ACCESS Office	309	1	5	4.63	.715
Staff is courteous -Admissions & Records Office/Registration	297	1	5	4.12	1.174
Staff is courteous -Counseling & Career Services	179	2	5	4.72	.581
Staff is courteous -Dual Credit*	134	2	5	4.57	.740
Staff is courteous -Financial Aid Office	159	1	5	3.73	1.435
Staff is courteous -Recruitment & Programs for New Students	81	1	5	4.52	.808
Staff is courteous -Student Life	229	1	5	4.57	.817
Staff is courteous -Tech Prep	55	1	5	4.07	1.168
Staff is courteous -Testing Centers & Assessment Services	412	1	5	4.57	.845
Valid N (listwise)	18				

*High School concurrent enrollment.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

On a five-point scale, please rate your overall satisfaction with the following Student Development services / programs you have used.

1= Very unsatisfied, 5 = Very satisfied

		1 = Very unsatisfied	2	3	4	5 = Very satisfied	Total
Rate overall satisfaction -Academic Advising & Student Success	Count	17	32	74	75	87	285
	%	6.0%	11.2%	26.0%	26.3%	30.5%	100.0%
Rate overall satisfaction -ACCESS Office	Count	4	7	41	88	180	320
	%	1.3%	2.2%	12.8%	27.5%	56.3%	100.0%
Rate overall satisfaction -Admissions & Records Office / Registration	Count	16	23	51	94	118	302
	%	5.3%	7.6%	16.9%	31.1%	39.1%	100.0%
Rate overall satisfaction -Counseling & Career Services	Count		3	17	50	109	179
	%		1.7%	9.5%	27.9%	60.9%	100.0%
Rate overall satisfaction -Dual Credit*	Count	5	6	15	45	66	137
	%	3.6%	4.4%	10.9%	32.8%	48.2%	100.0%
Rate overall satisfaction -Financial Aid Office	Count	25	23	40	31	50	169
	%	14.8%	13.6%	23.7%	18.3%	29.6%	100.0%
Rate overall satisfaction -Recruitment & Programs for New Students	Count	1	2	14	29	43	89
	%	1.1%	2.2%	15.7%	32.6%	48.3%	100.0%
Rate overall satisfaction -Student Life	Count	4	7	29	63	135	238
	%	1.7%	2.9%	12.2%	26.5%	56.7%	100.0%
Rate overall satisfaction -Tech Prep	Count	5	4	11	14	21	55
	%	9.1%	7.3%	20.0%	25.5%	38.2%	100.0%
Rate overall satisfaction -Testing Centers & Assessment Services	Count	7	14	38	95	266	420
	%	1.7%	3.3%	9.0%	22.6%	63.3%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Rate overall satisfaction -Academic Advising & Student Success	285	1	5	3.64	1.195
Rate overall satisfaction -ACCESS Office	320	1	5	4.35	.877
Rate overall satisfaction -Admissions & Records Office / Registration	302	1	5	3.91	1.157
Rate overall satisfaction -Counseling & Career Services	179	2	5	4.48	.737
Rate overall satisfaction -Dual Credit*	137	1	5	4.18	1.035
Rate overall satisfaction -Financial Aid Office	169	1	5	3.34	1.410
Rate overall satisfaction -Recruitment & Programs for New Students	89	1	5	4.25	.883
Rate overall satisfaction -Student Life	238	1	5	4.34	.921
Rate overall satisfaction -Tech Prep	55	1	5	3.76	1.290
Valid N (listwise)	21				

*High School concurrent enrollment.

NOTE: The above table excludes the "Don't know/Not applicable" to compute mean and standard deviation.

Specify reason for rating -Student Life

Did not respond	792
100% student focused. Always willing to help and go the extra mile.	1
A great place for students to eat and relax after and before classes	1
A ton of money & a pound of ideas	1
A wonderful department to partner with	1
Always cheerful and helpful. New office at CPC is really nice.	1
always fun	1
Always helpful and friendly	1
Always helpful.	1
Always polite, efficient & responsive; student emps need more training on College	1
Because every person I've met is/was friendly & if they did not know what one needed they would try to help you.	1
Can't figure out what it does. Must be important, though.	1
could provide more activities for students to meet and feel a part of the college	1
CPC staff are very helpful	1
Do a good job in activities and ID cards	1
[Individual Names] are wonderful!	1
[Individual Name] excellent - fantastic to work with. Other staff at PRC has not always been especially helpful.	1
[Individual Name] is wonderful. She is in a job that really matches her strengths.	1
Dynamic and engaged with students and faculty	1
easy to talk to	1
efficient	1
Every single person does a great job down to the student workers.	1
Excellent	2
Excellent Customer Service	1
Fantastic attitudes and very helpful ([Individual Name])	1
Good experiences, very good overall.	1
good resource, but some staff are hard to reach	1
Good service - thanks [Individual Name] O!	1
Great department- encourages student involvement and leadership	1
Great service, knowledgeable staff	1
great staff	1
Great staff	1
Great staff. This needs to grow because they have outgrown space. The new file cabinets are not conducive to maintaining files so advisor's offices absorb need for better filing cabinets. The new building's central theme should be Student Life as the center with each organization given cubicle and meeting room area and larger centralized meeting areas. A "Community is our middle name" theme could be utilized where students could interact in a larger scale to meet the economic, social, and environmental needs of our local and global community.	1
great support system	1
Have always handled questions problems efficiently	1
have not used service	1
helpful	1
Helpful	1
helpful and friendly staff	1
Helpful during last year's Associate Faculty Conference	1
Helpful to students, and they remember to call us if ID machine is down	1
helpful with student organizations	1
Helpful.	1
I'm not sure they did what I needed from them	1
I get what I need in a timely manner.	1
I had a great experience with Student Life. It lead me to other avenues and opportunities. The staff was very courteous, welcoming and knowledgeable. Although I am no longer a student, we still maintain a warm friendship.	1
I like the way they program with faculty	1

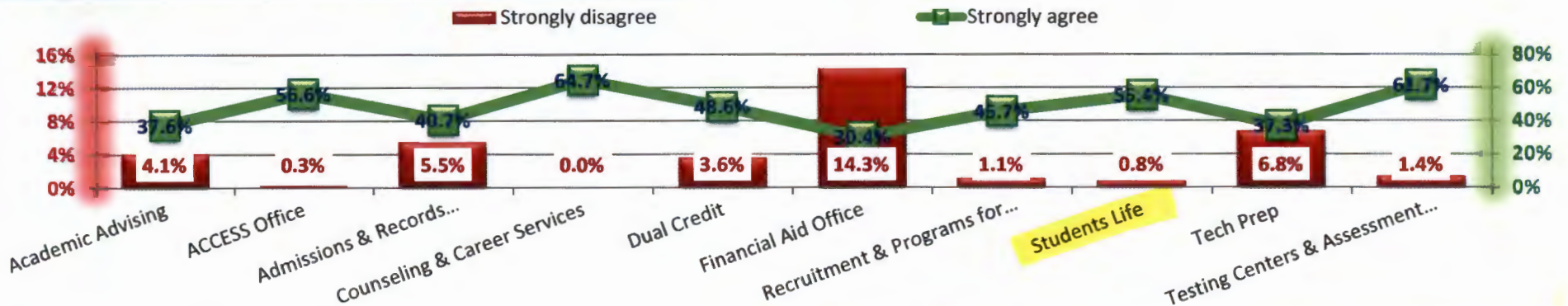
Specify reason for rating -Student Life

I obtained my faculty ID from this department. Staff was courteous and efficient.	1
I work there	1
knowledge and assistance	1
Level of courtesy and knowledge depends on who is at the front desk.	1
Like the opportunities offered to students through this office	1
lost and found is very organized	1
[Individual Name] is an exceptional person to work with!	1
Mostly, I refer students to this office and they have been consistently helpful.	1
My interaction with this area has been positive	1
N/a	1
Need to be more proactive in student programs at prc	1
nice and quick service	1
No complaints	1
Not helpful for anything unless it is a student club.	1
Offer a balanced variety of offerings to students and encourage faculty to participate as volunteers.	1
often poor attitudes	1
ok	1
PRC - we need some work here. papers get lost, office not friendly to me or my students. Do not help support student orgs -everyone seems to have problems with them in my org. I always have to goto SCC to get support. [Individual Names] are a great help. The staff at PRC need work.	1
Reliable and consistently involved staff. Very crucial to a positive student environment at Collin.	1
Seem preoccupied by the computer, less interested in patrons needs. Also, had a few issues with mishandling/organizing lost items.	1
service	1
Slow, disarticulated and unfriendly	1
Sometimes hours are not sufficient. Provides support for student projects.	1
Staff always helpful	1
Staff are excellent; yearly training, as manifested by the state, is ridiculous	1
Staff are great; student assistants are perhaps a little less than professional at times. But overall these folks do an amazing job.	1
Staff at CPC are knowledgeable and helpful. Great resource for faculty and staff!	1
Staff helpful, fun activities needed for students	1
student assistants don't seem to care.	1
Student Life doesn't really act like other programs at other institutions. I'm not really sure what they do, to be honest.	1
Student life is Fantastic! We just love the energy that [Individual Name] puts out.. She is a breathe of sunshine!	1
System for posting signs could be improved and streamlined. Seems that there are many students and staff who are not always busy.	1
The staff are so friendly and wonderful to be around.	1
they always help me	1
they are trying	1
They have been helpful in placing informational posters and picking up lost and found items.	1
They have been very supportive of campus initiatives.	1
They provide the service they should	1
They remember our campus & try to connect with our students.	1
They work very hard to assist their students	1
They work well with the students.	1
Too many student assistants with improper training and incomplete knowledge of what is required to get a student ID or a library card.	1
too overloaded with paperwork; certain individuals are very unfriendly & difficult to work with (for students & faculty) - [Individual Name] is WONDERFUL!	1
Usually great, need between semester access to student id's	1
Very active and engaged leaders	1
Very fiendly staff	1
very friendly and willing to help	1

Specify reason for rating -Student Life

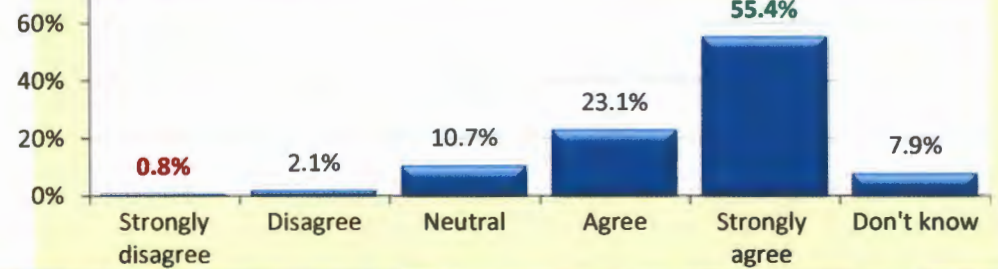
Very friendly staff. Handles all lost and found items in our area.	1
Very helpful to my students.	1
Very helpful to students	1
What they do is great, can do more.	1
While the full-time staff are knowledgeable and efficient, their student staff are not always so motivated.	1
Why is the [Personal Identifier] always MIA? Why can't support staff answer questions?	1
Wonderful resources for students	1
Wonderful Staff & Customer Service	1
would say 4.5	1
Total	895

1. The unit procedures are user friendly.



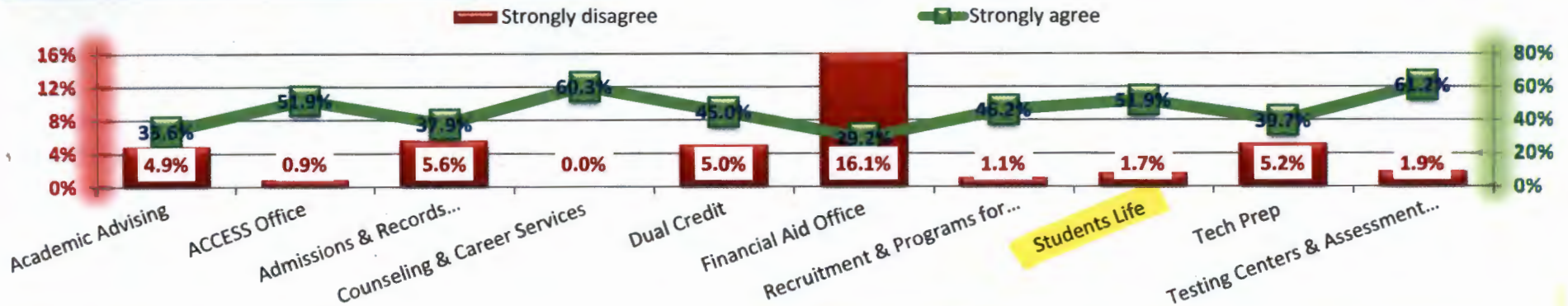
Faculty Survey:
Collin Educational Support
Services/Programs
Section III: Student Development
Spring 2011 (April 5, 2011)

Students Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	290	4.1%	10.0%	18.3%	26.6%	37.6%	3.4%
ACCESS Office	320	0.3%	1.9%	11.6%	24.4%	56.6%	5.3%
Admissions & Records Office/Registration	307	5.5%	7.2%	16.3%	27.7%	40.7%	2.6%
Counseling & Career Services	184	0.0%	0.5%	7.6%	20.7%	64.7%	6.5%
Dual Credit	138	3.6%	5.1%	10.1%	25.4%	48.6%	7.2%
Financial Aid Office	168	14.3%	10.7%	22.0%	16.7%	30.4%	6.0%
Recruitment & Programs for New Students	92	1.1%	2.2%	10.9%	23.9%	45.7%	16.3%
Students Life	242	0.8%	2.1%	10.7%	23.1%	55.4%	7.9%
Tech Prep	59	6.8%	3.4%	16.9%	27.1%	37.3%	8.5%
Testing Centers & Assessment Services	420	1.4%	3.3%	8.6%	22.6%	61.7%	2.4%

2. The unit procedures are efficient.



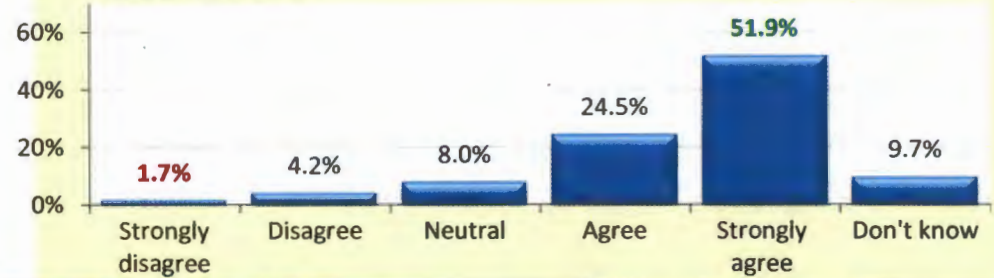
Faculty Survey:

Collin Educational Support Services/Programs

Section III: Student Development

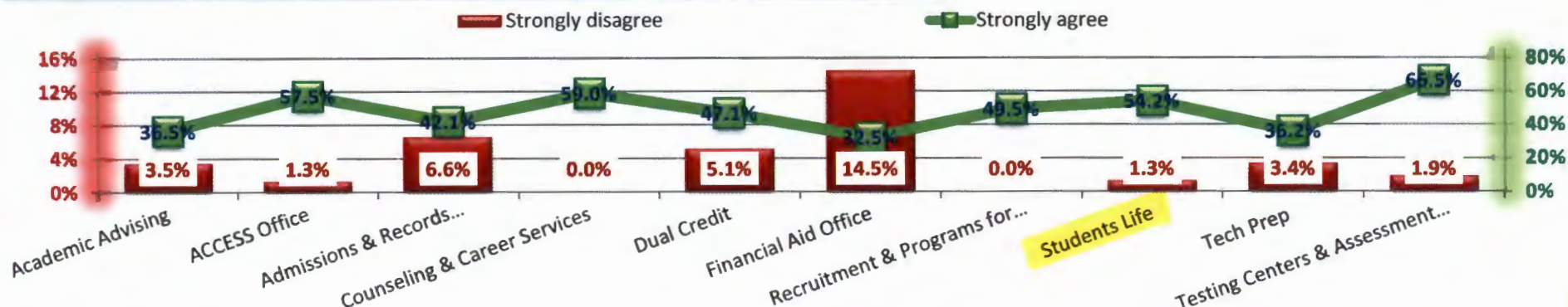
Spring 2011 (April 5, 2011)

Students Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	286	4.9%	12.6%	22.4%	22.0%	33.6%	4.5%
ACCESS Office	322	0.9%	3.4%	12.7%	24.2%	51.9%	6.8%
Admissions & Records Office/Registration	306	5.6%	7.5%	19.3%	25.2%	37.9%	4.6%
Counseling & Career Services	184	0.0%	1.1%	9.2%	20.7%	60.3%	8.7%
Dual Credit	140	5.0%	5.0%	10.0%	27.1%	45.0%	7.9%
Financial Aid Office	168	16.1%	12.5%	19.0%	15.5%	29.2%	7.7%
Recruitment & Programs for New Students	91	1.1%	4.4%	14.3%	18.7%	46.2%	15.4%
Students Life	237	1.7%	4.2%	8.0%	24.5%	51.9%	9.7%
Tech Prep	58	5.2%	6.9%	17.2%	24.1%	39.7%	6.9%
Testing Centers & Assessment Services	420	1.9%	2.9%	7.4%	23.8%	61.2%	2.9%

3. The unit procedures met my needs in timely manner.



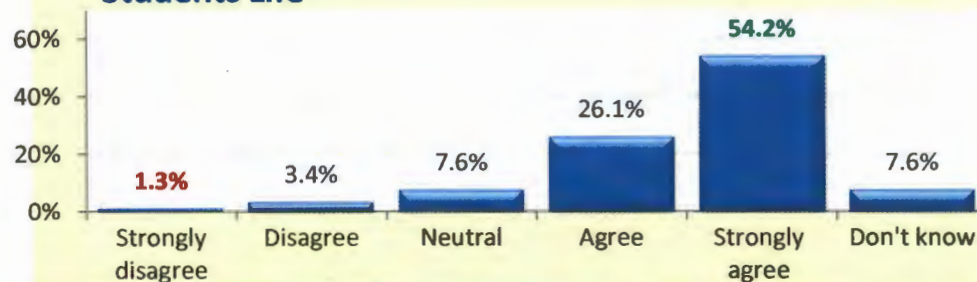
Faculty Survey:

Collin Educational Support Services/Programs

Section III: Student Development

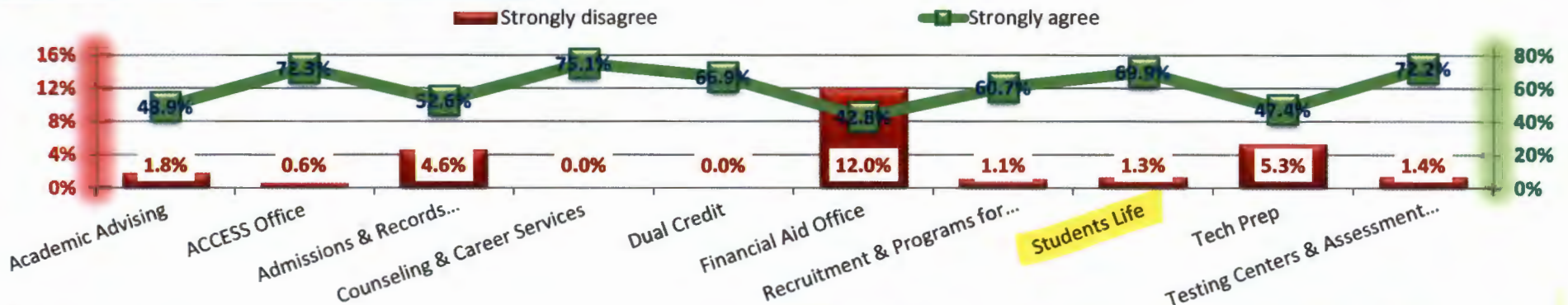
Spring 2011 (April 5, 2011)

Students Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	285	3.5%	7.0%	21.8%	25.3%	36.5%	6.0%
ACCESS Office	320	1.3%	2.2%	10.0%	25.0%	57.5%	4.1%
Admissions & Records Office/Registration	304	6.6%	5.9%	14.1%	27.3%	42.1%	3.9%
Counseling & Career Services	183	0.0%	0.5%	7.7%	25.7%	59.0%	7.1%
Dual Credit	138	5.1%	5.1%	8.0%	23.9%	47.1%	10.9%
Financial Aid Office	166	14.5%	16.3%	10.8%	20.5%	32.5%	5.4%
Recruitment & Programs for New Students	91	0.0%	3.3%	12.1%	22.0%	49.5%	13.2%
Students Life	238	1.3%	3.4%	7.6%	26.1%	54.2%	7.6%
Tech Prep	58	3.4%	1.7%	24.1%	27.6%	36.2%	6.9%
Testing Centers & Assessment Services	418	1.9%	2.4%	6.7%	19.9%	66.5%	2.6%

4. The unit staff are courteous.

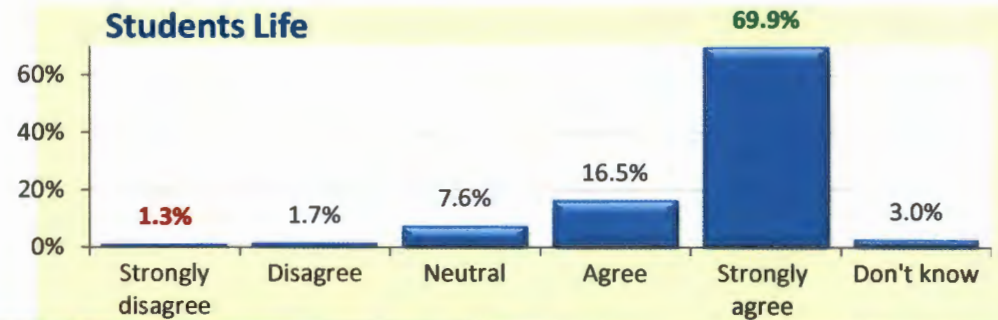


Faculty Survey:

Collin Educational Support Services/Programs

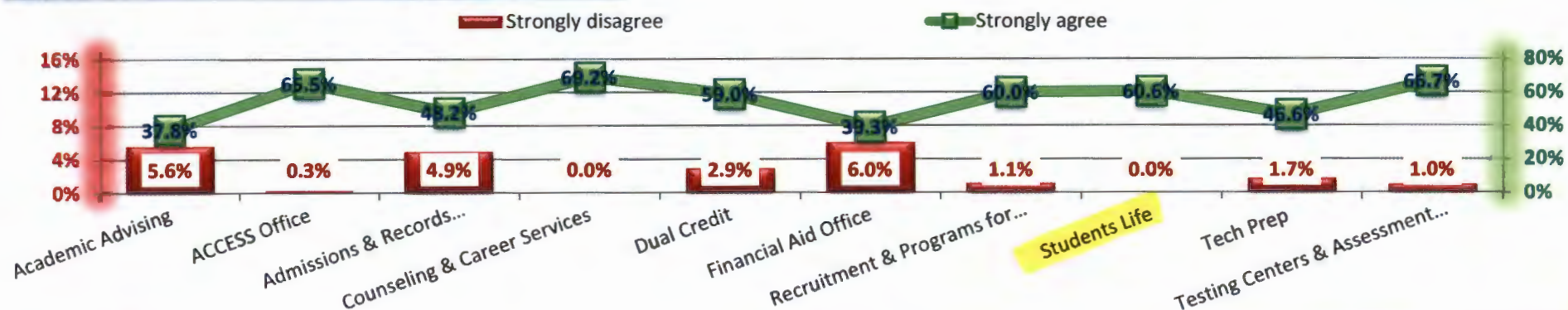
Section III: Student Development

Spring 2011 (April 5, 2011)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	282	1.8%	7.8%	10.6%	28.0%	48.9%	2.8%
ACCESS Office	318	0.6%	0.9%	6.9%	16.4%	72.3%	2.8%
Admissions & Records Office/Registration	304	4.6%	7.2%	12.5%	20.7%	52.6%	2.3%
Counseling & Career Services	185	0.0%	1.1%	3.2%	17.3%	75.1%	3.2%
Dual Credit	139	0.0%	2.9%	5.8%	20.9%	66.9%	3.6%
Financial Aid Office	166	12.0%	9.6%	13.3%	18.1%	42.8%	4.2%
Recruitment & Programs for New Students	89	1.1%	1.1%	7.9%	20.2%	60.7%	9.0%
Students Life	236	1.3%	1.7%	7.6%	16.5%	69.9%	3.0%
Tech Prep	57	5.3%	5.3%	14.0%	24.6%	47.4%	3.5%
Testing Centers & Assessment Services	418	1.4%	2.2%	7.9%	14.8%	72.2%	1.4%

5. The unit staff are knowledgeable.



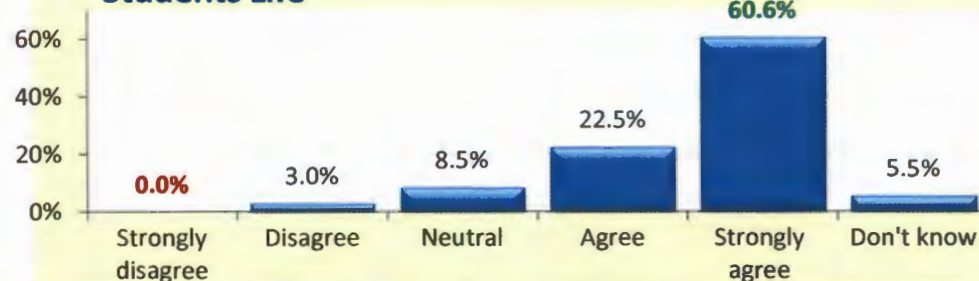
Faculty Survey:

Collin Educational Support Services/Programs

Section III: Student Development

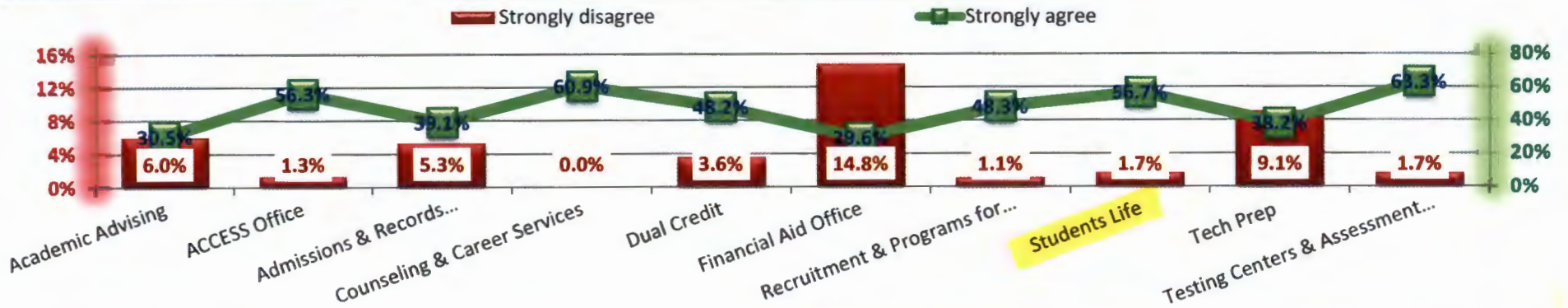
Spring 2011 (April 5, 2011)

Students Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	286	5.6%	12.9%	18.5%	22.7%	37.8%	2.4%
ACCESS Office	322	0.3%	0.6%	6.8%	21.4%	65.5%	5.3%
Admissions & Records Office/Registration	307	4.9%	4.9%	12.1%	27.0%	48.2%	2.9%
Counseling & Career Services	182	0.0%	1.1%	4.9%	20.3%	69.2%	4.4%
Dual Credit	139	2.9%	6.5%	8.6%	18.7%	59.0%	4.3%
Financial Aid Office	168	6.0%	11.3%	11.3%	26.8%	39.3%	5.4%
Recruitment & Programs for New Students	90	1.1%	2.2%	10.0%	17.8%	60.0%	8.9%
Students Life	236	0.0%	3.0%	8.5%	22.5%	60.6%	5.5%
Tech Prep	58	1.7%	5.2%	17.2%	24.1%	46.6%	5.2%
Testing Centers & Assessment Services	418	1.0%	1.2%	9.1%	18.9%	66.7%	3.1%

6. Overall satisfaction with the services/programs you have used.



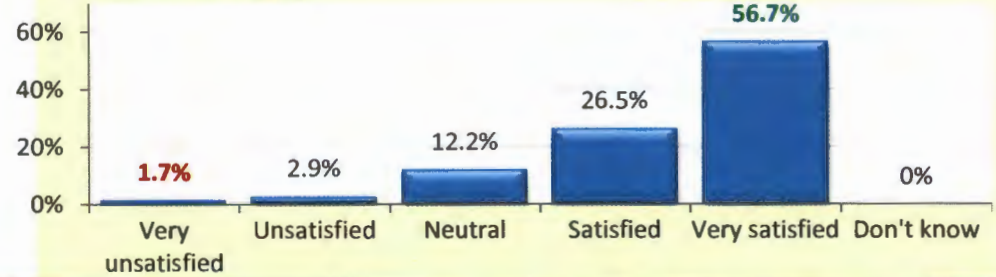
Faculty Survey:

Collin Educational Support Services/Programs

Section III: Student Development

Spring 2011 (April 5, 2011)

Students Life



Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Don't know
Academic Advising	285	6.0%	11.2%	26.0%	26.3%	30.5%	0%
ACCESS Office	320	1.3%	2.2%	12.8%	27.5%	56.3%	0%
Admissions & Records Office/Registration	302	5.3%	7.6%	16.9%	31.1%	39.1%	0%
Counseling & Career Services	179	0.0%	1.7%	9.5%	27.9%	60.9%	0%
Dual Credit	137	3.6%	4.4%	10.9%	32.8%	48.2%	0%
Financial Aid Office	169	14.8%	13.6%	23.7%	18.3%	29.6%	0%
Recruitment & Programs for New Students	89	1.1%	2.2%	15.7%	32.6%	48.3%	0%
Students Life	238	1.7%	2.9%	12.2%	26.5%	56.7%	0%
Tech Prep	55	9.1%	7.3%	20.0%	25.5%	38.2%	0%
Testing Centers & Assessment Services	420	1.7%	3.3%	9.0%	22.6%	63.3%	0%

**Collin Educational and Support Services /Programs
Faculty/Staff Survey: Spring 2012**

**Collin College
June 26, 2012**

Demographic Background of Respondents:

Primary campus (i.e, office location) in Spring 2012:

	Frequency	Percent	Valid Percent	Cumulative Percent
Spring Creek Campus	339	40.4	40.9	40.9
Preston Ridge Campus	204	24.3	24.6	65.5
Central Park Campus	182	21.7	22.0	87.5
Collin Center for Higher Education	63	7.5	7.6	95.1
Other*	41	4.9	4.9	100.0
Total	829	98.8	100.0	
Did not respond	10	1.2		
Total	839	100.0		

*For details see next table.

***Please specify the other campus.**

	Frequency	Percent	Valid Percent	Cumulative Percent
Did not respond	800	95.4	95.4	95.4
Allen Center	1	.1	.1	95.5
Continuing ed	1	.1	.1	95.6
Court Yard Center	1	.1	.1	95.7
Courtyard - What we aren't even a main campus anymore?	1	.1	.1	95.8
Courtyard (CE)	1	.1	.1	95.9
Courtyard Center	28	3.3	3.3	99.3
dual-credit campus, Plano	1	.1	.1	99.4
Dual Credit-Plano West	1	.1	.1	99.5
no office on any campus	1	.1	.1	99.6
Rockwall	2	.2	.2	99.9
Rockwall Center	1	.1	.1	100.0
Total	839	100.0	100.0	

Section III. Student Development

Please indicate which of the following offices you are aware of?
(Check all that apply)

		0	1	Total
Academic Advising	Count	162	603	765
	%	21.2%	78.8%	100.0%
ACCESS Office	Count	166	599	765
	%	21.7%	78.3%	100.0%
Admissions & Records Office/Registration	Count	154	611	765
	%	20.1%	79.9%	100.0%
Counseling & Career Services	Count	234	531	765
	%	30.6%	69.4%	100.0%
Dual Credit (High School Concurrent Enrollment)	Count	284	481	765
	%	37.1%	62.9%	100.0%
Financial Aid Office	Count	217	548	765
	%	28.4%	71.6%	100.0%
Recruitment & Programs for New Students	Count	424	341	765
	%	55.4%	44.6%	100.0%
Students Life	Count	261	504	765
	%	34.1%	65.9%	100.0%
Tech Prep	Count	537	228	765
	%	70.2%	29.8%	100.0%
Testing Centers	Count	111	654	765
	%	14.5%	85.5%	100.0%
Academic Computing & Labs	Count	307	458	765
	%	40.1%	59.9%	100.0%
Food Services	Count	269	496	765
	%	35.2%	64.8%	100.0%

**Have you used any services /programs offered by the following Student Development units?
(Check all that apply)**

		0	1	Total
	Count	411	244	655
Academic Advising	%	62.7%	37.3%	100.0%
	Count	354	301	655
ACCESS Office	%	54.0%	46.0%	100.0%
	Count	387	268	655
Admissions & Records Office/Registration	%	59.1%	40.9%	100.0%
	Count	488	167	655
Counseling & Career Services	%	74.5%	25.5%	100.0%
	Count	527	128	655
Dual Credit (High School Concurrent Enrollment)	%	80.5%	19.5%	100.0%
	Count	508	147	655
Financial Aid Office	%	77.6%	22.4%	100.0%
	Count	589	66	655
Recruitment & Programs for New Students	%	89.9%	10.1%	100.0%
	Count	432	223	655
Student Life	%	66.0%	34.0%	100.0%
	Count	624	31	655
Tech Prep	%	95.3%	4.7%	100.0%
	Count	249	406	655
Testing Centers	%	38.0%	62.0%	100.0%
	Count	511	144	655
Academic Computing & Labs	%	78.0%	22.0%	100.0%
	Count	365	290	655
Food Services	%	55.7%	44.3%	100.0%

Using a five-point scale, to what extent do you agree or disagree with the following statements based on your experience with the Student Development services you have used.

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	13	12	49	63	89	14	240
	%	5.4%	5.0%	20.4%	26.3%	37.1%	5.8%	100.0%
ACCESS Office	Count	4	8	24	62	173	16	287
	%	1.4%	2.8%	8.4%	21.6%	60.3%	5.6%	100.0%
Admissions & Records Office/Registration	Count	13	13	45	68	110	6	255
	%	5.1%	5.1%	17.6%	26.7%	43.1%	2.4%	100.0%
Counseling & Career Services	Count	3	3	12	34	99	8	159
	%	1.9%	1.9%	7.5%	21.4%	62.3%	5.0%	100.0%
Dual Credit*	Count	4	7	17	28	55	6	117
	%	3.4%	6.0%	14.5%	23.9%	47.0%	5.1%	100.0%
Financial Aid Office	Count	12	12	32	30	46	12	144
	%	8.3%	8.3%	22.2%	20.8%	31.9%	8.3%	100.0%
Recruitment & Programs for New Students	Count	2	3	5	19	30	6	65
	%	3.1%	4.6%	7.7%	29.2%	46.2%	9.2%	100.0%
Student Life	Count	7	0	18	56	127	9	217
	%	3.2%	.0%	8.3%	25.8%	58.5%	4.1%	100.0%
Tech Prep	Count	1	0	3	10	12	5	31
	%	3.2%	.0%	9.7%	32.3%	38.7%	16.1%	100.0%
Testing Centers	Count	8	6	25	77	263	8	387
	%	2.1%	1.6%	6.5%	19.9%	68.0%	2.1%	100.0%
Academic Computing & Labs	Count	3	0	9	43	83	4	142
	%	2.1%	.0%	6.3%	30.3%	58.5%	2.8%	100.0%
Food Services	Count	15	20	39	74	117	15	280
	%	5.4%	7.1%	13.9%	26.4%	41.8%	5.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	226	1	5	3.90	1.158
ACCESS Office	271	1	5	4.45	.884
Admissions & Records Office/Registration	249	1	5	4.00	1.143
Counseling & Career Services	151	1	5	4.48	.878
Dual Credit*	111	1	5	4.11	1.107
Financial Aid Office	132	1	5	3.65	1.290
Recruitment & Programs for New Students	59	1	5	4.22	1.035
Student Life	208	1	5	4.42	.908
Tech Prep	26	1	5	4.23	.951
Testing Centers	379	1	5	4.53	.855
Academic Computing & Labs	138	1	5	4.47	.803
Food Services	265	1	5	3.97	1.185
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit procedures are efficient.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	14	18	52	59	82	13	238
	%	5.9%	7.6%	21.8%	24.8%	34.5%	5.5%	100.0%
ACCESS Office	Count	2	10	31	63	159	23	288
	%	.7%	3.5%	10.8%	21.9%	55.2%	8.0%	100.0%
Admissions & Records Office/Registration	Count	13	15	46	73	102	9	258
	%	5.0%	5.8%	17.8%	28.3%	39.5%	3.5%	100.0%
Counseling & Career Services	Count	1	9	16	27	97	12	162
	%	.6%	5.6%	9.9%	16.7%	59.9%	7.4%	100.0%
Dual Credit*	Count	4	9	21	28	49	10	121
	%	3.3%	7.4%	17.4%	23.1%	40.5%	8.3%	100.0%
Financial Aid Office	Count	16	10	32	34	42	8	142
	%	11.3%	7.0%	22.5%	23.9%	29.6%	5.6%	100.0%
Recruitment & Programs for New Students	Count	1	2	5	16	29	10	63
	%	1.6%	3.2%	7.9%	25.4%	46.0%	15.9%	100.0%
Student Life	Count	5	3	21	48	120	17	214
	%	2.3%	1.4%	9.8%	22.4%	56.1%	7.9%	100.0%
Tech Prep	Count	1	0	3	10	10	6	30
	%	3.3%	.0%	10.0%	33.3%	33.3%	20.0%	100.0%
Testing Centers	Count	8	4	27	84	256	13	392
	%	2.0%	1.0%	6.9%	21.4%	65.3%	3.3%	100.0%
Academic Computing & Labs	Count	2	1	11	39	76	9	138
	%	1.4%	.7%	8.0%	28.3%	55.1%	6.5%	100.0%
Food Services	Count	21	17	46	64	109	22	279
	%	7.5%	6.1%	16.5%	22.9%	39.1%	7.9%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	225	1	5	3.79	1.199
ACCESS Office	265	1	5	4.38	.889
Admissions & Records Office/Registration	249	1	5	3.95	1.144
Counseling & Career Services	150	1	5	4.40	.948
Dual Credit*	111	1	5	3.98	1.136
Financial Aid Office	134	1	5	3.57	1.323
Recruitment & Programs for New Students	53	1	5	4.32	.936
Student Life	197	1	5	4.40	.923
Tech Prep	24	1	5	4.17	.963
Testing Centers	379	1	5	4.52	.843
Academic Computing & Labs	129	1	5	4.44	.809
Food Services	257	1	5	3.87	1.262
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit procedures met my needs in timely fashion.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Met my needs in timely fashion_	Count	11	10	50	54	98	14	237
Academic Advising	%	4.6%	4.2%	21.1%	22.8%	41.4%	5.9%	100.0%
	Count	3	6	23	61	179	14	286
ACCESS Office	%	1.0%	2.1%	8.0%	21.3%	62.6%	4.9%	100.0%
Admissions & Records Office/Registration	Count	11	6	36	79	117	10	259
	%	4.2%	2.3%	13.9%	30.5%	45.2%	3.9%	100.0%
	Count	2	2	12	32	104	10	162
Counseling & Career Services	%	1.2%	1.2%	7.4%	19.8%	64.2%	6.2%	100.0%
	Count	4	4	16	27	58	10	119
Dual Credit*	%	3.4%	3.4%	13.4%	22.7%	48.7%	8.4%	100.0%
	Count	13	7	30	31	48	13	142
Financial Aid Office	%	9.2%	4.9%	21.1%	21.8%	33.8%	9.2%	100.0%
Recruitment & Programs for New Students	Count	2	1	3	16	33	8	63
	%	3.2%	1.6%	4.8%	25.4%	52.4%	12.7%	100.0%
	Count	5	1	19	46	136	6	213
Student Life	%	2.3%	.5%	8.9%	21.6%	63.8%	2.8%	100.0%
	Count	1	0	1	12	11	5	30
Tech Prep	%	3.3%	.0%	3.3%	40.0%	36.7%	16.7%	100.0%
	Count	6	6	21	77	272	8	390
Testing Centers	%	1.5%	1.5%	5.4%	19.7%	69.7%	2.1%	100.0%
	Count	2	2	8	30	92	5	139
Academic Computing & Labs	%	1.4%	1.4%	5.8%	21.6%	66.2%	3.6%	100.0%
	Count	18	18	57	68	113	4	278
Food Services	%	6.5%	6.5%	20.5%	24.5%	40.6%	1.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	223	1	5	3.98	1.137
ACCESS Office	272	1	5	4.50	.828
Admissions & Records Office/Registration	249	1	5	4.14	1.045
Counseling & Career Services	152	1	5	4.54	.805
Dual Credit*	109	1	5	4.20	1.061
Financial Aid Office	129	1	5	3.73	1.292
Recruitment & Programs for New Students	55	1	5	4.40	.955
Student Life	207	1	5	4.48	.869
Tech Prep	25	1	5	4.28	.891
Testing Centers	382	1	5	4.58	.799
Academic Computing & Labs	134	1	5	4.55	.800
Food Services	274	1	5	3.88	1.210
Valid N (listwise)	6				

* High School concurrent enrollment.

The unit staff are knowledgeable.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	11	23	48	57	94	3	236
	%	4.7%	9.7%	20.3%	24.2%	39.8%	1.3%	100.0%
ACCESS Office	Count	4	6	17	47	195	15	284
	%	1.4%	2.1%	6.0%	16.5%	68.7%	5.3%	100.0%
Admissions & Records Office/Registration	Count	7	11	23	77	134	5	257
	%	2.7%	4.3%	8.9%	30.0%	52.1%	1.9%	100.0%
Counseling & Career Services	Count	3	4	10	30	105	8	160
	%	1.9%	2.5%	6.3%	18.8%	65.6%	5.0%	100.0%
Dual Credit*	Count	1	3	14	27	63	11	119
	%	.8%	2.5%	11.8%	22.7%	52.9%	9.2%	100.0%
Financial Aid Office	Count	8	8	17	44	57	7	141
	%	5.7%	5.7%	12.1%	31.2%	40.4%	5.0%	100.0%
Recruitment & Programs for New Students	Count	2	1	4	14	35	6	62
	%	3.2%	1.6%	6.5%	22.6%	56.5%	9.7%	100.0%
Student Life	Count	5	1	23	37	133	11	210
	%	2.4%	.5%	11.0%	17.6%	63.3%	5.2%	100.0%
Tech Prep	Count	1	0	0	11	11	6	29
	%	3.4%	.0%	.0%	37.9%	37.9%	20.7%	100.0%
Testing Centers	Count	3	5	21	82	264	11	386
	%	.8%	1.3%	5.4%	21.2%	68.4%	2.8%	100.0%
Academic Computing & Labs	Count	3	3	7	26	92	5	136
	%	2.2%	2.2%	5.1%	19.1%	67.6%	3.7%	100.0%
Food Services	Count	12	8	36	65	128	28	277
	%	4.3%	2.9%	13.0%	23.5%	46.2%	10.1%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	233	1	5	3.86	1.190
ACCESS Office	269	1	5	4.57	.828
Admissions & Records Office/Registration	252	1	5	4.27	.989
Counseling & Career Services	152	1	5	4.51	.884
Dual Credit*	108	1	5	4.37	.882
Financial Aid Office	134	1	5	4.00	1.157
Recruitment & Programs for New Students	56	1	5	4.41	.968
Student Life	199	1	5	4.47	.903
Tech Prep	23	1	5	4.35	.885
Testing Centers	375	1	5	4.60	.728
Academic Computing & Labs	131	1	5	4.53	.880
Food Services	249	1	5	4.16	1.095
Valid N (listwise)	4				

* High School concurrent enrollment.

The unit staff are courteous.

		Strongly disagree	2	3	4	Strongly agree	Don't know	Total
Academic Advising	Count	11	9	32	52	127	4	235
	%	4.7%	3.8%	13.6%	22.1%	54.0%	1.7%	100.0%
ACCESS Office	Count	5	4	10	50	207	11	287
	%	1.7%	1.4%	3.5%	17.4%	72.1%	3.8%	100.0%
Admissions & Records Office/Registration	Count	12	15	28	57	140	6	258
	%	4.7%	5.8%	10.9%	22.1%	54.3%	2.3%	100.0%
Counseling & Career Services	Count	2	2	6	22	119	6	157
	%	1.3%	1.3%	3.8%	14.0%	75.8%	3.8%	100.0%
Dual Credit*	Count	1	2	9	28	73	8	121
	%	.8%	1.7%	7.4%	23.1%	60.3%	6.6%	100.0%
Financial Aid Office	Count	5	10	20	36	63	6	140
	%	3.6%	7.1%	14.3%	25.7%	45.0%	4.3%	100.0%
Recruitment & Programs for New Students	Count	1	1	3	13	40	5	63
	%	1.6%	1.6%	4.8%	20.6%	63.5%	7.9%	100.0%
Student Life	Count	5	1	15	40	149	3	213
	%	2.3%	.5%	7.0%	18.8%	70.0%	1.4%	100.0%
Tech Prep	Count	0	0	1	7	17	5	30
	%	.0%	.0%	3.3%	23.3%	56.7%	16.7%	100.0%
Testing Centers	Count	5	4	20	74	283	5	391
	%	1.3%	1.0%	5.1%	18.9%	72.4%	1.3%	100.0%
Academic Computing & Labs	Count	3	0	8	26	95	5	137
	%	2.2%	.0%	5.8%	19.0%	69.3%	3.6%	100.0%
Food Services	Count	13	10	30	67	148	7	275
	%	4.7%	3.6%	10.9%	24.4%	53.8%	2.5%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising	231	1	5	4.19	1.114
ACCESS Office	276	1	5	4.63	.782
Admissions & Records Office/Registration	252	1	5	4.18	1.142
Counseling & Career Services	151	1	5	4.68	.734
Dual Credit*	113	1	5	4.50	.792
Financial Aid Office	134	1	5	4.06	1.122
Recruitment & Programs for New Students	58	1	5	4.55	.820
Student Life	210	1	5	4.56	.841
Tech Prep	25	3	5	4.64	.569
Testing Centers	386	1	5	4.62	.747
Academic Computing & Labs	132	1	5	4.59	.800
Food Services	268	1	5	4.22	1.098
Valid N (listwise)	6				

* High School concurrent enrollment.

On a five-point scale, please rate your overall satisfaction with the following Student Development services / programs you have used.

1= Very unsatisfied, 5 = Very satisfied

		Vary unsatisfied	2	3	4	Vary satisfied	Total
Academic Advising & Student Success	Count	16	24	51	65	84	240
	%	6.7%	10.0%	21.3%	27.1%	35.0%	100.0%
ACCESS Office	Count	3	8	29	66	189	295
	%	1.0%	2.7%	9.8%	22.4%	64.1%	100.0%
Admissions & Records Office / Registration	Count	11	18	51	77	109	266
	%	4.1%	6.8%	19.2%	28.9%	41.0%	100.0%
Counseling & Career Services	Count	2	1	17	41	101	162
	%	1.2%	.6%	10.5%	25.3%	62.3%	100.0%
Dual Credit*	Count	3	6	23	33	61	126
	%	2.4%	4.8%	18.3%	26.2%	48.4%	100.0%
Financial Aid Office	Count	12	15	31	43	42	143
	%	8.4%	10.5%	21.7%	30.1%	29.4%	100.0%
Recruitment & Programs for New Students	Count	0	1	5	22	34	62
	%	.0%	1.6%	8.1%	35.5%	54.8%	100.0%
Student Life	Count	3	4	25	48	140	220
	%	1.4%	1.8%	11.4%	21.8%	63.6%	100.0%
Tech Prep	Count	1	0	3	16	11	31
	%	3.2%	.0%	9.7%	51.6%	35.5%	100.0%
Testing Centers	Count	9	7	25	97	263	401
	%	2.2%	1.7%	6.2%	24.2%	65.6%	100.0%
Academic Computing & Labs	Count	1	0	11	38	87	137
	%	.7%	.0%	8.0%	27.7%	63.5%	100.0%
Food Services	Count	23	23	62	77	97	282
	%	8.2%	8.2%	22.0%	27.3%	34.4%	100.0%

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
Academic Advising & Student Success	240	1	5	3.74	1.225
ACCESS Office	295	1	5	4.46	.856
Admissions & Records Office / Registration	266	1	5	3.96	1.117
Counseling & Career Services	162	1	5	4.47	.805
Dual Credit*	126	1	5	4.13	1.030
Financial Aid Office	143	1	5	3.62	1.244
Recruitment & Programs for New Students	62	2	5	4.44	.716
Student Life	220	1	5	4.45	.866
Tech Prep	31	1	5	4.16	.860
Testing Centers	401	1	5	4.49	.866
Academic Computing & Labs	137	1	5	4.53	.708
Food Services	282	1	5	3.72	1.245
Valid N (listwise)	10				

* High School concurrent enrollment.

Please specify the reasons for your rating.

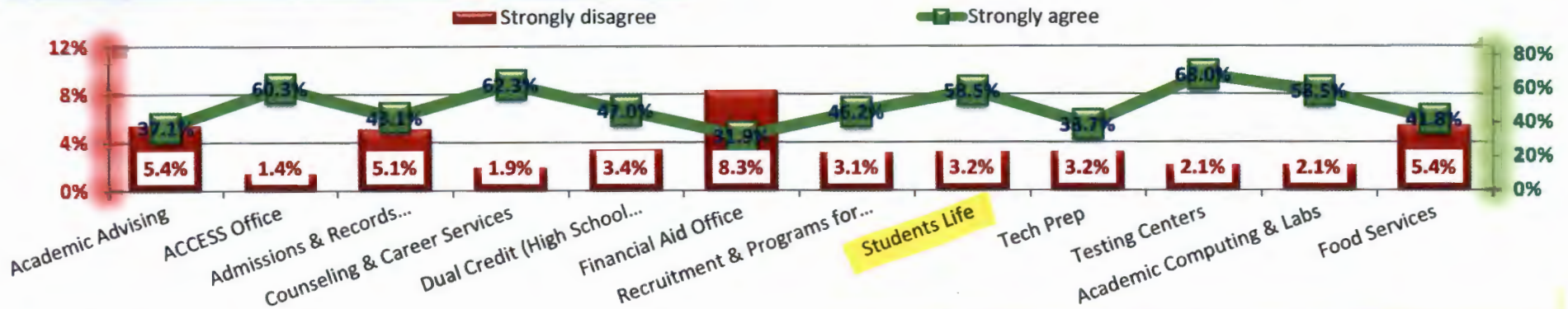
Student Life

	Frequency
Did not respond	756
"customer service" varies greatly depending on who is helping you in this office	1
a little too bureaucratic, but knowledgeable and helpful	1
Advisor	1
Always great!	1
Always helpful	1
always helpful and fast	1
Always helpful.	1
Always Helpfull	1
Always very helpful.	1
Awesome!	1
Barely aware of it, but so far good	1
club numbers too high	1
courteous and efficient	1
Courteous and Nice	1
CPC Overall, well run	1
Does a great job and staff is always helpful.	1
dont seem to be involved on a district wide type level	1
found lost book & quick student id	1
Friendly	1
friendly and helpful	1
Friendly helpful group. Love the events they put on. They try to be very informative.	1
friendly,helpful	1
Good experiences	1
good job	1
Good/easy/fun to work with	1
Great. Very nice	1
Had one issue with them denying a request that was previously accepted. Denial was sent afterhours via email on the evening before the event.	1
Had two id's made (one for the change), no issues.	1
Handles just about everything	1
Have always been helpful and attentive.	1
Haven't used them lately, but in the past they were awesome.	1
helpful	1
Helpful and courteous.	1
Helpful courteous, office staff as well as Student Assistants.	1
helpful to students and faculty	1
I've always received very good and efficient service and enjoy working with all the directors.	1
I don't know if there's a place on campus where you could be treated with more contempt and utter disregard.	1
I got my ID	1
i have only been there once to take my I.D so i thought they did an okay job.	1
I know the staff--they are excellent	1
Informative	1
Lacking in fun activities for students that would make them want to remain at Collin	1
Like the services offered	1
Many services that enrich students involvement	1
Needed help was received in a professional manner.	1
Nice staff.	1
nice, but some of the procedures are ridiculous	1
no problem	1
Not always real clear what they do other than provide college ID's	1
Not the friendliest group and not always seeming professional when I have gone in there.	1
offer many opportunities to students, Lynda Gates=awesome!	1

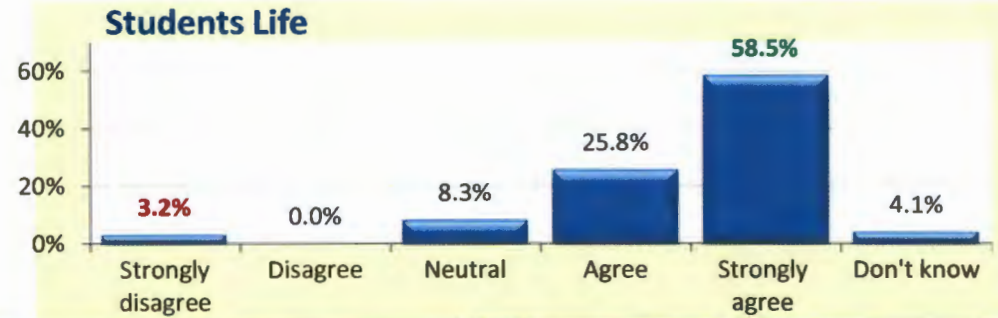
Student Life

	Frequency
ok	1
Partnership programs are crucial to the college population	1
Programs need improving	1
ready to assist and friendly	1
Respond to questions quickly/efficiently	1
Responsive and good to colaborate wit	1
SAFFAC procedures are too complicated and inadequate. Directors are short tempered and do not respect the needs of the faculty and students..	1
Service is quick and efficient.	1
Solid and enthusiastic...	1
Some student assistants are unable to help or answer questions.	1
Sometimes hard to reach a knowledgeable person...The director is always somewhere else when you need her.	1
Staff are courteous and involved in student activities	1
Staff have been very quick to answer questions and provide photos of students when needed	1
student assistants seem to be uninterested in interacting with those from outside the office	1
Student Life at PRC is an excellent department -- helpful for students and faculty alike.	1
Student needs	1
Student organizations are important. Student ID's are a joke as are the programs.	1
student workers really need to be trained in better customer service; they, for the most part, have terrible attitudes	1
The staff are knowledgeable, friendly and helpful.	1
The staff is great.	1
The student assistant's at the front desk need to be more professional.	1
There is a great attitude toward providing services to students.	1
They are fantastic! So helpful to faculty and students!	1
they do a good job	1
They do a good job.	1
This always seems to be run well and with dignity, respect, and support for all of our students	1
This department uses students at the reception window, so the information varies greatly - usually I see the coordinator and any issue is resolved immediately.	1
This group is fantastic; good work with happy hearts :o)	1
turn to them regularly and they always have the answers I need.	1
very easy to work with	1
Very helpfull	1
very supportive of faculty; invovled in campus activities	1
Total	839

1. The unit procedures are user friendly.

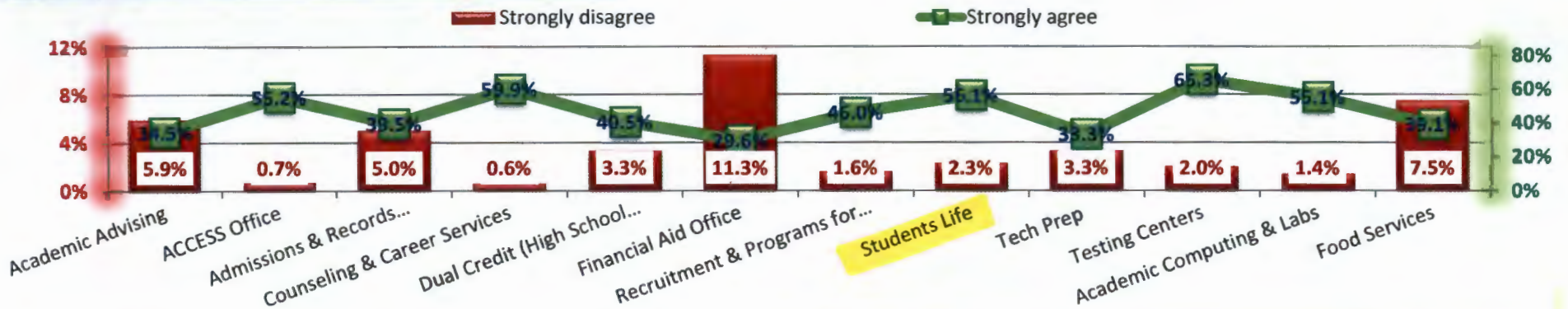


Faculty Survey:
Collin Educational Support
Services/Programs
Section III : Student Development
Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	240	5.4%	5.0%	20.4%	26.3%	37.1%	5.8%
ACCESS Office	287	1.4%	2.8%	8.4%	21.6%	60.3%	5.6%
Admissions & Records Office/Registration	255	5.1%	5.1%	17.6%	26.7%	43.1%	2.4%
Counseling & Career Services	159	1.9%	1.9%	7.5%	21.4%	62.3%	5.0%
Dual Credit (High School Concurrent Enrollment)	117	3.4%	6.0%	14.5%	23.9%	47.0%	5.1%
Financial Aid Office	144	8.3%	8.3%	22.2%	20.8%	31.9%	8.3%
Recruitment & Programs for New Students	65	3.1%	4.6%	7.7%	29.2%	46.2%	9.2%
Students Life	217	3.2%	0.0%	8.3%	25.8%	58.5%	4.1%
Tech Prep	31	3.2%	0.0%	9.7%	32.3%	38.7%	16.1%
Testing Centers	387	2.1%	1.6%	6.5%	19.9%	68.0%	2.1%
Academic Computing & Labs	142	2.1%	0.0%	6.3%	30.3%	58.5%	2.8%
Food Services	280	5.4%	7.1%	13.9%	26.4%	41.8%	5.4%

2. The unit procedures are efficient.



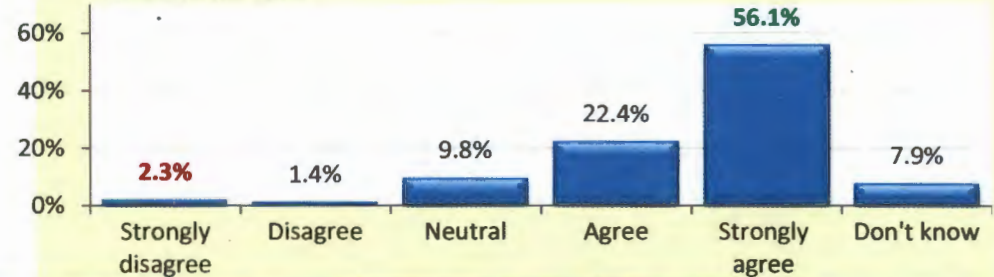
Faculty Survey:

Collin Educational Support
Services/Programs

Section III : Student Development

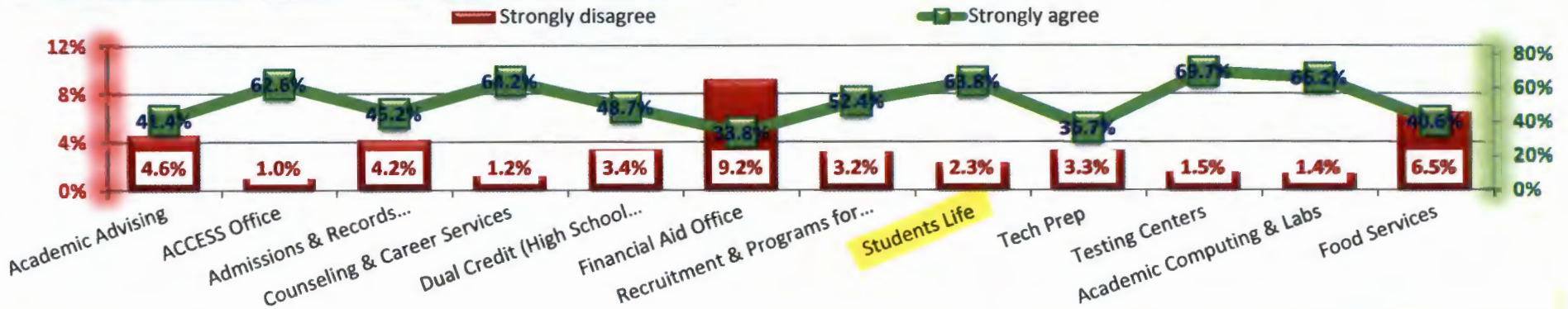
Spring 2012 (June 26, 2012)

Students Life

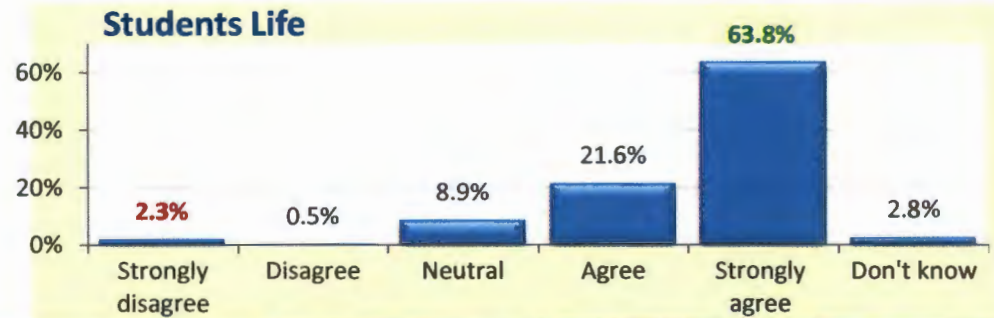


Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	238	5.9%	7.6%	21.8%	24.8%	34.5%	5.5%
ACCESS Office	288	0.7%	3.5%	10.8%	21.9%	55.2%	8.0%
Admissions & Records Office/Registration	258	5.0%	5.8%	17.8%	28.3%	39.5%	3.5%
Counseling & Career Services	162	0.6%	5.6%	9.9%	16.7%	59.9%	7.4%
Dual Credit (High School Concurrent Enrollment)	121	3.3%	7.4%	17.4%	23.1%	40.5%	8.3%
Financial Aid Office	142	11.3%	7.0%	22.5%	23.9%	29.6%	5.6%
Recruitment & Programs for New Students	63	1.6%	3.2%	7.9%	25.4%	46.0%	15.9%
Students Life	214	2.3%	1.4%	9.8%	22.4%	56.1%	7.9%
Tech Prep	30	3.3%	0.0%	10.0%	33.3%	33.3%	20.0%
Testing Centers	392	2.0%	1.0%	6.9%	21.4%	65.3%	3.3%
Academic Computing & Labs	138	1.4%	0.7%	8.0%	28.3%	55.1%	6.5%
Food Services	279	7.5%	6.1%	16.5%	22.9%	39.1%	7.9%

3. The unit met my needs in timely fashion.

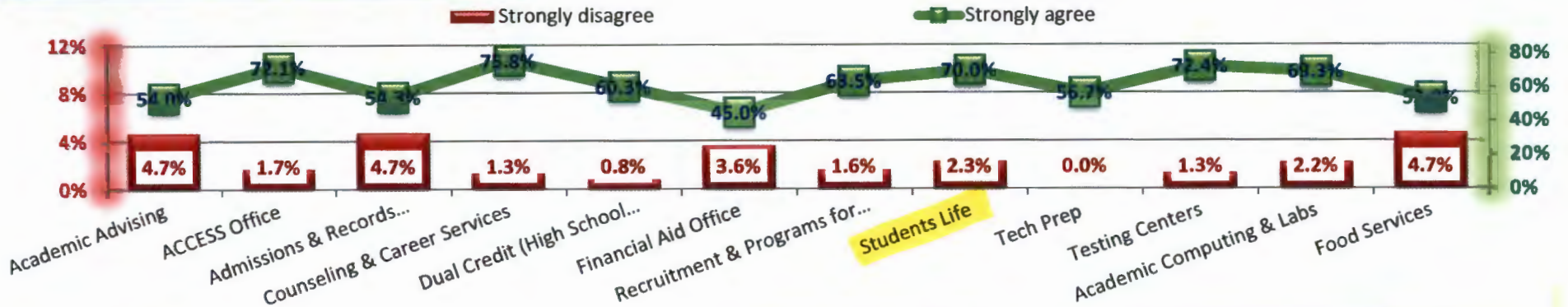


Faculty Survey:
Collin Educational Support
Services/Programs
Section III : Student Development
Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	237	4.6%	4.2%	21.1%	22.8%	41.4%	5.9%
ACCESS Office	286	1.0%	2.1%	8.0%	21.3%	62.6%	4.9%
Admissions & Records Office/Registration	259	4.2%	2.3%	13.9%	30.5%	45.2%	3.9%
Counseling & Career Services	162	1.2%	1.2%	7.4%	19.8%	64.2%	6.2%
Dual Credit (High School Concurrent Enrollment)	119	3.4%	3.4%	13.4%	22.7%	48.7%	8.4%
Financial Aid Office	142	9.2%	4.9%	21.1%	21.8%	33.8%	9.2%
Recruitment & Programs for New Students	63	3.2%	1.6%	4.8%	25.4%	52.4%	12.7%
Students Life	213	2.3%	0.5%	8.9%	21.6%	63.8%	2.8%
Tech Prep	30	3.3%	0.0%	3.3%	40.0%	36.7%	16.7%
Testing Centers	390	1.5%	1.5%	5.4%	19.7%	69.7%	2.1%
Academic Computing & Labs	139	1.4%	1.4%	5.8%	21.6%	66.2%	3.6%
Food Services	278	6.5%	6.5%	20.5%	24.5%	40.6%	1.4%

4. The unit staff are courteous.

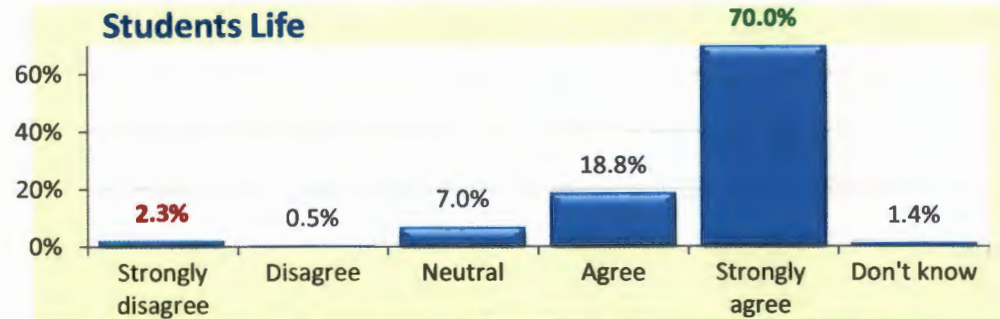


Faculty Survey:

Collin Educational Support Services/Programs

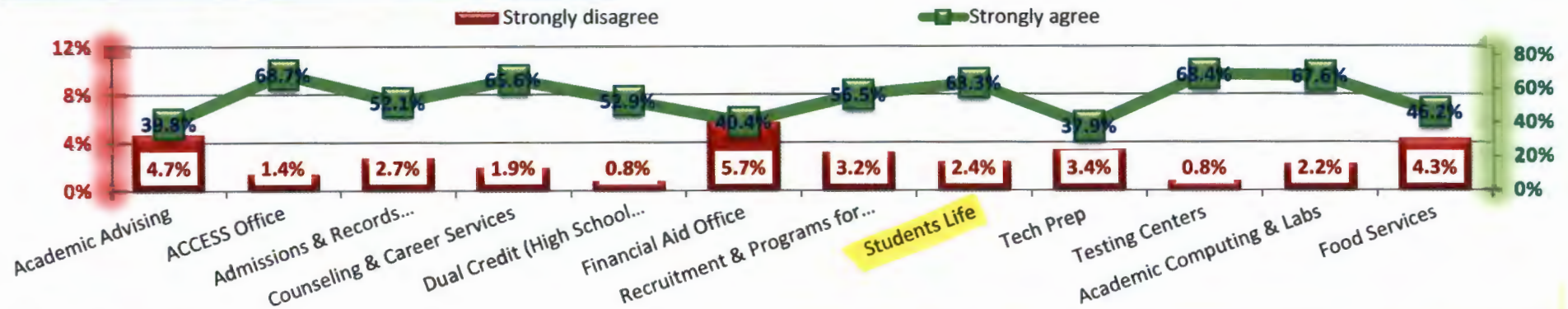
Section III : Student Development

Spring 2012 (June 26, 2012)



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	235	4.7%	3.8%	13.6%	22.1%	54.0%	1.7%
ACCESS Office	287	1.7%	1.4%	3.5%	17.4%	72.1%	3.8%
Admissions & Records Office/Registration	258	4.7%	5.8%	10.9%	22.1%	54.3%	2.3%
Counseling & Career Services	157	1.3%	1.3%	3.8%	14.0%	75.8%	3.8%
Dual Credit (High School Concurrent Enrollment)	121	0.8%	1.7%	7.4%	23.1%	60.3%	6.6%
Financial Aid Office	140	3.6%	7.1%	14.3%	25.7%	45.0%	4.3%
Recruitment & Programs for New Students	63	1.6%	1.6%	4.8%	20.6%	63.5%	7.9%
Students Life	213	2.3%	0.5%	7.0%	18.8%	70.0%	1.4%
Tech Prep	30	0.0%	0.0%	3.3%	23.3%	56.7%	16.7%
Testing Centers	391	1.3%	1.0%	5.1%	18.9%	72.4%	1.3%
Academic Computing & Labs	137	2.2%	0.0%	5.8%	19.0%	69.3%	3.6%
Food Services	275	4.7%	3.6%	10.9%	24.4%	53.8%	2.5%

5. The unit staff are knowledgeable.



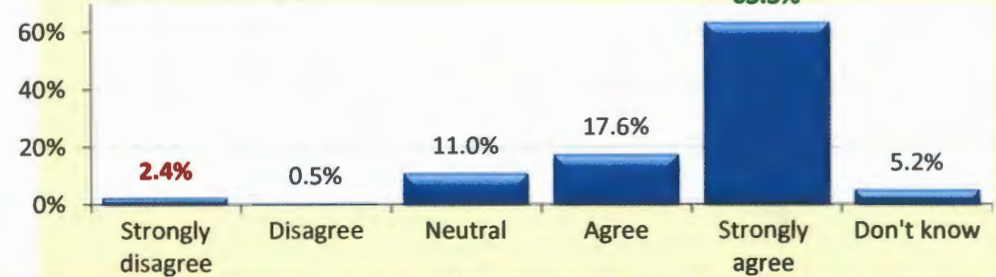
Faculty Survey:

Collin Educational Support
Services/Programs

Section III : Student Development

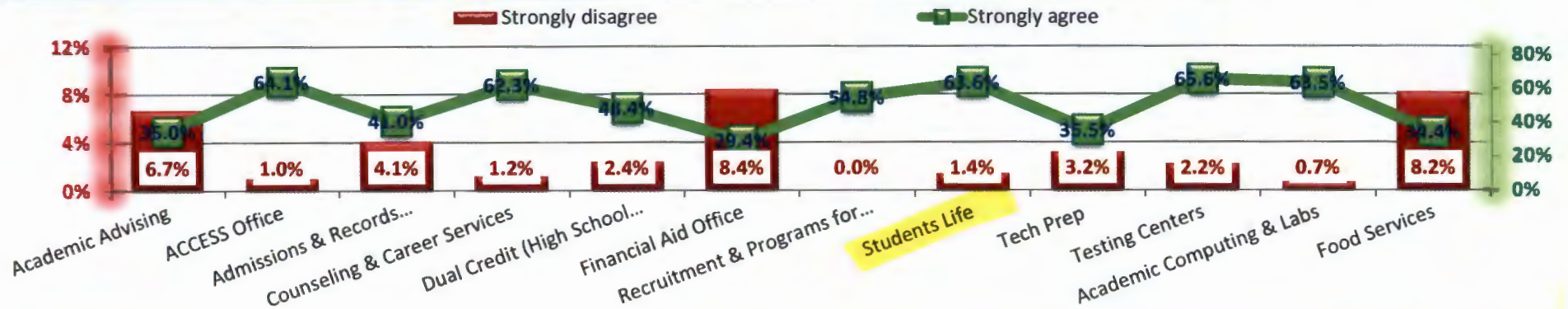
Spring 2012 (June 26, 2012)

Students Life



Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	236	4.7%	9.7%	20.3%	24.2%	39.8%	1.3%
ACCESS Office	284	1.4%	2.1%	6.0%	16.5%	68.7%	5.3%
Admissions & Records Office/Registration	257	2.7%	4.3%	8.9%	30.0%	52.1%	1.9%
Counseling & Career Services	160	1.9%	2.5%	6.3%	18.8%	65.6%	5.0%
Dual Credit (High School Concurrent Enrollment)	119	0.8%	2.5%	11.8%	22.7%	52.9%	9.2%
Financial Aid Office	141	5.7%	5.7%	12.1%	31.2%	40.4%	5.0%
Recruitment & Programs for New Students	62	3.2%	1.6%	6.5%	22.6%	56.5%	9.7%
Students Life	210	2.4%	0.5%	11.0%	17.6%	63.3%	5.2%
Tech Prep	29	3.4%	0.0%	0.0%	37.9%	37.9%	20.7%
Testing Centers	386	0.8%	1.3%	5.4%	21.2%	68.4%	2.8%
Academic Computing & Labs	136	2.2%	2.2%	5.1%	19.1%	67.6%	3.7%
Food Services	277	4.3%	2.9%	13.0%	23.5%	46.2%	10.1%

6. Overall satisfaction with the services/programs you said you have used.

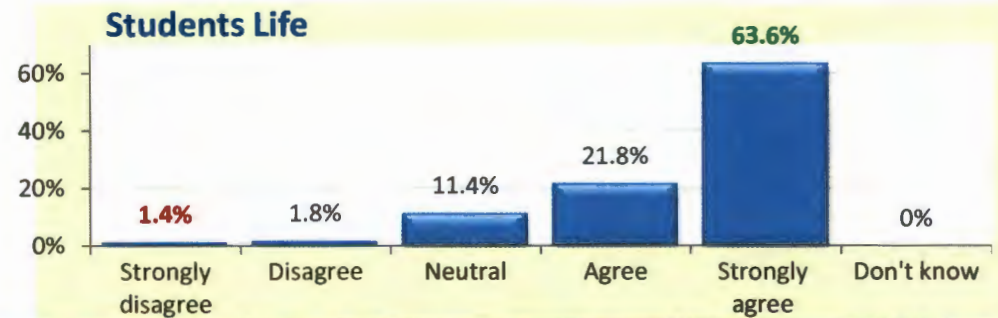


Faculty Survey:

Collin Educational Support
Services/Programs

Section III : Student Development

Spring 2012 (June 26, 2012)



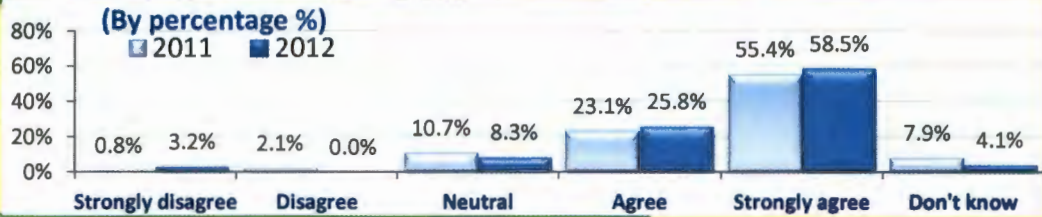
Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Academic Advising	240	6.7%	10.0%	21.3%	27.1%	35.0%	0%
ACCESS Office	295	1.0%	2.7%	9.8%	22.4%	64.1%	0%
Admissions & Records Office/Registration	266	4.1%	6.8%	19.2%	28.9%	41.0%	0%
Counseling & Career Services	162	1.2%	0.6%	10.5%	25.3%	62.3%	0%
Dual Credit (High School Concurrent Enrollment)	126	2.4%	4.8%	18.3%	26.2%	48.4%	0%
Financial Aid Office	143	8.4%	10.5%	21.7%	30.1%	29.4%	0%
Recruitment & Programs for New Students	62	0.0%	1.6%	8.1%	35.5%	54.8%	0%
Students Life	220	1.4%	1.8%	11.4%	21.8%	63.6%	0%
Tech Prep	31	3.2%	0.0%	9.7%	51.6%	35.5%	0%
Testing Centers	401	2.2%	1.7%	6.2%	24.2%	65.6%	0%
Academic Computing & Labs	137	0.7%	0.0%	8.0%	27.7%	63.5%	0%
Food Services	282	8.2%	8.2%	22.0%	27.3%	34.4%	0%

Students Life (2011 vs 2012)

Faculty Survey

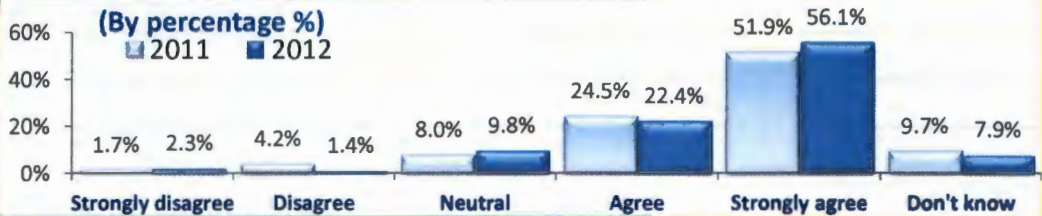
1. The unit procedures are user friendly.

Respondents	
2011	242
2012	217



2. The unit procedures are efficient.

Respondents	
2011	237
2012	214



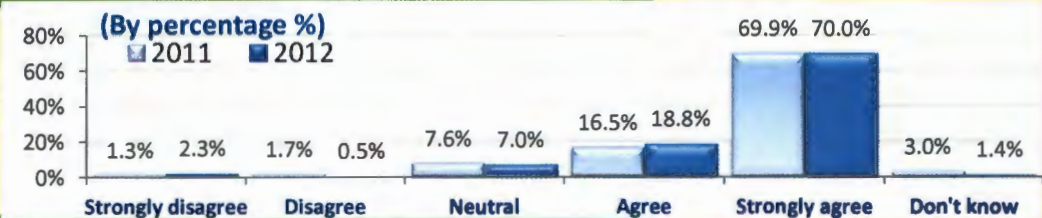
3. The unit met my needs in timely manner.

Respondents	
2011	238
2012	213



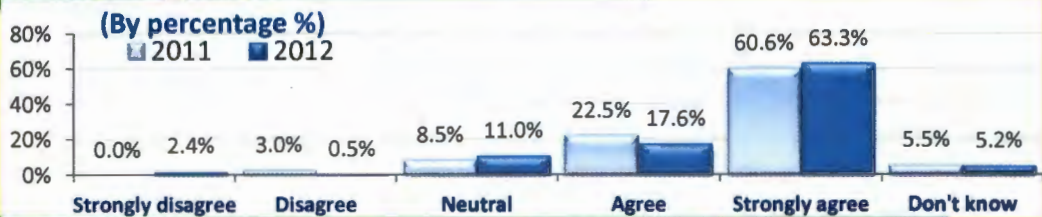
4. The unit staff are courteous.

Respondents	
2011	236
2012	213



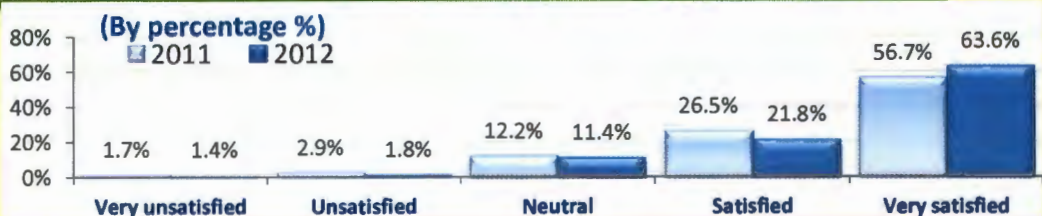
5. The unit staff are knowledgeable.

Respondents	
2011	236
2012	210



6. Overall satisfaction with the services/programs you said you have used.

Respondents	
2011	238
2012	220



**Appendix C:
Previous Continuous Improvement
Plans (CIPs)**

Continuous Improvement Plan (CIP)

Date: 05032011

Administrative or Educational Support Unit – Student Life

Contact Name: Terrence Brennan & Lynda Gates

Primary functions: Oversee all aspects of Student Organizations at Collin College. Serve as the district’s Lost and Found at CPC, PRC, and SCC. Student identification (ID) cards production, assist with the development and coordination of district wide events (for example: Earth Day, African American History Month, Knowledge is Power Series), develop and coordinate Welcome Week, National Collegiate Alcohol Awareness Week, Safe Spring Break, and Diversity Awareness programs.

Primary services and/or products: Process student organization registration packets, process all student organization event paperwork, and process student organization travel paperwork. Produce student ID cards, post student organization, campus and community news at the three primary campuses. Process Performance Contracts and Contract Labor Forms.

Key Institutional Outcome Indicators: Overall Satisfaction, Completers, Efficiency, Effectiveness

End Result/ Intended Outcome Statement(s) - Institutional Outcome(s)	Measure(s)	Standard(s) (Criteria for determining success)	Actual Outcome Results/Findings	Improvement Action(s)
Increase student overall satisfaction rating regarding the courteousness of the staff	IRO College-wide Student Survey - 2010	Average rating of 4.5 on a 5 point scale	4.37 out of 5	Survey Student Organization Officers about the courteousness of the staff in October 2011. Evaluate results and retrain as necessary.
Increase student overall satisfaction with knowledge of staff	IRO College-wide Student Survey - 2010	Average rating of 4.5 on a 5 point scale	4.34 out of 5	Hold a district wide training session of staff members in August. Create a “best practices” guide for office use.

Increase Faculty / Staff overall satisfaction with Student Life	IRO College-wide Faculty / Staff Survey - 2011	Average rating of x on a 5 point scale	4.34 out of 5	Survey faculty/staff for suggestions on how to improve satisfaction with Student Life in October 2011. Evaluate results and retrain as necessary.
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Appendix D:
Next Continuous Improvement
Plan (CIP)



Continuous Improvement Plan (CIP) Documentation

Date: February 1, 2014

Name of Administrative or Educational Support Unit: Student Life Office

Contact name: Lynda Gates

Contact email: lgates@collin.edu

Contact phone: 972.881.5787

Office Locations: CPC C-119, PRC A-185, and SCC F-129

Mission:

Student Life strives to enhance student learning and development. It is the goal of Student Life to provide co-curricular civic, educational, leadership, and social programs. Students can also join student organizations and committees, work on special projects, or enjoy social activities with friends.

Student Life presents a wide variety of opportunities to enrich students' college experience including: educational conferences; entertainers; field trips; guest speakers; leadership training; officer training; social, cultural, and civic events; and student organizations.

PART I: Might not change from year to year

A. Outcome(s) Results expected in this department/program	B. Measure(s) The instrument or process used to measure results	C. Target(s) The level of success expected
Increase students' overall awareness of programs, events, activities, and services offered by the Student Life Office.	Collin Educational Support/Programs (CESP) Student Survey	Increase the number of responses on the CESP Student Survey indicating awareness of the Student Life Office by 1%.
Increase faculty and staff members' overall awareness of programs, events, activities, and services offered by the Student Life Office.	Collin Educational Support/Programs (CESP) Faculty Survey	Increase the number of responses on the CESP Faculty Survey indicating awareness of the Student Life Office by 1%.
Streamline the process for receiving and processing student organizations' registration, meetings, and events paperwork through the purchasing and implementation of a new district-wide student organization data management software system.	Efficiency and speed of processing student organization registration, meetings, and events paperwork.	One (1) year after implementation of a new district-wide student organization data management software system, the majority (i.e., 51%) of the student organizations' registration, meetings, and events paperwork will be processed through this system.
Improve the functionality of the student identification (ID) card system through the purchasing and implementation of a new student ID card software package.	Efficiency and speed of processing, producing, and printing student ID cards.	One (1) year after implementation of a new student ID card software package, the majority (i.e., 51%) of student ID cards will be processed, produced, and printed in real-time through this system.



Continuous Improvement Plan (CIP) Documentation

PART II: For academic year 2014-2015 (enter year i.e. 2011-12)

From Part I

A. Outcome(s) Results expected in this department/program	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
Increase students' overall awareness of programs, events, activities, and services offered by the Student Life Office.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Implement plan and collect data</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]
Increase faculty and staff members' overall awareness of programs, events, activities, and services offered by the Student Life Office.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Implement plan and collect data</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]
Streamline the process for receiving and processing student organizations' registration, meetings, and events paperwork through the purchasing and implementation of a new district-wide student organization data management software system.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Implement plan and collect data</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]
Improve the functionality of the student identification (ID) card system through the purchasing and implementation of a new student ID card software package.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Implement plan and collect data</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]