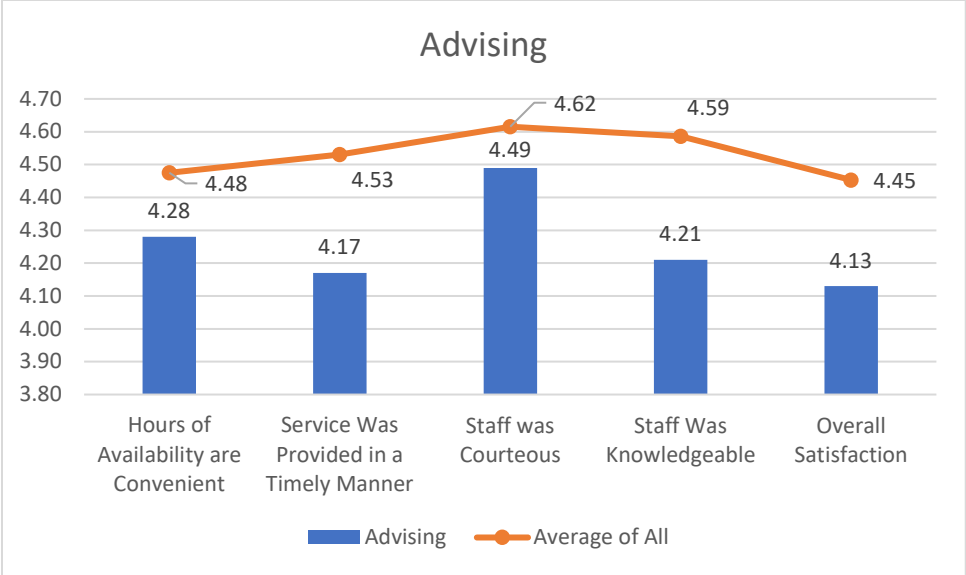
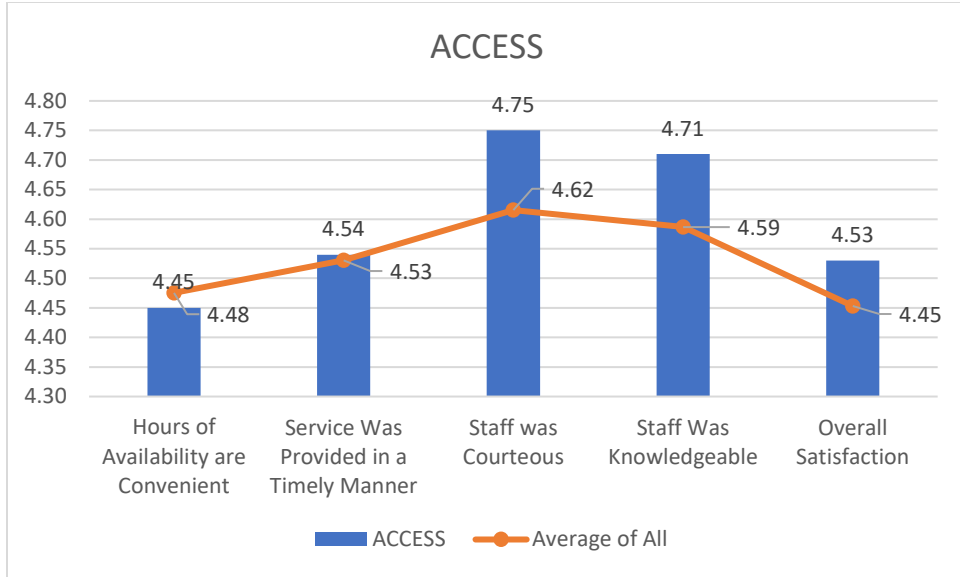


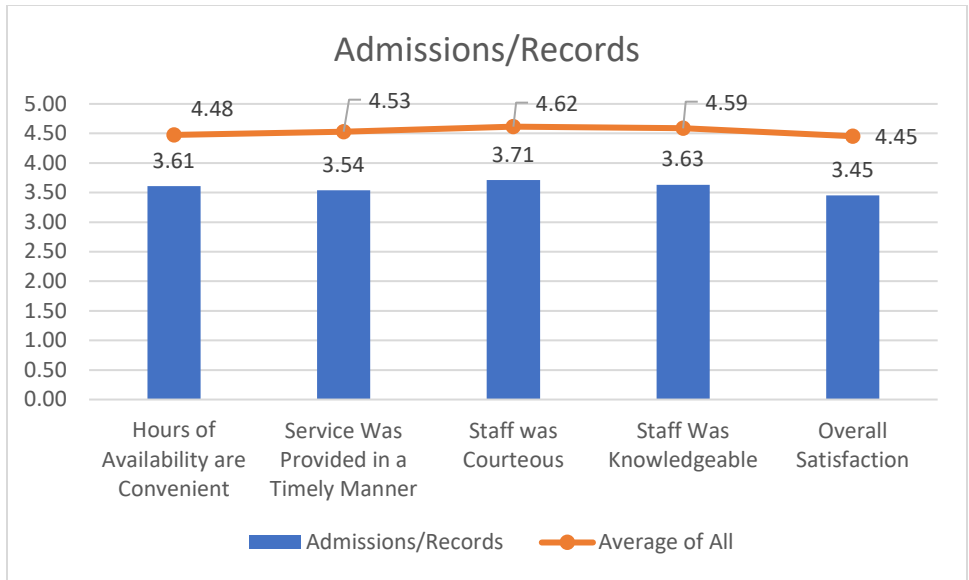
**Collin College**  
**Educational and Support Service Units**  
**Survey of Student Satisfaction Report**  
**Spring 2021**

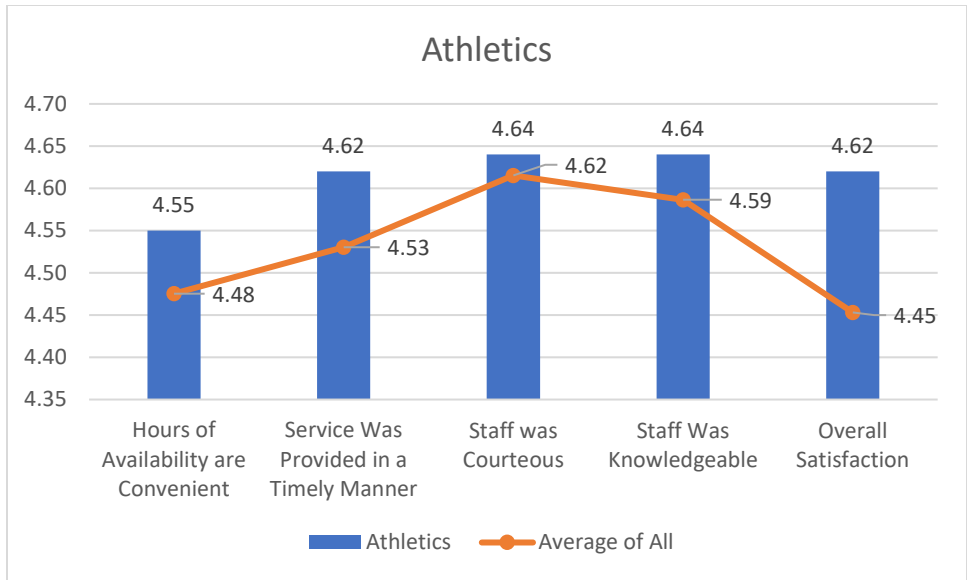
Prepared by

Katie Robinson  
Data Coordinator, Institutional Effectiveness  
Institutional Research Office  
Collin College

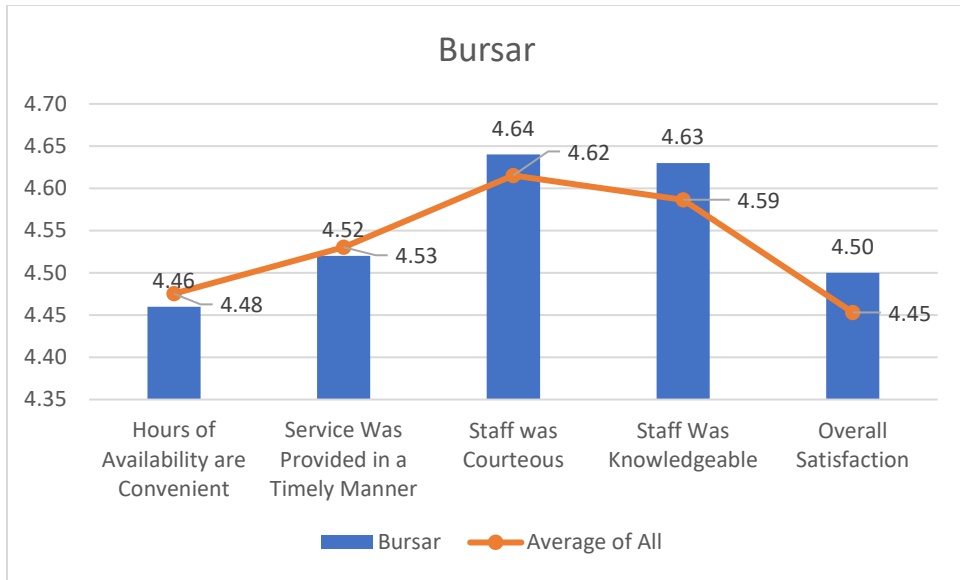


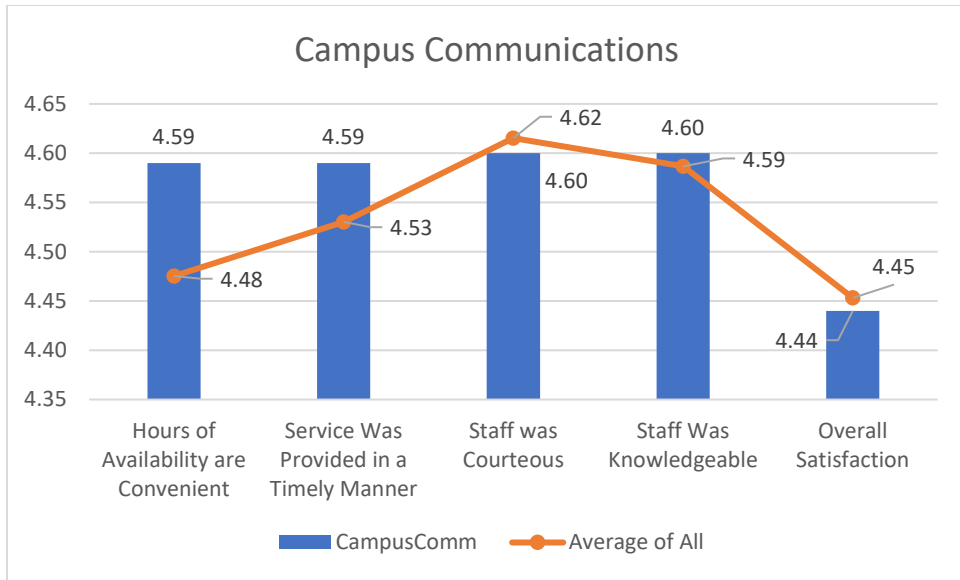




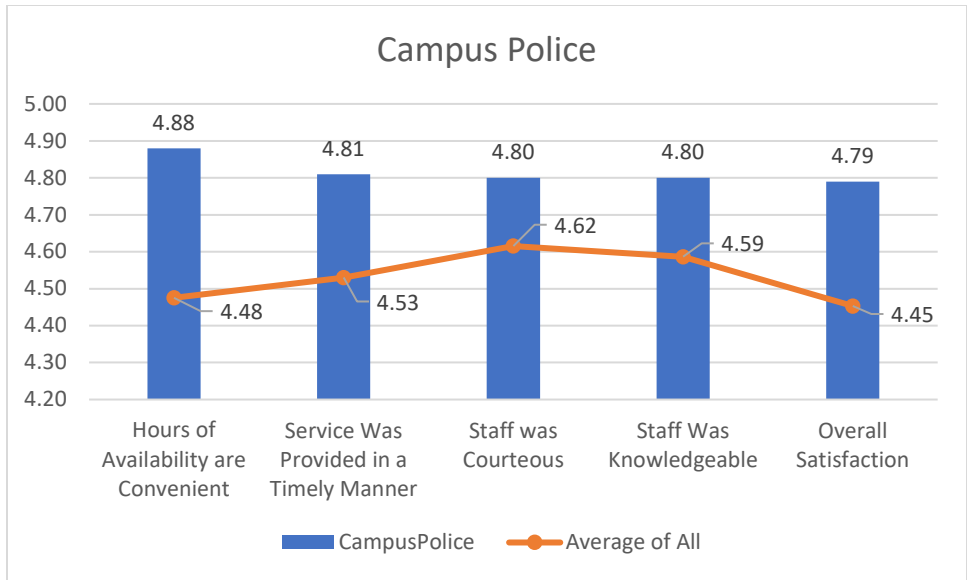


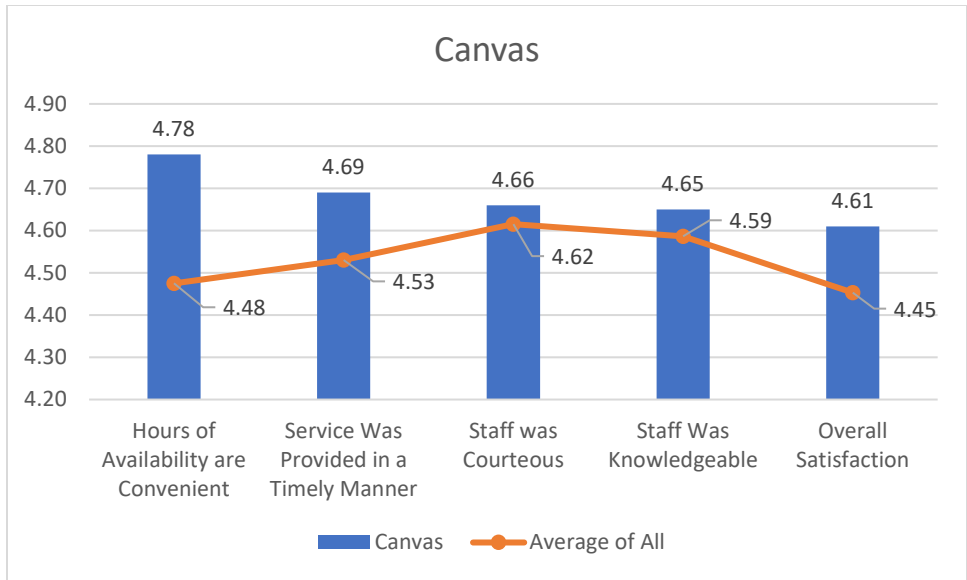


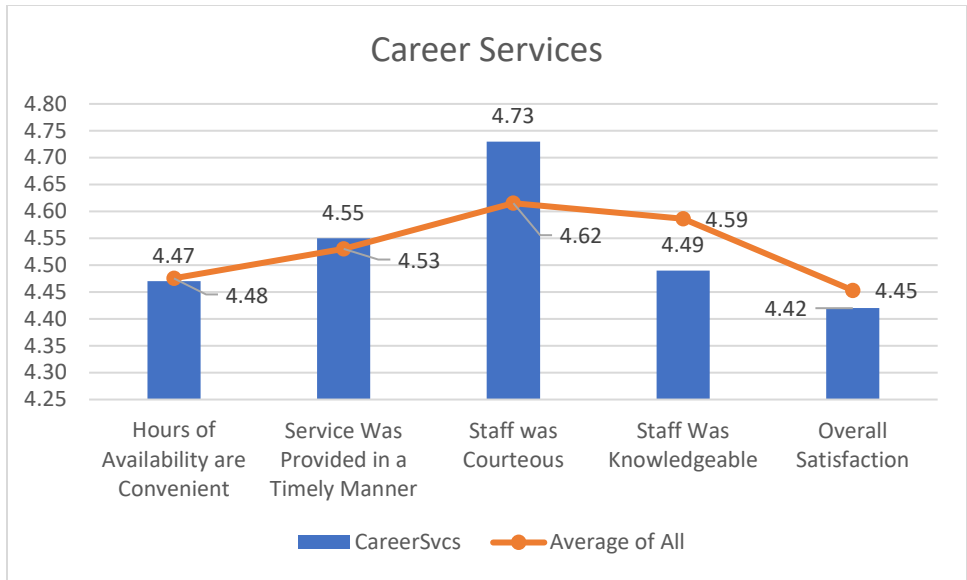


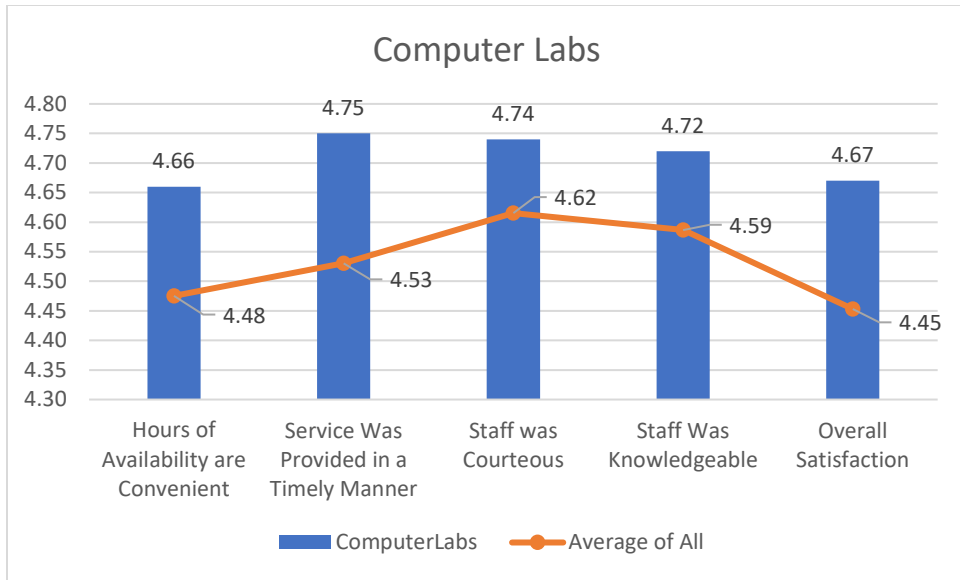


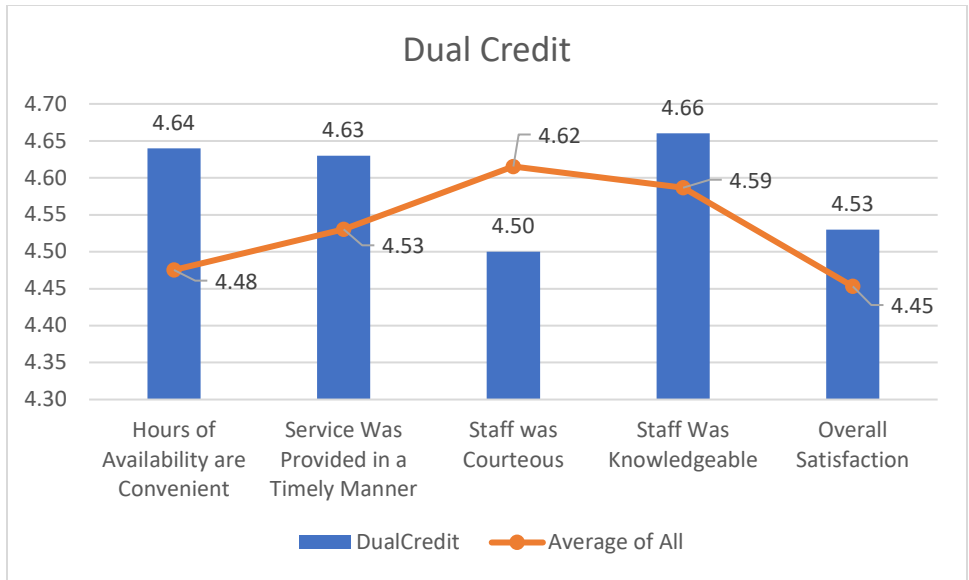


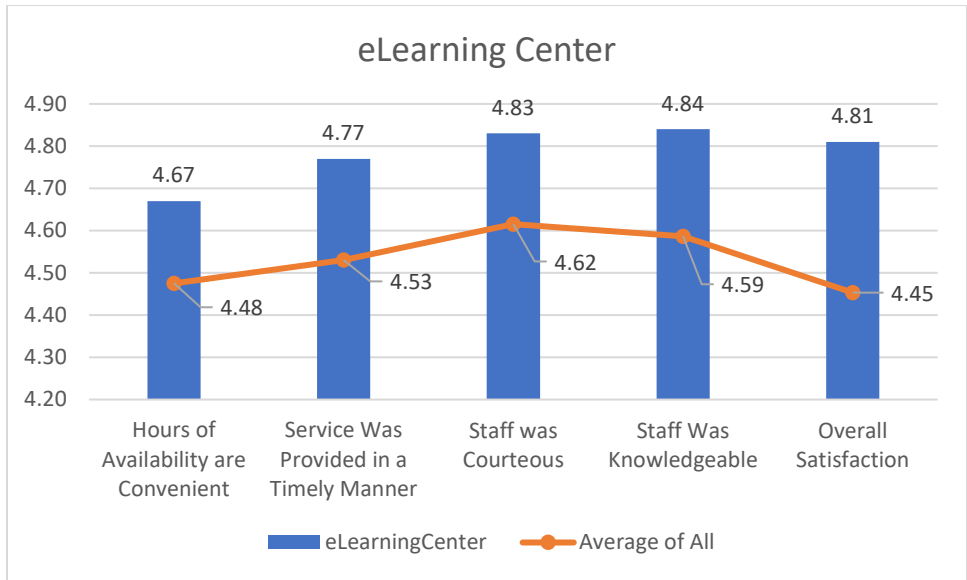


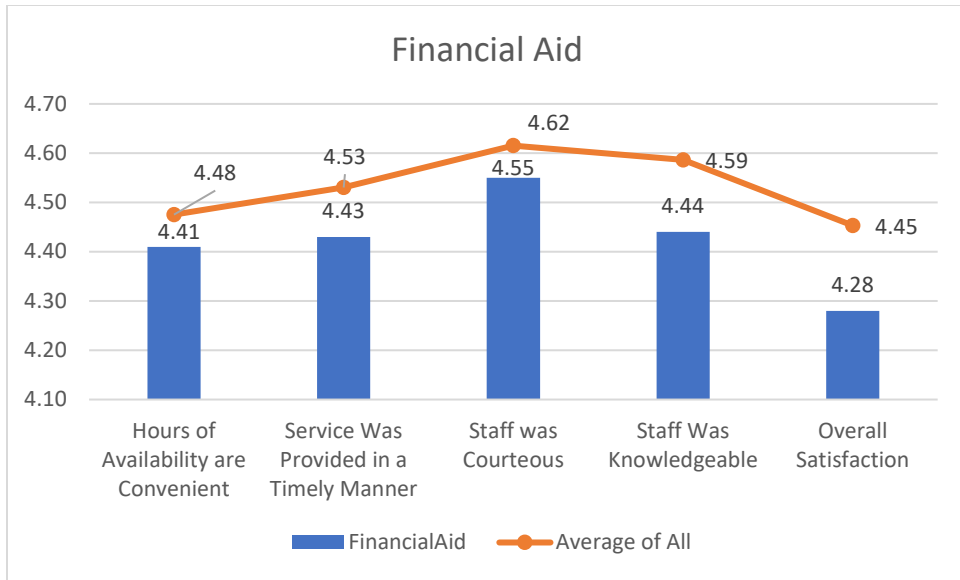


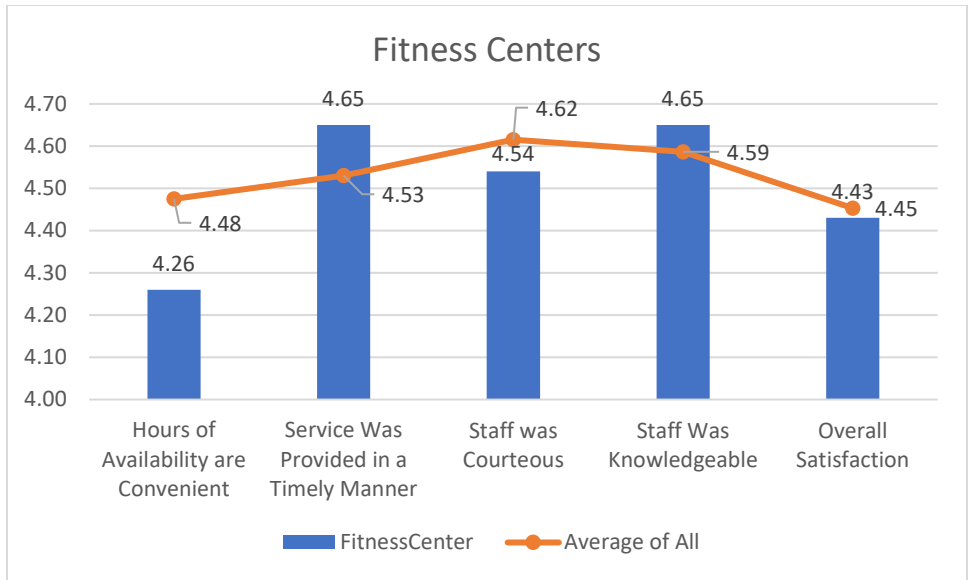






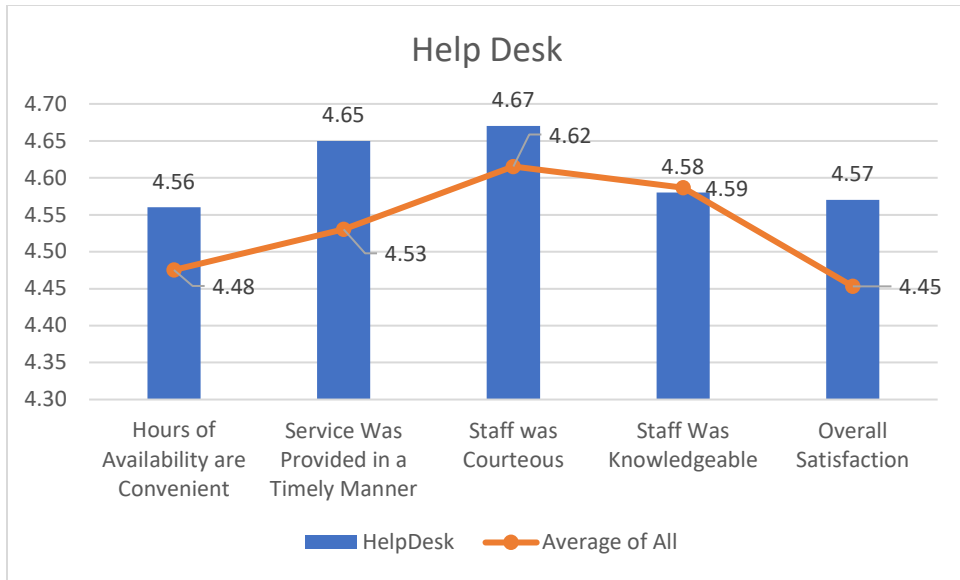




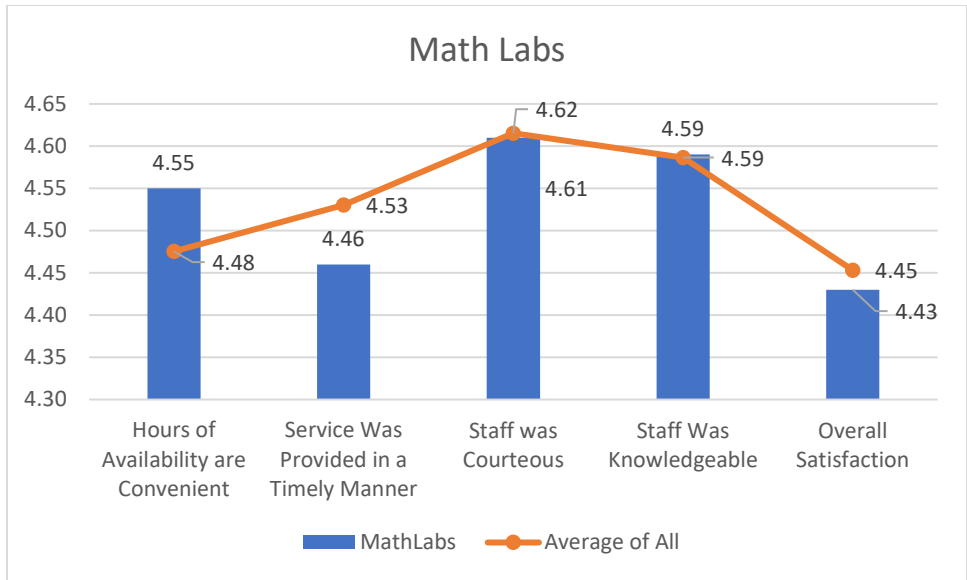


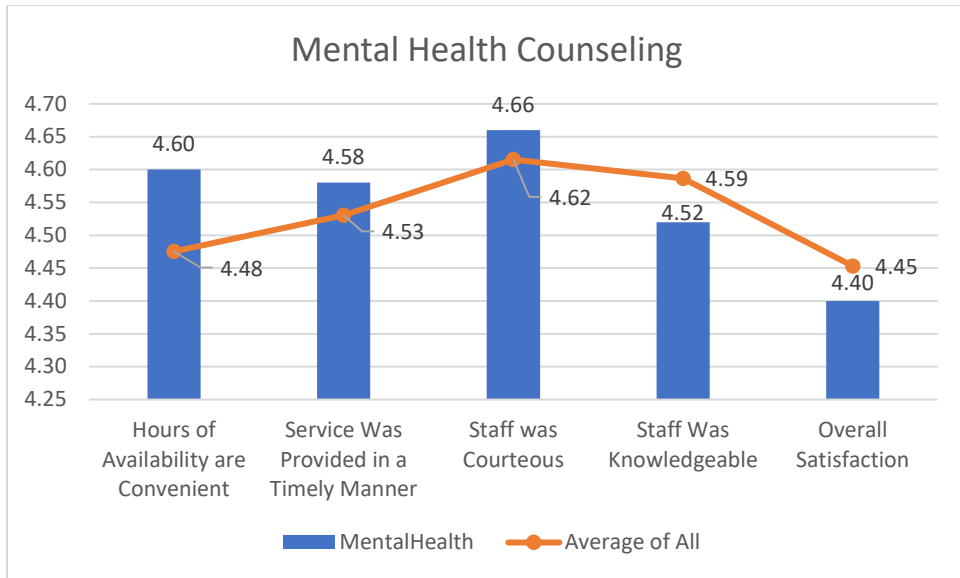


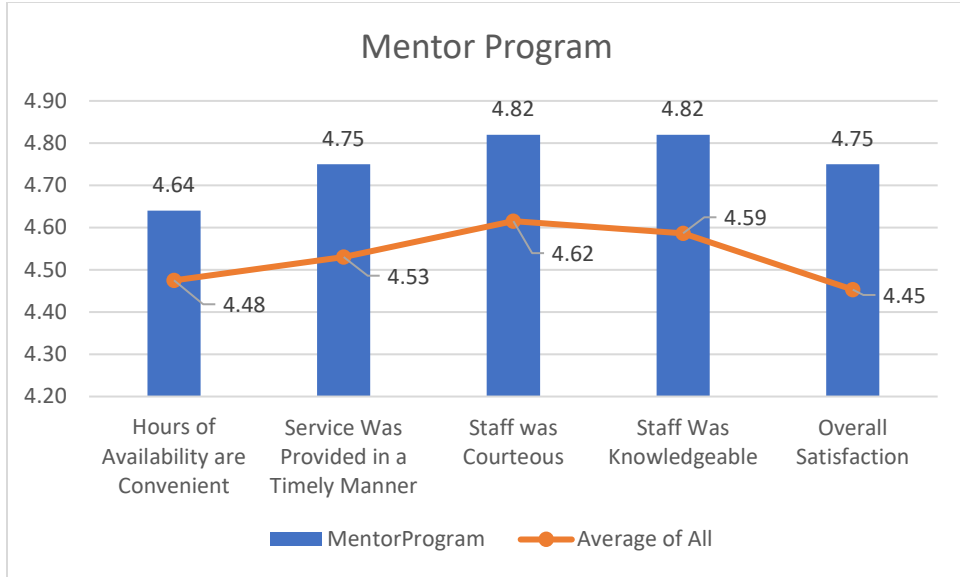


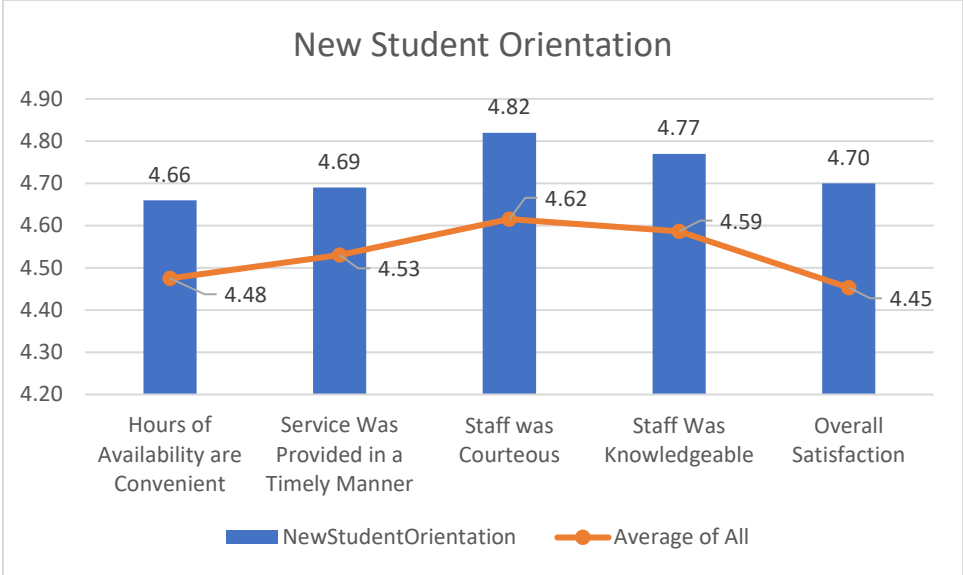


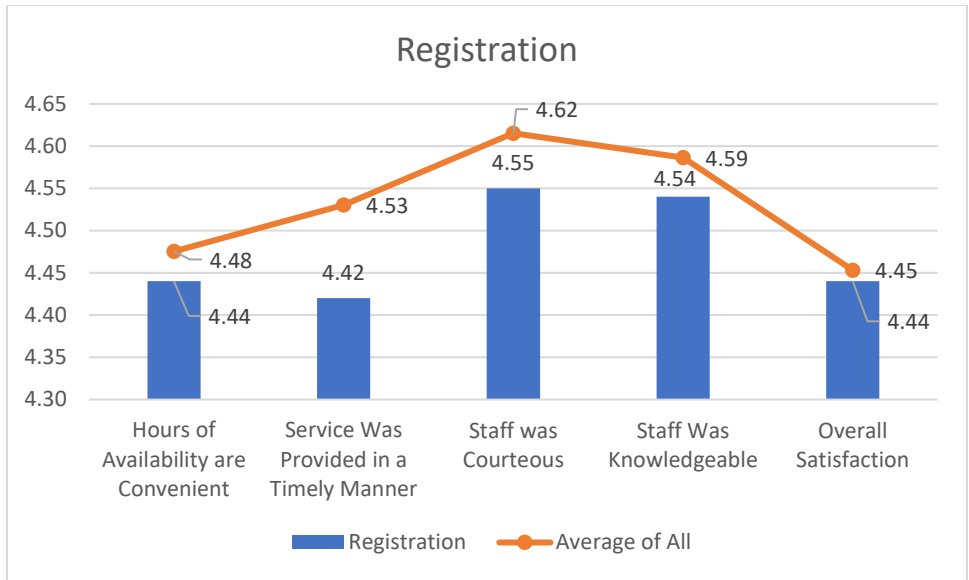




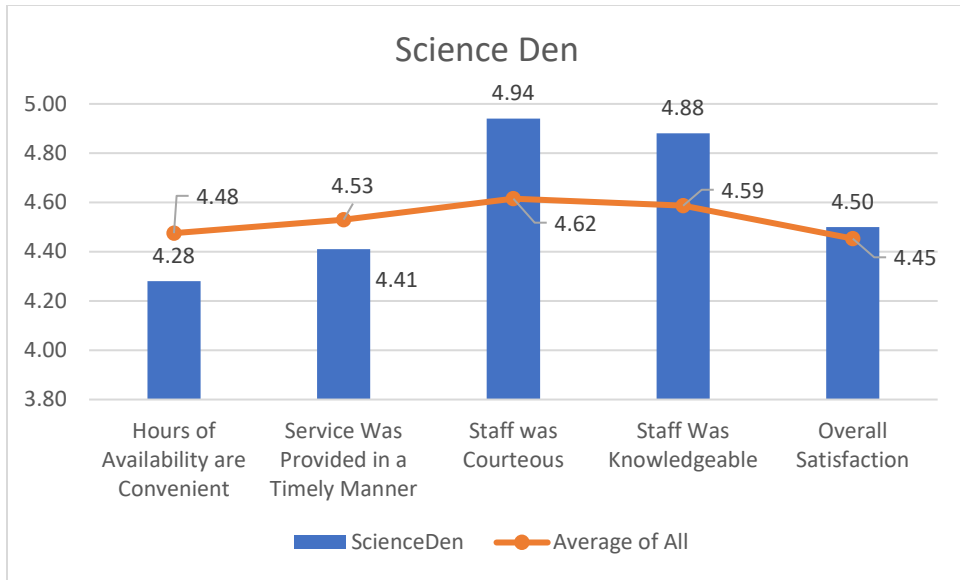


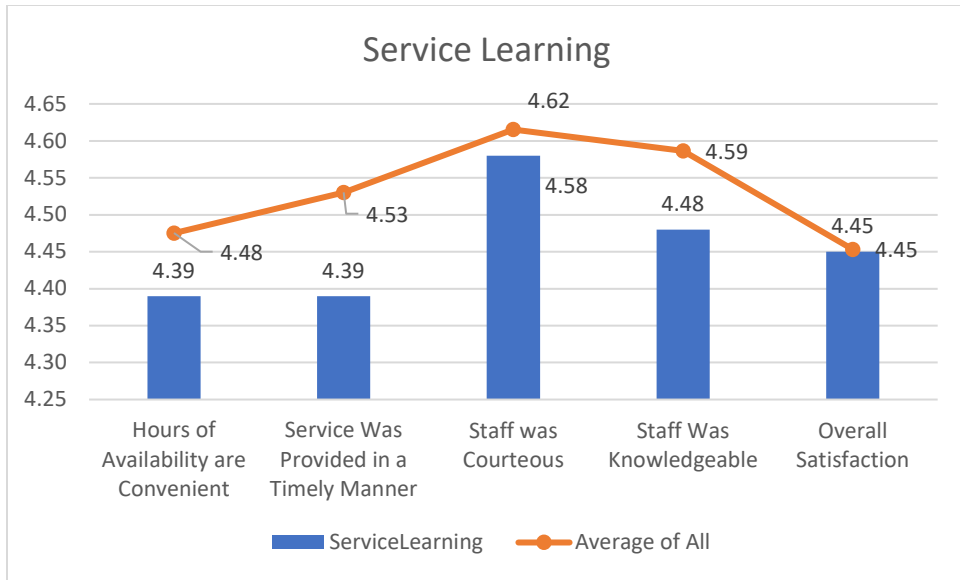


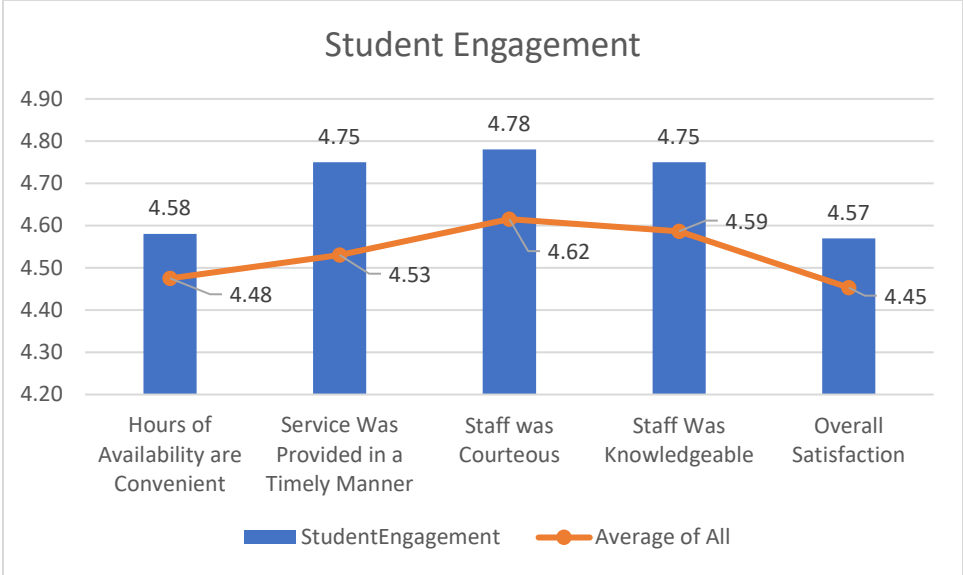


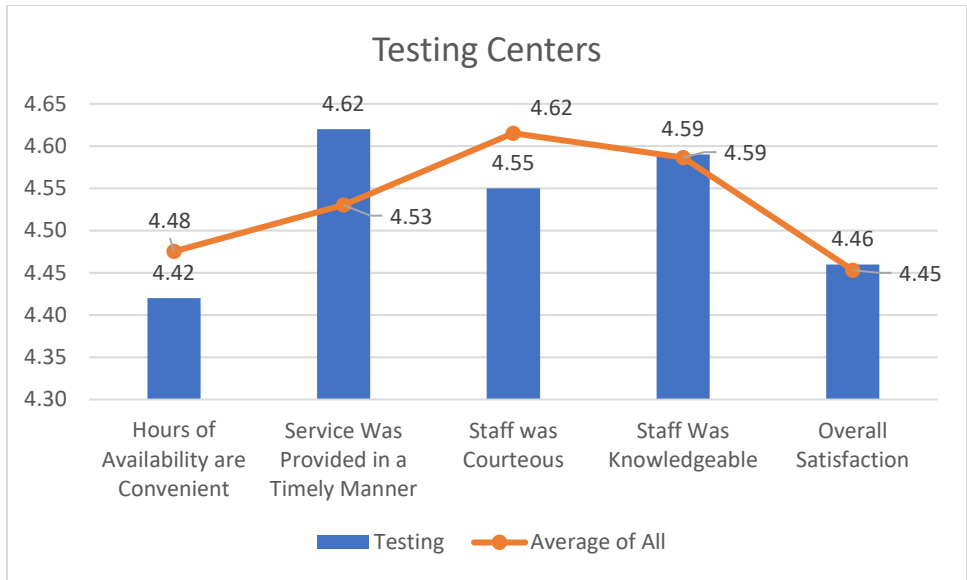


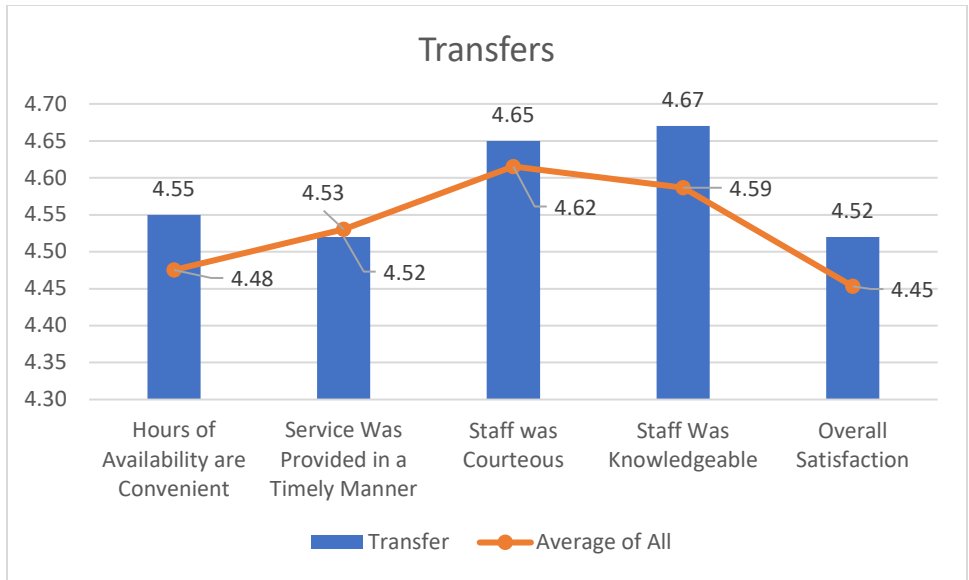


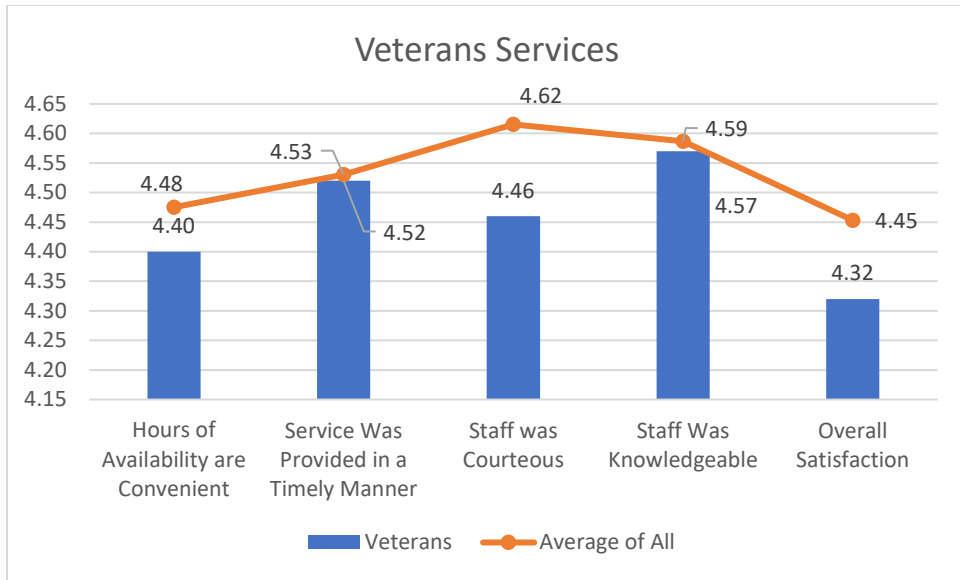


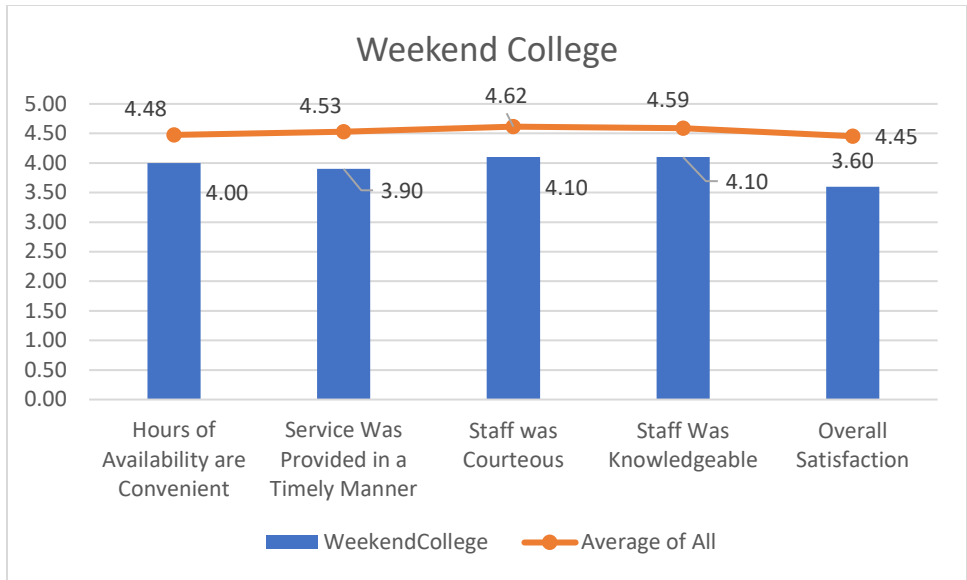


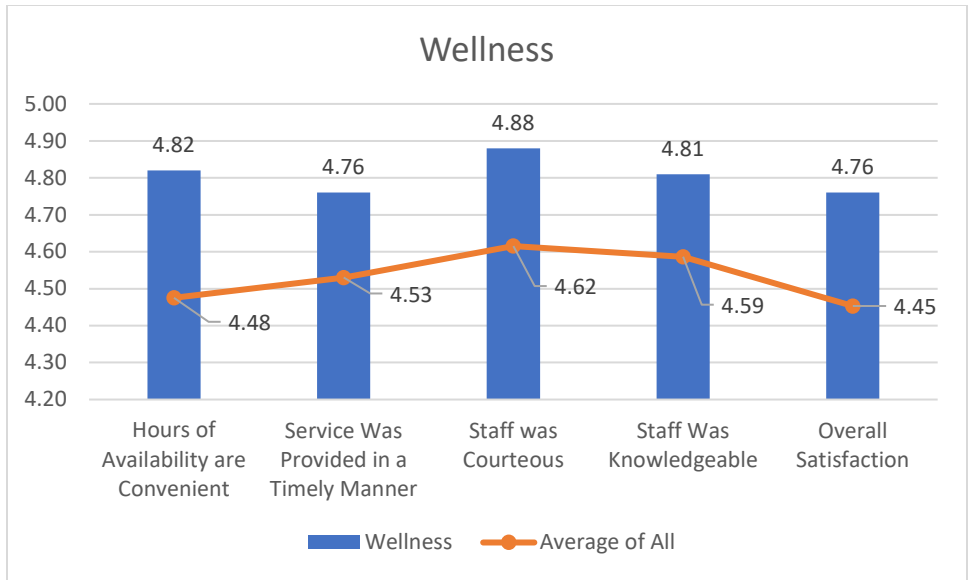




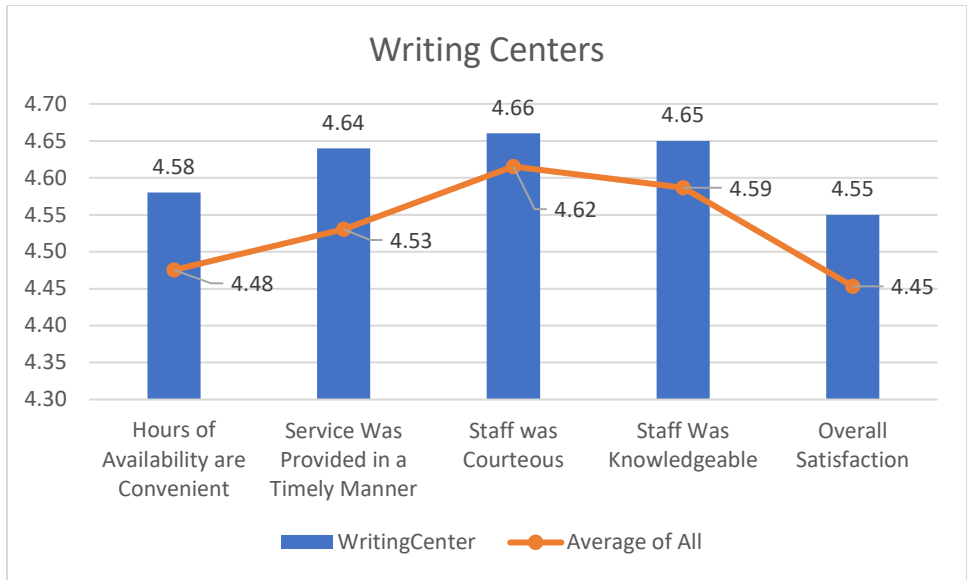












Hours of Availability Are Convenient	
Unit	Mean Rating
Campus Police	4.88
Wellness	4.82
Canvas	4.78
eLearning Center	4.67
Computer Labs	4.66
New Student Orientation	4.66
Dual Credit	4.64
Mentor Program	4.64
Libraries	4.61
Mental Health	4.60
Campus Communication	4.59
Student Engagement	4.58
Writing Center	4.58
Help Desk	4.56
Athletics	4.55
Math Labs	4.55
Transfer	4.55
<b>Average of All</b>	<b>4.48</b>
Career Services	4.47
Bursar	4.46
ACCESS	4.45
Registration	4.44
Testing	4.42
Financial Aid	4.41
Veterans	4.40
Service Learning	4.39
Bookstore	4.31
Advising	4.28
Science Den	4.28
Fitness Center	4.26
Food Service	4.11
Weekend College	4.00
Admissions/Records	3.61

Service Was Provided in a Timely Manner	
Unit	Mean Rating
Campus Police	4.81
eLearning Center	4.77
Wellness	4.76
Computer Labs	4.75
Mentor Program	4.75
Student Engagement	4.75
Libraries	4.70
Canvas	4.69
New Student Orientation	4.69
Help Desk	4.65
Fitness Center	4.65
Writing Center	4.64
Dual Credit	4.63
Athletics	4.62
Testing	4.62
Campus Communications	4.59
Mental Health	4.58
Career Services	4.55
ACCESS	4.54
<b>Average of All</b>	<b>4.53</b>
Transfer	4.52
Bursar	4.52
Veterans	4.52
Food Service	4.48
Bookstore	4.47
Math Labs	4.46
Financial Aid	4.43
Registration	4.42
Science Den	4.41
Service Learning	4.39
Advising	4.17
Weekend College	3.90
Admissions/Records	3.54

Staff Was Courteous	
Unit	Mean Rating
Science Den	4.94
Wellness	4.88
eLearning Center	4.83
Mentor Program	4.82
New Student Orientation	4.82
Campus Police	4.80
Student Engagement	4.78
ACCESS	4.75
Computer Labs	4.74
Career Services	4.73
Help Desk	4.67
Canvas	4.66
Writing Center	4.66
Mental Health	4.66
Libraries	4.65
Transfer	4.65
Athletics	4.64
Bursar	4.64
<b>Average of All</b>	<b>4.62</b>
Math Labs	4.61
Campus Communications	4.60
Service Learning	4.58
Food Service	4.57
Bookstore	4.56
Testing	4.55
Financial Aid	4.55
Registration	4.55
Fitness Center	4.54
Dual Credit	4.50
Advising	4.49
Veterans	4.46
Weekend College	4.10
Admissions/Records	3.71

Staff Was Knowledgeable	
Unit	Mean Rating
Science Den	4.88
eLearning Center	4.84
Mentor Program	4.82
Wellness	4.81
Campus Police	4.80
New Student Orientation	4.77
Student Engagement	4.75
Libraries	4.73
Computer Labs	4.72
ACCESS	4.71
Transfer	4.67
Dual Credit	4.66
Canvas	4.65
Writing Center	4.65
Fitness Center	4.65
Athletics	4.64
Bursar	4.63
Campus Communications	4.60
Math Labs	4.59
Testing	4.59
<b>Average of All</b>	<b>4.59</b>
Help Desk	4.58
Veterans	4.57
Registration	4.54
Food Service	4.53
Mental Health	4.52
Bookstore	4.52
Career Services	4.49
Service Learning	4.48
Financial Aid	4.44
Advising	4.21
Weekend College	4.10
Admissions/Records	3.63

Overall Satisfaction	
Unit	Mean Rating
eLearning Center	4.81
Campus Police	4.79
Wellness	4.76
Mentor Program	4.75
New Student Orientation	4.70
Computer Labs	4.67
Athletics	4.62
Libraries	4.61
Canvas	4.61
Student Engagement	4.57
Help Desk	4.57
Writing Center	4.55
ACCESS	4.53
Dual Credit	4.53
Transfer	4.52
Science Den	4.50
Bursar	4.50
Testing	4.46
Service Learning	4.45
<b>Average of All</b>	<b>4.45</b>
Campus Communication	4.44
Registration	4.44
Fitness Center	4.43
Math Labs	4.43
Career Services	4.42
Mental Health	4.40
Bookstore	4.36
Veterans	4.32
Food Service	4.30
Financial Aid	4.28
Advising	4.13
Weekend College	3.60
Admissions/Records	3.45