

Collin College
Support Service Units
Faculty and Staff Survey Report
Fall 2024

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Survey Notes

This iteration of the Collin College Faculty and Staff Survey was conducted from November 4, 2024, through November 15, 2024. The survey invitation was emailed to all 3,793 current Collin College employees. Of those, 843 complete, non-duplicated responses were received. Per previous survey administration practice, the confidentiality of respondents' identities was not guaranteed and a disclaimer of this was included in the invitation. Due to rounding on tables throughout this report, the sum of percentages may not equal 100%. Comments were copied directly from the survey results and are not corrected in any way.

Executive Summary

Several amendments were made to the current administration to improve the usefulness of feedback. The list of service areas assessed was reduced from forty-seven to twenty-nine after conferring with cabinet members. Sending invitations from the District President and Vice President of Institutional Research, meanwhile, was meant to raise the importance of submitting feedback in accordance with the Master Plan. The response rate jumped to 22.2% from 13.3% in 2022 and reached the highest level since 2014.

Respondents first selected the departments with which they had interactions. For those departments, they rated their agreement with the following facets, plus a global satisfaction item:

1. Procedures are user friendly
2. Procedures are efficient
3. My needs were met in a timely manner
4. Staff are knowledgeable
5. Staff are courteous

Across these five facets, 82.4% of respondents said they either strongly agreed or agreed with the statements presented, while 5.5% said they either strongly disagreed or disagreed. Overall, 12.1% said they neither agreed nor disagreed with the statements presented. Figure 1 indicates the distribution of responses across all facet statements presented, while Table 1 breaks down the distributions by each facet statement.

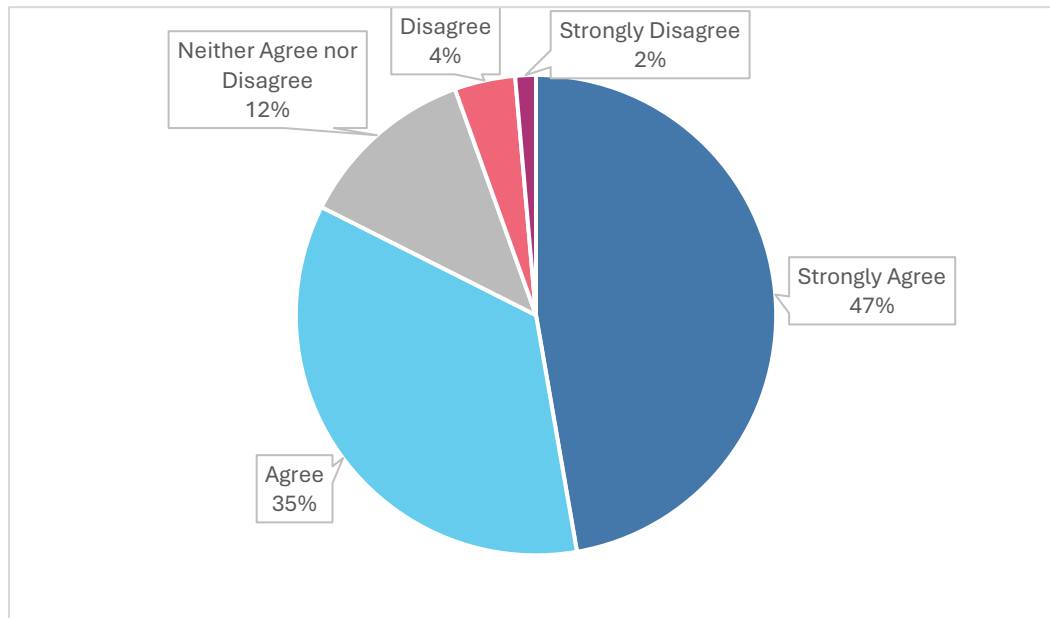
Figure 2 considers the distributions of the global satisfaction item across all departments. Overall, 84.2% said they were satisfied or very satisfied with the department and 5.1% said they were dissatisfied or very dissatisfied with the department. 10.7% were neither satisfied nor dissatisfied. Table 2 breaks down global satisfaction by each department, grouped by cabinet members.

Response rates ranged from 446 respondents, or 11.8% of the population (Campus Police) to 70 respondents, or 1.8% of the population (University Transfer Partnerships). Response rates were important as fewer responses led to larger margins of error (the +/- range around a rating).

Common themes within the comments included staff and staffing (271 mentions), Workday (83 mentions), and communication (66 mentions).

Figure 1

Distribution of Responses Across All Facets and All Departments

**Table 1**

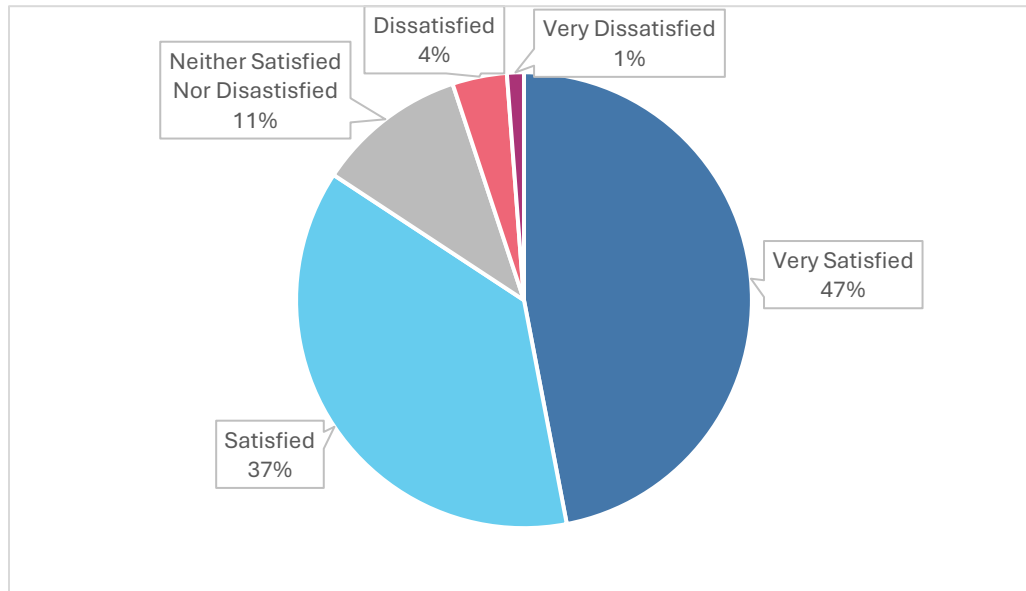
Distribution of Responses by Survey Question Across All Departments

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
				Disagree		
Procedures are user friendly	%	39.9%	39.0%	13.8%	5.9%	1.4%
Procedures are efficient	%	36.0%	38.8%	16.7%	6.3%	2.1%
Staff met my needs in a timely manner	%	45.7%	34.7%	14.1%	4.0%	1.5%
Staff are knowledgeable	%	50.9%	34.9%	11.3%	2.2%	0.7%
Staff are courteous	%	57.1%	30.0%	10.9%	1.3%	0.7%

MOE: margin of error. Since these scores relied on a sample, this is the +/- range around each within which there is 95% confidence that the actual score for the full population fell.

Figure 2

Distribution of Responses for Overall Satisfaction for All Departments

**Table 2**

Overall Satisfaction Rate and Response Count by Cabinet Member and Service Unit

Service unit	Overall satisfaction rate (%)^a, descending	Responses (n)
Executive Vice President		
Campus Police	94.2%*	445
Institutional Research	86.2%	173
Academic Services - Curriculum	84.6%	292
Physical Plant & Grounds/Facilities	79.2%*	380
Chief Financial Officer		
HR – Prof. Development & Training	87.3%*	391
Financial/Business Services – Accounts Payable, Budgeting, & Payroll	82.3%*	294
Human Resources – Employment, Benefits, Relations, & Compensation	79.2%*	501
Purchasing/Procurement	77.8%	184
Bookstore	77.2%*	373

Table 2 (Continued)

Service unit	Overall satisfaction rate (%)^a, descending	Responses (n)
Senior VP of Student & Community Engagement		
Fitness Centers	93.3%	105
Career Services	89.8%	108
Mental Health Counseling	88.4%	146
ACCESS	86.3%*	400
Testing & Placement	85.0%	201
Student Engagement	84.5%*	329
Collin College Foundation	79.0%	200
Programs for New Students	78.3%	83
Financial Aid Office	77.5%	169
Admissions & Records Office	74.2%	276
Communications/Public Relations	72.5%	254
University Transfer Partnerships	70.0%	70
Senior VP of Campus Operations		
Library Services	94.1%*	331
Anthony Peterson Center for Academic Success	92.9%	280
Tech. Support – Help Desk, Campus Tech.	90.5%*	614
Web Services	85.5%	282
Telecommunications & Network	83.3%	144
Dual Credit (HS Concurrent Enrollment)	79.8%	208
eLearning Centers	71.8%	279
Enterprise Tech. – support for systems such as Workday/Banner	71.8%	213
All Units - Average	83.4%	843

^a Overall satisfaction is the score on the global satisfaction item, “On a five-point scale, please rate your overall satisfaction with this service unit.” The satisfaction rate combines response options “satisfied” and “very satisfied.”

* Satisfaction rate had a margin of error (MOE) of +/-5% or lower at a 95% confidence level.

Table 3*Survey Respondent Locations*

Location	n	%
Celina Campus	30	3.6%
Collin Higher Education Center	91	10.8%
Courtyard Center	21	2.5%
Farmersville Campus	18	2.1%
Frisco Campus	147	17.4%
iCollin Virtual Campus	37	4.4%
McKinney Campus	169	20%
Plano Campus	185	21.9%
Public Safety Training Campus	4	0.5%
Technical Campus (Allen)	75	8.9%
Wylie Campus	66	7.8%

Table 4*Survey Respondent Roles*

Role	n	%
Administration ^a	64	7.6%
Full-Time Faculty	252	29.9%
Full-Time Staff	316	37.5%
Part-Time Faculty	160	19.0%
Part-Time Staff	51	6.0%

^a Includes associate deans, vice presidents, and higher ranked employees

Results by Service Unit – Executive Vice President

Academic Services – Curriculum

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	294	34.9%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	94 32.0%	129 49.9%	49 16.7%	18 6.1%	4 1.4%	294 100%
Procedures are efficient	n %	79 26.9%	129 43.9%	52 17.7%	28 9.5%	6 2.0%	294 100%
Staff met my needs in a timely manner	n %	121 41.7%	112 38.6%	43 14.8%	12 4.1%	2 0.7%	290 100%
Staff are knowledgeable	n %	152 52.1%	104 35.6%	29 9.9%	5 1.7%	2 0.7%	292 100%
Staff are courteous	n %	169 57.9%	95 32.5%	24 8.2%	2 0.7%	2 0.7%	292 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	112	135	33	10	2	292	
%	38.4%	46.2%	11.3%	3.4%	0.7%	100%	5.1%

Please specify the reason for your rating for this unit.

Academic Services has shown considerable improvements and has become much more “user friendly”. We appreciate the positive changes.
Always available to assist
Always cooperative and willing to help
Always helpful and courteous
Always on top of things
Assisting new faculty to be successful
Bureaucracy
CAB was timely and efficient with regard to my CAB proposal
Changes – too many at one time. Advisors need to better understand the individual circumstances of each student.
Communication is not great. There are no standard practices in place for communicating decisions to the rest of the college.
Curriculum office is doing a great job with a small team. Degree Auditors are awesome to work with.
Different advisors will give the same student different information, which makes it confusing. The new workday system is not as easy to navigate and some students need the extra help. Also, not all advisors understands the load of some courses and suggest too many credits for students that are already struggling.
Difficult to access and find info
Efficiency
Fast, accurate, friendly
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students
Good
Hard working and knowledgeable people who do their best to manage a heard [sic] of cats.
I have limited interaction so I can't really rate them.
I have little interaction with dept other than within my own dept.
I have never had an issue with their staff.
I have worked with these individuals and find them professional and supportive
I strongly believe that there is always room for improvement in any professional environment. I support friendly, open, and clear communication for healthy workplace!
Incompetent
Inconsistent with the information
Many students come to us at the library confused and frustrated they are sent all over campus to drop or add a course.
Met needs
N/A
Need to be clearer with class selections for programs.
Need to stay on top of pathways to 4-year degrees
No Comment
No issues I can think of

Not always open to suggestions for improvement
Overall satisfied
Process is timely
Provide great information and staff is super helpful
Streamline processes. The stakeholders sometimes do not know what to expect. A lot of going back and forth.
Team is extremely knowledgeable and always willing to take the time to explain processes or regulations.
The academic service staff are not helpful and seem unwilling to assist when needed. They don't appear to be interested in doing their job, which makes it very frustrating for us. This needs to be addressed for a better experience.
The curriculum and course schedule are not posted in a consistent manner and not on time. This greatly impacts our non credit students. It would make a huge difference for our students to know exactly when the courses would be posted.
The department is responsive and helpful with any issues that arise.
The department is too short staffed to turn things around quickly. More support is needed for Workforce faculty and staff revisions and new programming.
The response is efficient. However, the platform online needs to be user friendly.
The staff are very helpful, but some processes seem to be difficult to navigate. When they changed to the SharePoint system, it was very confusing and several people in the office were answering questions inconsistently.
There were numerous issues with switching to Workday and many policies/procedures with the curriculum (selecting books, enrolling students/keeping students enrolled, enrolling in the correct co-requisites, finding the links/info in Workday for both students and faculty) that this section needs improvement. This will improve as we become more familiar and the system has these issues worked out.
They are responsive, but don't seem very knowledgeable.
They support my efforts to put forth a solid foundation for higher level learning.
This may be a Workday issue but the process for viewing a student's degree plan and finding courses is a nightmare.
Through onboarding, training, and then becoming part of the team, all staff have been extremely kind and helpful. They have taken the time to answer any questions I had and offered solutions when I was unsure how to proceed.
Through the many changes and new hires, the academic services has maintained good service. The heart for the students has sustained and remained the focus.
Very accommodating with any questions I might have about the curriculum.
When short staffed they still remain very helpful! Always friendly and willing to assist.

Campus Police

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	446	52.9%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	238 53.5%	167 37.5%	34 7.6%	5 1.1%	1 0.2%	445 100%
Procedures are efficient	n %	214 48.0%	179 40.1%	46 10.3%	5 1.1%	2 0.4%	446 100%
Staff met my needs in a timely manner	n %	265 59.6%	151 33.9%	22 4.9%	4 0.9%	3 0.7%	445 100%
Staff are knowledgeable	n %	273 61.5%	143 32.2%	24 5.4%	3 0.7%	1 0.2%	444 100%
Staff are courteous	n %	299 67.0%	132 29.6%	12 2.7%	3 0.7%	0 0.0%	446 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	266	153	19	6	1	445	4.0%
%	59.8%	34.4%	4.3%	1.3%	0.2%	100%	

Please specify the reason for your rating for this unit.

A presentation was provided to my students with very useful information.
All my interactions with them have be friendly and helpful.
Always a pleasure to work with these people.
always accessible
Always available and met needs
Always available when needed.
Always friendly and courteous! Would like to see more police walkthroughs, especially at night.
Always friendly and helpful, professional.
Always friendly and helpful. Always willing to go over and above to help
Always friendly and kind to everyone. We have a great police department.
Always great service
Always helpful, courteous, and ready to assist. Fantastic job at every campus I've visited so far.
Always helpful, go above and beyond when necessary
Always helpful, great people who are always available to help
Always helpful. Always.
Always helpful in different situations from voting to special events, to everyday needs that come up on campus.
Always present and available. Courteous.
Always professional and do a great job.
Always reachable when needed, dispatch works well.
Always respond to concerns in a timely manner.
Always responsive
Always there to back us and keep an eye on our campus.
Always there to give a helping hand, whether opening classroom doors, a friendly smile, or locating your lost phone.
Always there when needed
Always very courteous, friendly, and helpful
Always very helpful
Always willing to help when needed
Any time I call campus police, they come in 2 minutes. I love Plano police.
Attentive
Campus police always attentive, very knowledgeable on safety and security issues, anticipates needs and leads by example on safety. Conduct regularly rounds throughout the campus. Makes everybody feels safe.
Campus police are always courteous and friendly.
Clear procedures; someone always available to assist and answer questions.
CRASE Training is unbearable. There has to be a better way to structure and deliver that presentation. It wasn't a helpful or informative experience, just depressing.
easy to work with
Engaged with police department for CRASE training for my student in 1304 class

Excellent CRASE training! Also, the police helped me when my car battery had issues because the store who changed it our did not connect it properly.
excellent officers
Excellent, great team to work with
Extremely helpful when I had car trouble
Friendly
Friendly and accommodating
Friendly and have regular walk throughs which is helpful.
Friendly officer
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
good communication; grateful for support and for their presence
Great job, keep up the good work...
Great job! Always efficient.
Have always felt very supported by all of our campus officers, and love seeing their interactions with the students
Helpful and responsive.
I contacted Campus Police once and they were very good and responded quickly. I was not in danger but needed to report suspicious activity on campus. They took my report and seemed to send dispatch to the area where the suspicious activity took place quickly.
I enjoy their presence on campus.
I find it depends upon which police officer shows up on the level of willingness to help with small matters and because of this, I don't want to call when I want someone to watch or walk me to the car late at night.
I have called on the weekend to be let into locked buildings that the process is fast nd the officer is courteous
I have needed help with students during class and the police were nonresponsive. Students have needed help in the parking lot with conflict with other students and again the police were nonresponsive.
I have never had an issue with their staff.
I like how helpful they can be. I especially like seeing Campus Police walking the hallways and just being more visual.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I rated everything as perfect because all is running smoothly and meets our needs well
I utilized services.
Inquiry time too long during class time because of the classroom was locked, so my class lost about 15 minutes, only happened once, though. It's understandable that is the normal procedure, but I still hope this procedure can be improved to cost less time. Usually campus Police officers are nice and friendly.
Knowledgeable and safety is first priority. CRAZE training was great.

My dept. is kept in the dark on many issues that directly impact us. we have languished, understaffed, for a year, and the hurdles that have been put in place have served only to tie us up, when it is a virtual breeze to hire police officers. The addition of the IACLEA certification has done nothing but add more unnecessary rules to our job, while only providing a form of bragging rights to the department. Morale is at its lowest in the entire time I've been here.
My own interactions with officers have been good, timely, and helpful in the past year. I've called Dispatch a number of times for a range of things, such as being locked out, disruptive/harassing student, and even calling them after I called 911 for a medical situation. In the year prior, we had repeat calls about a student harassing/disturbing others. No ID or information was taken for the first visit. That was pretty frustrating. I think students sometimes feel intimidated by officers or they're in trouble if they report something to police. I think our staff sometimes feel like we need to be there with students when talking to officers so that they feel more comfortable or safe.
N/A
Narcissistic leadership from the top, poor communication skills
No issues.
Observation highlights an important aspect of operations management: the distinction between theoretical procedures and practical application. While established protocols and policies serve as a foundation for operations, the reality on the ground often necessitates flexibility and adaptation. Employees frequently encounter unique challenges and situations that require them to deviate from the standard procedures to achieve better outcomes. This adaptability not only fosters a culture of continuous improvement but also empowers individuals to innovate and optimize processes based on real-world experiences. By recognizing the value of on-the-ground insights and allowing for adjustments to procedures, organizations can enhance efficiency and effectiveness in their operations.
Only interacted with the Wylie Campus police, but they are all so friendly and approachable.
Our campus police are amazing, but often wonder why they don't do more walk throughs throughout the day in our advising offices. I would imagine it's because of staffing (not enough). In addition, during peak times I believe police should frequent our welcome centers as frustrations are heightened. I have to share that our how wonderful and friendly our officers are on the McKinney campus, but as it's getting late, it would be nice if we could have an escort available for those late nights. This extra measure of safety, would bring more peace of mind for employees.
Perfect!
Police are always visible
Presence and visibility on campus is high. Response time and attention to issues are taken seriously.
Professional and courteous
Provides excellent service and help.
Responds immediately to request.
Seeing Campus Police always around helps make the campus feel safe. They are always quick to respond as well. Provide great advice on what to do in trying situations.
Staff came immediately to care for a student in health crisis and called paramedics.
Super helpful. Especially very late for those that work till 10-11pm.
Supportive and communication is great

The active shooter training was very professional. The police are quite polite and easily approachable.
The campus police are amazing. We had a theft in our department and they were very responsive and continue to check on us daily.
The campus police are fine, but there are not enough officers at our facility.
The campus police are often slow/do not have enough detail when they need something. They also continually remove duties that some of us think are crucial (e.g., disaster response in tornado warnings to get students to safety and opening locked classrooms now being routed to information desk which is one person who may/may not be there). Some of the police are wonderful and have great attitudes. Some are not pleasant in the least.
The Campus Police at Wylie are understanding, they police with empathy and are very helpful.
The department is always willing to step in and do whatever they can to help. Great attitudes.
The officers can be quicker about reaching a location after a call. Most of the officers I have encountered are super nice, but there have been a small number of officers that seemed reluctant to be called in. I felt I was wasting their time.
The only time I had a small issue with the campus police is during elections since they take place at our school. I believe that the police need a stronger presence during this time considering that the students and staff are exposed to any Joe Blow is coming in off the street.
The phone is always answered in dispatch and they contact the officers right away.
The police are professional and courteous.
There fine.
They are always friendly although I haven't used their services.
They are always friendly. However, the goal is never to have to contact them. So good so far!
They are always there to help us if needed. I love that they are walking around on campus.
They are always willing to assist whether is an emergency or not.
they are doing the best they can with the resources available
They are great, and I appreciate all they do!
They are prompt and amazing.
They are quick to respond and everyone with whom I come into contact are courteous.
They are very nice and friendly. It would be great if people could knock on their door to speak with someone on each campus rather than have to call and go through a dispatcher to reach them but I do understand the difficulty in doing that.
They do their best, and I appreciate them.
They have fantastic officers who provide quick and efficient service to employees and students.
They have good visibility. Always make their rounds which contributes to a safe environment.
They're always there when you need them. Thankfully we've had no major issues to date.
Unfortunately, we do not have police presence during all campus hours and this is a concern.
Very good, assist others.
Very professional
Very quick to respond and assist!
Very responsive and friendly! What I appreciate the most at the Technical Campus is that our officers patrol in the parking garage during peak hours to control traffic and keep an eye on safety. I never feel worried when I walk to my car after dark because I know they are there

watching. I appreciate that the officers walk the campus all day and check in with both students and instructors. I feel extremely safe here, and I really appreciate that!

We are blessed to have such a well-trained and responsive campus police dept.

We have a Safe Environment because of them. THANK YOU!

Institutional Research Office

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	173	20.5%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	63 36.4%	72 41.6%	27 15.6%	11 6.4%	0 0.0%	173 100%
Procedures are efficient	n %	54 31.4%	74 43.0%	32 18.6%	12 7.0%	0 0.0%	172 100%
Staff met my needs in a timely manner	n %	68 39.5%	68 37.8%	35 20.3%	4 2.3%	0 0.0%	172 100%
Staff are knowledgeable	n %	89 51.7%	64 37.2%	18 10.5%	1 0.6%	0 0.0%	172 100%
Staff are courteous	n %	104 60.1%	53 30.6%	14 8.1%	1 0.6%	1 0.6%	173 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	79	70	21	3	0	173	
%	45.7%	40.5%	12.1%	1.7%	0.0%	100%	6.7%

Please specify the reason for your rating for this unit.

Always responsive and thorough.
Always so professional and able to help.
Clear procedures; someone always available to assist and answer questions.
Deadlines are set for during the semester when faculty is doing their first priority which is giving students knowledge. These deadlines need to be set during the summer months when we have enough time. I teach my load and overloads because I can't find any adjunct professors.
Difficulty getting responses to questions. Have received inaccurate information.
Good personal experience
Great processes; eager partners on projects
great service and response time, David malone is knowledgeable and efficient
Haven't received an answer to my questions as of today.
Helpful and responsive.
I do not have much experience to draw on with IRO.
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I received great feedback from the IRB. I'm currently editing a proposal based on their feedback.
I work with IRO regularly and they do a great job.
IRO has always reached out to assist me when needed.
IRO is easy to work with and has been welcoming to our campus since our move to CHEC.
Lacks the number of staff needed to be effective for the size of the institution.
May not be IRO's fault? Why would someone change the platform for data when departments are actively working on program review documents? I am having to request access to the new platform and this delays work on the project.
N/A
No issues.
Reports are extremely complicated with little instruction.
Responsive and helpful, sometimes it takes a while to get the data.
Responsive and highly detailed
Service-oriented unit does a great job of helping stakeholders.
The data is not always accurate, and we have tried for several years to see our actual data for completions.
The IRO makes all kinds of valuable data available and its processes are transparent, with everything published on the website.
The new head of IRO is outstanding.
They are always nice and helpful.
They have been great to work with.
They have Good people working together to get the job done
very efficient and helpful
very knowledgeable
very knowledgeable and prepared to help with accurate information

Physical Plant and Grounds/Facilities

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	381	45.2%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	141 37.1%	141 37.1%	47 12.4%	42 11.1%	9 2.4%	380 100%
Procedures are efficient	n %	115 30.2%	145 38.1%	56 14.7%	48 12.6%	17 4.5%	381 100%
Staff met my needs in a timely manner	n %	142 37.4%	139 36.6%	49 12.9%	37 9.7%	13 3.4%	380 100%
Staff are knowledgeable	n %	187 49.3%	133 35.1%	44 11.6%	12 3.2%	3 0.8%	379 100%
Staff are courteous	n %	229 60.1%	117 30.7%	27 7.1%	6 1.6%	2 0.5%	381 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	162	139	46	25	8	380	4.4%
%	42.6%	36.6%	12.1%	6.6%	2.1%	100%	

Please specify the reason for your rating for this unit.

A bit frustrating. I feel like they must be very busy and stretched thin. They did not come look at a potential water leak and wet carpet in a timely manner. We had to seek out updates and express concern about college equipment potentially being ruined since we didn't hear anything.
Always do a great job!
Always friendly and helpful; work requests get attended to quickly
Always friendly and professional
Always helpful and quick service
Always helpful. Always try as hard as they can to make sure everyone is satisfied. Always willing to go that extra mile.
Always respond to requests in a timely manner.
Always so professional and able to help quickly.
Always very courteous and quick to respond to phone calls. When placing a ticket through email, the response time seems to be a little slower.
Always willing to assist!
Always willing to help!
As far as I can tell, we do not have any physical plant representation in our building. It takes hours to get someone to change the temperature in classrooms. The students complain they are too hot or too cold every day. It is almost impossible to get help with heavier projects so they just don't get done.
Better written processes would be helpful
Clear procedures; someone always available to assist and answer questions.
Concerns are sometimes not addressed or communicated well, or repeated tickets are required to resolve the same issue over and over.
Darrin Westfall Brindle is the GREATEST to work with. He is always willing to help in any way - always cheerful, full of energy, kind with ethical thoughts.
Delays. We had to contact Facilities several times regarding a request. The area is taking too long to fulfill requests or not being mindful of the detailed information stated in the requests.
Department has not been the same since the changes were made to move them off campus to Plano.
Do not have a lot of interaction but when I do they are efficient
Erwin and Filipe go out of their way to make sure the Foundation team has extra help before, during and after all our events. They go way beyond to assist us with lifting, moving, setting up, and taking down at ALL our events. Even today we called Erwin and told him the lights in our conference room will not turn on and within minutes he was fixing the problem.
Ever since most Facilities personnel were laid off, the department has been a disaster. The employees are working as hard as they can, but the re-organization of that department has not been horrible. Contact information for reporting problems isn't readily known. If there's a central phone number to call, it isn't known. The wonderful folks there are trying their hardest, but the training given to them hasn't been enough to help them.
Excellent employees that are always helpful.

Excellent work with Grounds. Often, my work orders with Facilities get de-prioritized and I have to push to get items completed in a timely manner. The employees who work for facilities mostly try to meet our needs and timeline expectations.
Extremely helpful people, sometimes there is a delay because of communication and all the "steps" required.
Friendly, quick, and knowledgeable.
Great communication and response time.
Great department to work for.
Great job, keep up the good work...
Have to create a ticket through sending an e-mail and no way to track the request
Having hubs has not been efficient nor effective for the outlying campuses. Small things get overlooked and one by one, they will begin to add up to a less than welcoming physical campus.
Helpful
Helpful
I always get a great response when I make a request for facilities.
I am impressed with the beauty of the grounds and think the staff work hard to keep it neat and clean. Moreover, the cleaning staff keep things clean and well stocked. In my 10 plus years here, I have very rarely encountered a restroom that was not stocked. Enrique seems to care about the cleanliness of this campus.
I have never had an issue with their staff.
I miss the same physical plan personnel being assigned to the same campus. Easier to get to know them and work with them.
I'm pleased
I'm very happy with supervisors and managers. The hitch in my efficiency is the protocol the school has in place for all work, parts orders, approvals, and scheduling. I see how it's needed but it slows everything way down.
Is not efficient or accurate in completing work order tasks. Multiple requests have been forgotten or mishandled which has negatively impacted classes and student experiences.
It would be good to have facilities at each campus again. The service was quicker. I like the new work order system. So far, everyone I've encountered has been amazing.
It's a shame that work orders have to go through the Facilities Control Center. Very impersonal and frustrating due to campuses being very different.
John B is the worst mgr. he lies. he is sneaky and he promotes non qualified and breaks rules about policies to better himself. he makes up positions and doesn't post them. he acts like he is a friend, but I have seen him break rules for his own gain. and he wastes college money
maintenance workorders are also hit or miss--many are successfully completed in a timely manner. Some issues take multiple workorders and continue to require more because the chosen solution is not long-term or doesn't permanently fix the problem.
My limited experience (getting keys or access to SCC classrooms) has been excellent.
N/A
Need a better work request submission process. An email or phone call gets missed and lost in the shuffle. Efficiency needs improvement. I do not feel like facilities is readily available when they are needed most.

New ticket system not very efficient.
Not a very efficient setup and I am not sure who to contact about what.
Our Plant staff are awesome. They are always kind, professional and wanting to help. The new procedure is not as good as SchoolDude for trying to keep track of our requests.
Outstanding!
Pay them, put better people in charge, I don't need Dr.Seuss quotes and changed goal posts.
Physical plant is always helpful in the lab. It is not their fault, but the temperatures are too low in the buildings. No one in Texas dresses for upper 60's or low 70's in the summer. There should be a higher temperature in the buildings during those months.
Plano facilities and Plant operation are the best, sometimes they receive the message late about event setup.
Plant has been helpful when I moved from one campus to another.
Plant operations is always courteous and offers timely help when needed.
Plant Operations is there when we need them and helps with anything we need to be done here at the campuses
Plant ops are always helpful, prompt, and courteous.
Plant ops is always great!
Procedures need to be improved. Workers are great and very helpful. Tracking and following up on tickets seems to be an issue
Quick response
Received my office keys within hours
reserve comment
Response times are incredibly slow with everything routed to main line. Someone needed a hand truck and it took over 24 hours to get it.
Simply takes a while to have a project request completed.
Since the centralization of facilities, I cannot get anything done at Celina campus. I've asked MULTIPLE times to have an eyewash station installed and it's never been done and no one has contacted me about it. I was always able to have issues resolved quickly and with ease when we had facilities staff on campus.
Since the system was changed it is more difficult to request something. Also, it is difficult to get in touch with someone.
slow response time and confusion on who will be doing what process. cleaning crew included
Some items (wobbly handrail in McKinney, paper towels in a men's restroom in Frisco) take time to get fixed. They do get fixed, albeit slowly.
Some of the policies and procedures put into place during the reorganization are not beneficial to the daily operation. There are a lot of time wasting checks and balances put into place. The leadership is solely in protecting the bottom line and not the right procedures to satisfy the employees.
Sometimes they are slow to respond.
Staff are excellent, work orders are not done in a timely manner.
Staff is always helpful and courteous however tickets sometimes get lost in their system and WO process is a bit disconnected
Super fast turnout time on request.

Takes several requests and follow-up to get work orders completed.
Thank you for an excellent service. We had a temperature 65 degree in the office suite. YOU FIXED IT!
The changes in the Facilities department are a disappointment (centralizing and removing the FM staff from campus). They are slow to respond and take a long time to complete work.
The e-mail based platform of managing work tickets is inefficient.
The ease of inputting requests is good. Communication is good. Would be better if we had a facility member on campus more consistently.
The new model is inefficient. Mail delivery is inconsistent. Cleaning in bathrooms and around the building is very basic, if at all. No real access to immediate assistance if needed.
The new procedures sometimes do not work if you have an urgent request. Example - coffee maker overflowed, we needed a mop and paper Towels quickly. I called 6500 and was told to go get toilet paper. on the other hand, when our faucet broke and there was water, I called the provost office, and they came right away.
The Physical Plant team is the best! They are always efficient, reliable, and quick to address any issues. Their hard work and dedication really make a difference.
the plant office to get mail/packages is often closed
The problem I had with this department is that when you do need to get in touch with them, you cannot. I had a class next to a facilities room, and I could not understand why it would not be a common practice NOT to work and hammer and bang while class was happening in that class. Then after several emails to multiple people, I was finally told that they would be considerate during my class, but that message was not transmitted. It was a miserable semester.
The reason for the low ratings, things take a long time to get fixed. They do not communicate their "findings" or what steps to take if issues need to go further, they just close out a ticket with no explanation. If an issue is not resolved, it just stops. For example, simple fixes like door code locks, replacement of a door handle etc. I do have to say the plumbers that come to help with water issues are wonderful.
The reorganization has left a gap on campus. Staff are trying their best to cover what they can. We don't have a campus champion that sees the little things like we used to...management in that area is responsive to my concerns.
The response to tickets issued is very slow. I routinely copy at least one facilities employee on every ticket I submit. Requests get tended to a bit faster that way. Myself and my staff have had to start taking on more of a facilities role since the reorganization.
The staff are great and very helpful but since the restructuring of their department it can take forever to get any help. I understand that is not their fault but it can be very inconvenient and in some cases dangerous to have to wait so long for someone to come to your specific campus when needed. It was much better when there were people dedicated to each campus that could quickly come to help.
The staff is courteous, and I get the needed help in a timely manner.
There is no way to track work requests like we could in the old system. Current system requires me to search for emails from dispatch@webtma
There should be regular (semesterly, monthly, weekly) checks of all campus facilities. I have seen several times faulty equipment in plain sight that are in disrepair for years (!) before they are attended to.

They are short-handed and don't provide fast responses at all times. They should have never changed their organization from the past. The new system is very flawed.
They are timely and polite. CJ is always helpful.
They go out of their way to take care of business at the CHEC.
They keep the campus beautiful and functional.
they put people in positions not knowledgeable to the field hiring friend
They work together to make the campus functional and beautiful
This area has improved over the last year.
This department has been helpful.
This department needs major help.
Tickets are answered in a timely manner.
Turn around time on requests has gotten to be very, very long
Under the new procedure for entering work requests there have been issues. I have been greeted on the phone with just "yes?" when calling to report issues. others in the call center are courteous and eager to help. We have also been told that issues were " just not a priority at this time" when we have asked for the locks on our doors to be corrected. There are sections of the facilities crews that are doing awesome. The plumbers and electricians have been accommodating and excellent at explaining where the issue is in terms of repair and being honest and clear. There is an issue tracking work requests as they change numbers throughout the process (accepted number, assigned number)
Understaffed
Understaffed, but the people we have are all excellent.
Very kind and helpful
Very professional group that prioritizes meeting the needs of stakeholders. Thank you!
We need more help in this area. Currently, it seems like only one or two people work on campus to set up events on campus. Could more people be hired to help in this area?
We would benefit from a full-time or even part-time facilities individual. Although we have to request assistance, their response is timely and professional.
When items get accomplished, not always done correctly and require another round to fulfill request or takes a long time prior to having things taken care of.
when they come to my campus on the rare occasion, they are very helpful
When we had an outdoor event in the middle of summer, we requested fans, and our work order was lost twice, and we were never brought the fans.
Work isn't always performed in a timely manner, one task took three weeks, and another took two months. Electricians are always on top of what needs to be done, and they get things done.
Would be nice if everyone would enter the resolution on the closed tickets. Most tickets are just closed out with no notes that it was actually done. Another instance, the ticket was closed due to parts on order, but the work order was not completed as of yet. I have also had a ticket for the same request closed and it was not completed.

Results by Service Unit – Senior Vice President of Student and Community Engagement

ACCESS (Student disability services)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	401	47.6%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n	167	168	29	30	7	401
	%	41.6%	41.9%	7.2%	7.2%	1.7%	100%
Procedures are efficient	n	156	155	52	30	7	400
	%	39.0%	38.8%	13.0%	12.7%	1.8%	100%
Staff met my needs in a timely manner	n	200	138	42	12	6	398
	%	50.3%	34.7%	10.6%	3.0%	1.5%	100%
Staff are knowledgeable	n	241	126	25	5	4	401
	%	60.1%	31.4%	6.2%	1.2%	1.0%	100%
Staff are courteous	n	271	98	22	2	7	400
	%	67.8%	24.5%	5.5%	0.5%	1.8%	100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	193	152	36	14	5	400	
%	48.3%	38.0%	9.0%	3.5%	1.3%	100%	4.2%

Please specify the reason for your rating for this unit.

Don't work with them often, but pretty organized when I do.
ACCESS and TESTING CENTER could use the same forms or similar forms to be compatible, so the teachers could use propagate answers to same questions at least.
ACCESS extenuations seem to be generously granted to students at a burdensome cost to faculty while holding students back from a more realistic view of the world.
access is a great department. they are kind and compassionate which is a much needed attribute for this department.
ACCESS is good with quick communication and making sure the student and professor know what the student needs. However, sometimes what the student needs can be a little vague, or sometimes what the student needs isn't always applicable to the coursework or the class they are taking.
ACCESS is knowledgeable and helpful for students I have referred to them.
Access is very fast in responding to emails. They're very on top of things.
Access seems to be changing their procedures from year to year. Especially this year with the move to Workday. I had some trouble and confusion with two students this summer. I know it was just the transition to Workday, but hope the procedures will remain the same for at least a couple of years
ACCESS Team is always ready to help to the extent that they are able.
ACCRESS isn't easy for all students to see and to have knowledge about. Also, other departments do not promote it, and they should be promoting them. They are a great area and so few know.
AIM is cumbersome. Streamline by using register blast. It is difficult for faculty to have to master so many different systems. We need to focus on teaching.
All of the staff are very helpful but the portal is hard to work in and I feel like people and policies change often without notifying the faculty of the changes.
always accessible
Always helpful and professional in assisting students with professors and giving accommodations.
always professional, kind and courteous
always very helpful and knowledgeable
Because of the workforce programs being slightly different to the "everyday" academic courses, handling our students appears to be somewhat of a daunting task for this group. Could be just a communication issue, my idea of support from this group is probably skewed somewhat.
Clear communications.
Clear procedures; someone always available to assist and answer questions.
Communicates effectively, transparent and student focused.
Courteous
Cynthia is very friendly and knowledgeable. I know that students I refer to her will be well supported.
easy to reach and work with
Efficiency
Excellent grasp of fundamentals for students AND professors

Excellent service
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
generally very helpful
Good
Good service to help students with special need
Great job!
Great support for our students.
Have to do double work for AIM and testing center accommodations via registerblast
Helpful and responsive.
I have communicated with Access officers and they always collaborate with us.
I have gone to access to drop something off and if no one is at the front, you are not directed.
I have limited interaction.
I have never had an issue with their staff.
I have only had one ACCESS student, but the office was very helpful in helping me provide the student accommodations.
I haven't had any issues that couldn't be cleared up
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I'm very pleased with ACCESS. They do a great job for our students and make it easy for faculty to work with them.
I've never had any issues with ACCESS.
Information on time.
Interaction is via email primarily.
Its website is very difficult to use and takes an excessive amount of time, especially given the fact that most faculty do not commonly use it, so we have to re-learn it every time an ACCESS student requests a test.
Knowledgeable staff
Maybe contact the teacher before generating the access letter.
Met needs
My experience with ACCESS has been limited but on the campuses I have encountered a need to work with the ACCESS team, they have been amazing at Wylie and FVC.
My interactions with them are quick and helpful.
never has front desk support, when one walks in nobody is available to help
No comment
Not enough marketing of ACCESS to staff, faculty, or students. Availability. Turnover.
not enough support for students / no private rooms to test in on the Tech, Celina and Wylie campuses
not very user friendly nor flexible for students when scheduling testing.
Office seems overwhelmed, understaffed the majority of the academic year. This office should be offering specific training for faculty year-round and utilizing outside specialists for ADA compliance in the collegiate classroom. There is no sense of community or mentoring for this student population.

Perhaps find a way to communicate to all students better so they know about this service.
Procedures and methods of support are confusing and difficult to access, especially for dual credit
Procedures need to be more streamlined. They are getting a little better at having more exams being taken in the Testing Center has helped as the process for setting up exams at the Access Office online was clunky + I do not appreciate having to show my ID to pick up a student's exam.
Professional and courteous to students and faculty.
Provide a detailed report, accommodating students with testing rooms, scribes
Quick turn around time with a student request.
Software should be aligned better with Testing Center software for assigning student tests.
Some of the processes laid out by ACCESS for the testing portal have been difficult to follow this year. Changes have been made that are not well-communicated, and I have been told different things by different staff. My ACCESS students and I have been regularly confused.
Sometimes takes longer to get an appt for students to get the correct ACCESS paperwork
Students should have better access to the office area at the Technical Campus. Staff keep their office doors shut. That doesn't seem very "accessible" to me.
Supply the necessary paperwork to support my students in need.
Take their job very serious, very professional, always open to listening and helping a troubled student.
Thank you!
The ACCESS office is accessible, but they lack a system that allows communication with students who have hearing disabilities or are Deaf. The accommodations require a lot of paperwork to process, and sometimes students must visit a different campus to speak with the staff in charge of their specific request. Besides that, they are courteous and Nice!
The ACCESS staff is knowledgeable, eager to help, and very clear about their mission to help students succeed at Collin.
The information from the ACCESS office is always timely and for the benefit of students
the office is hidden for most students to find
The online portal is still a little rough to get through, but overall it is okay.
The process for helping students to get help is just far too cumbersome. The portal is difficult to navigate and the response time is unsatisfactory. The Support as in accommodations are generic, and do not equip students to self advocate.
The process for obtaining ACCESS eligibility is extraordinarily long and requires way too much paperwork. I have a special needs child and I went through a lot of work gathering documents just to find out he could have a notetaker and time and 1/2 on tests. My hope was for this process to allow him to audit a History or PolySci course without TSI requirements. I find it very upsetting that a Collin County resident cannot participate in any educational opportunities.
The remake of the ACCESS office has been a very appreciated improvement.
The staff here has always been helpful whenever I have had to interact with them.
The staff is helpful, courteous, and well trained to handle whatever problems may arise in a timely manner.
The test submission process is not the best and some accommodations can't always be followed in all classes and settings, specially with different disciplines. I wish they would contact

instructor first before making final decisions or telling students that all the accommodations can be met. Staff is super friendly, so no issues with that. I believe that the process itself would be different.
The website needs to be updated.
Their services and help are excellent, however, the system is cumbersome with trying to get services and logging into a separate system to fill out numerous forms/documents, even for the same student!
There are some problems with the red table and the communications between the office, student, and professor.
They are efficient and nice.
They are quite caring for these students. Sometimes the students do not follow the correct procedures which causes confusion.
They do an incredible job of helping students, regardless of the time/circumstance in which students request services.
They have always helped answer questions and respond expediently.
They provide excellent assistance with student testing arrangements but lack the resources necessary for our growing student population with spectrum disorders.
They were very helpful to me in keeping up with the students' Access requests.
This dedicated staff is always helpful and willing to work with instructors until we find a good testing solution for students.
This department is wonderful in supporting students.
This office deals with all kinds of unique situations and every time I have interacted with them they've been efficient, gracious, compassionate, and clear.
Timely response with the necessary details
Tremendously helpful to professor helping student
Truly puts the student first
Unwilling to help streamline their processes. Using their portal is inefficient and cumbersome. When you ask questions, Marilyn gives ambiguous answers.
Very helpful and informative about the accommodations for students
very helpful and kind
Very knowledgeable and friendly staff. Willing to help, however, it isn't clear to those outside of their department all that they have to offer or how they can help.
Very responsive to my questions and provided information in very timely manner
When I spoke with the representative they were kind and helpful

Admissions and Records Office

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	276	32.6%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	69 25.1%	113 41.1%	57 20.7%	28 10.2%	8 2.9%	275 100%
Procedures are efficient	n %	61 22.1%	104 37.7%	63 22.8%	35 12.7%	13 4.7%	276 100%
Staff met my needs in a timely manner	n %	85 30.9%	114 41.5%	54 19.6%	14 5.1%	8 2.9%	275 100%
Staff are knowledgeable	n %	101 36.7%	116 42.2%	43 15.6%	13 4.7%	2 0.7%	275 100%
Staff are courteous	n %	136 49.3%	98 35.9%	22 10.1%	2 3.6%	7 1.1%	276 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	81	124	51	18	2	276	5.2%
%	29.3%	44.9%	18.5%	6.5%	0.7%	100%	

Please specify the reason for your rating for this unit.

95% of everything done by Admissions and Records is fully up to my expectations. The system of transfer transcripts lacks in communications and/or understanding for our students. Students are looking for confirmation and timeliness that the system does not offer. This leads to students being stalled in registration and/or understanding of the process, which in turn leads to a lot of anxieties having to be handled by outside personnel.
Admission and records office is frequently frustrated when interacting with staff with questions, particularly about Workday
Admissions at Collin College are ridiculously difficult for students to navigate.
Admissions has had to deal with many Workday changes as well as extra responsibilities such as International Admissions. Due to the unique challenges of each student it takes much time from advisors, requiring advisors to spend excessive amounts of time helping International Students. Because they are not front facing or does not have their own advisor it can become frustrating. While we are expected to provide excellent customer service to all students, advisors feel really disappointed when we don't have all the answers, which in turn leaves the student upset and left to "JUST GO TO THE WEBSITE AND FIGURE IT OUT."
Admissions simply needs assistance (staffing), Records has been phenomenal over the years, great job!
Admissions staff members are professional, and, in majority of cases, students receive the support they need.
always professional, kind and courteous
At our small campus, at times students are served by individuals from other positions who may not have adequate training. Students are often not given information about support services and even at times redirected from accessing support services.
At times, responsiveness is very slow.
Bureaucracy
CANNOT REACH THEM BY PHONE
Communication is not consistent across all campuses
Cougar compass needs to be fixed. "Courses in progress" are no longer identified in Cougar Compass. This becomes a problem for students and academic planning coaches.
Department is slow to adjust to technology changes that include Workday.
Fast, accurate, friendly
Friendly and patient
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
frustration with the phone line placing the student a loop and not knowing how to get a person on the phone
generally admissions is good at their work but sometimes are not caught up on communications
Good
Great help students to set up the plan to reach their goal
I had a disappointing experience with the Enrollment Service staff at the Technical Campus. They were unhelpful and rude when I asked for assistance. Instead of answering my questions, they seemed uninterested and dismissive. It's important for staff to be respectful and professional,

especially in an educational setting. I hope this feedback leads to improvements in customer service.
I have had good service
I have never had an issue with their staff.
I visit them often and they are always very helpful.
I work for A & R and I know we try our very best to make every person who calls for help feel as if they matter and we care about their success. Mrs. Bolton has drilled into us that every person (student or parent) matters !!!
I would like to see this department better staffed. They have had two part time people leave this department and they are short staffed. This affects customer service to the students.
inconsistent with the information
It was a hitch-free process when I took my kid to the office.
It's tough to get answers on behalf of students. Often the responses to emails are cold/rude/not helpful.
kind & knowledgeable staff; workday rollout problems
layout of admissions office could probably be rethought with more intentional signage / waystations for common needs. Student workers are hit-and-miss as entryway triage.
Poorly trained advisors. My child was admitted to a TSI exempt program "Game Art" in 2023. In one short year, this program has been discontinued and he is blocked from taking any classes until he passes TSI. Again, the state test should not prohibit educational opportunities for special needs adults.
procedures and policies are difficult to find and seem inconsistent. Needs more staff to be effective and efficient.
Provide guidance and updates on application status, deadlines, and any required documents, which helps students stay informed and reduces stress.
red tape multiple calls and emails and difficulty
Staff always attentive, proactive in helping, greet everyone that walks in the door.
Students are still being transferred to the incorrect areas and given incorrect information,
Students frequently call my office because there is no phone number listed for admissions. Students need a call center to leave a message for a return call.
Super helpful, but they need to be given more ability to perform actions when in the call center, they are capable, but underutilized.
Teams are very knowledgeable and work hard to process requests in a timely manner and to provide good service.
The admissions department personnel are courteous and helpful. I think they try their best with all the changes in the new system. Workday is an amazing tool but still under construction, which can be challenging.
The change to WorkDay has created a nightmare in tracking student progress in the system. We also still have advisors that give students incorrect information, causing students to delay graduation.
The confusion with CYC and Spring Creek has been a mess.
The staff always do their best to respond asap when I contact them.

The staff in Student Enrollment Services at Tech have been very kind to me, especially the two DCCCs (Peter and Shontel). They have taught me everything I need to know about student advising. They have been very patient and super helpful. Thanks to them I have become very efficient in helping students and being able to advise and answer all of their questions. My supervisor has also been very helpful. He always makes himself available for his team.
The Workday system no longer allows one person to have full access to a student record. It was extremely frustrating during fall registration to be transferred or asked to call someone else in an other department because the person helping didn't have access.
There are some slight delays with email.
There have been a few snafus with Student Workday recently, but I trust that these will be troubleshoot and in the future there will be smoother sailing.
There is a bit of misinformation about courses and programs or conflicting advice to students coming through advising. For example, I have a student who is currently co-enrolled in 2 classes in which one is a pre-requisite and hasn't even taken the co-requisite for the other. As such, her grades and success are suffering from it.
There is a tendency for Advising to send people to the Associate Dean's offices for any and everything. We receive a lot of traffic that should not be passed down. There are many instances of missed messages about things like Lateral Transfers, Add/Drop... census date, last day to withdraw HARD STOP, etc. They push a lot onto our ADS. As for the job function of the Adm/Records office, just like all of us, they're doing the best they can with Workday. We are all struggling.
They don't offer more information than you ask about. They should be answering the questions and giving the information they know they need. Help the student. Students first is Collin's Moto, and your department holds that at nothing.
They respond to my questions and concerns in a timely manner.
This department has had many challenges with the Workday integration. We can tell how stressful it is for their team and they are trying their best.
time period of learning new system and being overwhelmed in peak registration.
Transcript procedures need to be revisited. Sending student an email stating Collin College has received your transcript is lending the student to believe that their transcript has been uploaded into their account. Which this is far from the true.
Transcripts - too much mystery in their operations. Staff is great as they can be but I have zero insight or understanding of their timelines.
we work well together and our supervisors want to us succeed.
When applying for a class, they bounced me around three different times before I finally figured out what they were doing wrong. They even had me listed as not from this area - which I have lived in Collin County for decades. They did not inform me I could get a senior discount until after I had paid and just stumbled upon the fact that I could be discounted a lot of money. Also the first lady that waited on me was sooo hard to understand because of her international accent.
When working with students, I often find it necessary to refer them to Admissions & Records or reach out myself with questions. While the staff are always courteous, timely resolutions of students' requests has been an ongoing issue. For example, students have reported sending transcripts to the Registrar/Admissions & Records and then waiting weeks to have these updated

in Banner/Workday. Often, this prevents timely registration in classes and can have a negative impact on students' schedules.

willing to help.

Workday has caused some lack of efficiency in how directors look up data. They need to get a degree audit system in place within Workday.

Career Services

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	109	12.9%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	35 44.3%	35 44.3%	6 7.6%	2 2.5%	1 1.3%	79 100%
Procedures are efficient	n %	53 48.6%	40 36.7%	14 12.8%	2 1.8%	0 0.0%	109 100%
Staff met my needs in a timely manner	n %	65 59.6%	30 27.5%	13 11.9%	1 0.9%	0 0.0%	109 100%
Staff are knowledgeable	n %	68 63.0%	30 27.8%	8 7.4%	2 1.9%	0 0.0%	108 100%
Staff are courteous	n %	78 72.2%	24 22.2%	6 5.6%	0 0.0%	0 0.0%	108 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	65	32	9	2	0	108	
%	60.2%	29.6%	8.3%	1.9%	0%	100%	8.5%

Please specify the reason for your rating for this unit.

Adam is great to work with!
always professional, kind and courteous
Always supportive
available services are unclear
Career services have proved difficult for my students to access.
Career Services in Frisco had materials not available in McKinney. Need to standardize availability regardless of campus.
Clear procedures; someone always available to assist and answer questions.
FVC Career Services does an amazing job helping students and outreach.
Great job!
Helpful
I have never had an issue with their staff.
I utilized or assisted students in utilizing services.
Interactions with the career services personnel have been quick and efficient. The services they provide students are excellent, but the marketing for students or the way to get the students to access the services seems to be lacking.
NA
rarely had awareness of the office but when I did it was helpful
Student centered in their approach
Students do not have access to Career Services at the CYC.
They help my students
Very professional, helpful and kind. They assist my students with interview and resume skills
We no longer have a Career Services office on the Technical Campus and this is a disservice to our students who need the support.

Collin College Foundation

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	204	24.2%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	87 42.6%	77 37.7%	24 11.8%	15 7.4%	1 0.5%	204 100%
Procedures are efficient	n %	70 34.3%	81 39.7%	34 16.7%	16 7.8%	3 1.5%	204 100%
Staff met my needs in a timely manner	n %	86 42.8%	71 35.3%	29 14.4%	10 5.0%	5 2.5%	201 100%
Staff are knowledgeable	n %	103 51.0%	66 32.7%	26 12.9%	6 3.0%	1 0.5%	202 100%
Staff are courteous	n %	119 58.9%	58 28.7%	21 10.4%	4 2.0%	0 0.0%	202 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	93	65	28	13	1	200	
%	46.5%	32.5%	14%	6.5%	0.5%	100%	6.2%

Please specify the reason for your rating for this unit.

Always enjoy working with them.
always professional, kind and courteous
Always so nice and helpful. Keeps the students at the forefront.
Amazing people doing amazing work. A greater communication on specific scholarships and industry scholarship opportunities would be appreciated.
Cannot get answers in a timely way. Sometimes, there is no response.
Department I work in.
Excellence
Excellent
Excellent at asking for donations AND providing grants.
Excellent; I have been happy with this.
Fast, accurate
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
Good personal experience
Helpful and responsive.
I appreciate that they support our students and make the application process easy.
I have directed several companies over the last three years to Foundation after conversations of monetary support to our workforce students through scholarships and have not seen fruits from this labor at all, not one.
I have had pleasant interactions with this department when I have contacted them.
I have never had an issue with their staff.
I like that the Foundation sends thank you notes that are personalized and thoughtful. I also like being able to donate online with ease and confidence that my donation will be processed securely.
I mainly interact with this office when doing scholarship reviews. That procedure is fine.
I've only communicated with them through forms, but all has been positive.
limited information that is disseminated to the college about scholarships and other funding opportunities for students
no comment
not as responsive as I might have preferred in the past
Over the last few semesters there has been a delay in receiving information scholarships for students.
Quality folks.
Recently received a scholarship training from this office and employee arrived late, did not provide any training, and did not follow up later when more information became available.
Seems everything is in disarray. Expecting a great turnaround soon.
Sent several emails never got a response
Staff is always courteous and efficient.
Thank you for everything that you do to support the mission of the college!

The foundation has traditionally been great. This year they failed to award several of our department scholarships and did not notify other students that they had been actually awarded scholarships. If our department director had not intervened I don't know what would have happened. Also - it was very difficult to get anyone to help us or take responsibility for their mistakes which was very disappointing. I was also told by students and staff that attended the awards banquet that there was a ton of leftover food and empty tables. I do not agree with making students come to "thank" people for their scholarships anyway as I think it is a huge waste of money (and it make students uncomfortable) but very sad that the event was so poorly managed that even more funds were wasted.
The foundation helps me yearly with a scholarship event for my students. I appreciate them so much. Lisa is great!
The Foundation Scholarship dinner seemed disorganized. There were many empty seats; such a waste of money on the uneaten food.
The foundation works extremely hard in all they do for the college.
The only issue I had was that when I served as Interim Dean, a scholarship check was given to the Foundation that was to be distributed to five students and as far as I know, there was some kind of disconnect for what the check was for and the students never received their scholarships of \$500 each. I was never able to resolve this.
The transition to Workday was a little challenging.
Their enthusiasm is contagious when they come to campus to encourage support for student scholarships.
Their system is excellent, easy to use, and user-friendly (other than login issues for reviewing applications last year). They are always very prompt and helpful in responding!
There were scholarships that were mishandled this year to the detriment of the students who needed them. Communication and organization was poor.
This group is incredibly difficult to communicate with. The procedures to follow are always changing and they are not transparent about changes up front. Funds in accounts have been used for students in the wrong program. It looks like they could use some assistance - maybe they are shorthanded?
This past year, many of my emails went unanswered. I was made aware of many scholarships that were not awarded though funds were provided. This is unacceptable. The Foundation does great work but this year I understand they were understaffed. Excellence Fund managers need to have access to view their balances to ensure monies are distributed as requested.
Willing to help.
Would like to see the foundation figure out a way to give scholarships to noncredit students.

Communications/Public Relations

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	258	30.6%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	71 27.5%	98 38.0%	42 16.3%	33 12.8%	14 5.4%	258 100%
Procedures are efficient	n %	64 24.9%	83 32.3%	55 21.4%	37 14.4%	18 7.0%	257 100%
Staff met my needs in a timely manner	n %	79 31.0%	86 33.7%	45 17.6%	28 11.0%	17 6.7%	255 100%
Staff are knowledgeable	n %	109 42.4%	86 33.5%	48 18.7%	9 3.5%	5 1.9%	257 100%
Staff are courteous	n %	131 57.7%	51 22.5%	35 15.4%	9 4.0%	1 0.4%	257 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	86	98	43	19	8	254	5.4%
%	33.9%	38.6%	16.9%	7.5%	3.1%	100%	

Please specify the reason for your rating for this unit.

A more defined definition of their role and when they should be contacted.
All the dealings my department has had with PR have been disappointing. We are actively trying to promote our program and PR is not interested in helping us.
Always make sure that events are displayed across the district and help with any events the campuses put on
Available templates dull and boring. Turnaround times far too slow.
Clear procedures; someone always available to assist and answer questions.
Everyone is great and so helpful! Communications works with the Foundation a lot because they create our event media.
friendly service, but processes seem to change often
getting better!
good communication; helpful guidance & support
Great people doing quality work. I feel there is a misconception or miscommunication when it comes to the "PR" services delivered and/or available.
Great that they hired for new positions. The people are great but processes are lengthy.
Helpful and professional when I used them for a video project
I don't interact with this department very often.
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I utilized services for flyers, ads, etc.
I worked closely with them last year, and found the people to be fantastic. They are so creative and helpful. The system to get approval for every little thing is tedious and pushes the timeline out so far. There are too many people making decisions and the whole process should be streamlined for better efficiency.
I've had some miscommunication regarding CougarVision and student distribution emails. Sometimes I don't get confirmation emails, and I don't know if my submission has been approved or queued.
It has been difficult to get timely approval from them. Last year there was a time when I didn't get a final response at all and I had to go to another source.
It is virtually impossible to get PR for Fine Arts projects out to the public in a timely manner.
Kirk is great to work with
Lack of procedures and support. A 35 days turnaround is not reasonable.
Lack of responses on approval for event promotional material.
Locating contacts within communications to receive feedback for design and logo was difficult.
Long lead times
Made excessive changes to imagery submitted to the organization with minimal explanation.
My concern is that all our music programs, flyers, and publications have to be approved through Communications and this can sometimes take more time. Would there be a way to have this all be evaluated by our Box Office Marketing area?
N/A
No comment...

Only one need recently, but my flyer was approved very quickly. They typical timeline for the process can be a hindrance, but my recent experience was very timely.
Please outsource this activity. The turnaround on projects is reasonable. Quality and creativity of work is not what it should be.
processes get confusing
Response slow or none sometimes.
Should have more assistance from the Dept in promoting courses.
slow processes
Slow, not timely in responses. Procedure for approvals is not efficient.
sometimes slow in response, but seems to be getting better last few months
Takes too long from the completion of the initial work request to have the work begin - if work has begun, no communication has occurred. After multiple follow-ups, still unsure of where projects stand or are they even in process? Faculty are expected to respond to students in a timely manner, it would be nice if this were consistent in all departments across the district (i.e. one week is too long to respond to an email).
The few times that I worked with them, they were fine.
The process to get something approved is so slow. From PO to approval, on some very simple table top banners, was 60+ days
The process to try to get a new "project" (such as a t-shirt or brochure is long and drawn out.
The staff are very helpful but knowing who to contact for each need is very confusing. There is a specific person for social media, a different one to approve posters, a different person to ask about logos, etc. Can we get an easy to find directory of who does what so we know who to contact? They are very nice when they redirect to the correct person but that's not an efficient way of doing things.
The team is always friendly but the deadlines/timelines for projects or requests make it difficult sometimes to get things completed when needed.
The turnaround time from PR/Comms is inefficient.
Their communications via email are sporadic. They do not read the actual emails and the details that are sent for help, which makes more work and makes the approval process even longer because of the extra emails it takes to get things "straightened out". Getting approval for posters and graphics to publish on cougarconnect and around campus is too complicated and it takes too long to get a response back. Additionally, it is unclear who to contact for approval or for help.
There is a clear lack of marketing professionals in this department. Marketing of programs needs to improve, but it cannot be accomplished with the lack of marketing experts in the department.
They are happy and will to help
They answer questions, but are not expedient with their responses. I have to follow up for weeks. And when I had a slide published on CougarVision, I wasn't told it was completed and published. The loop was not closed. And the communication is not clear.
They are always quick and very helpful.
They are not proactive and do not support all programs on campus. They are difficult to work with and have unreal timelines.
They do not know how to get people to a well funded event. They can be rude and arrogant.

They work with us well in advance to make sure we hit all deadlines for various advertising mediums, and event planning.
things they need campuses to do are rush rush but things they need to do are slow slow
This year working with PR has been great!
Turnaround time is often long
Very little feedback on where your job is in the queue. Long wait times.
We are trying our best to up the promotion of our program and it is a slow, difficult, and frustrating process to get PR stuff approved. They were not friendly either.
We get great support from Communicaitons.
We're a big college with a lot going on and this group has a lot on their plate. With this in mind, I'm uncertain that all stakeholders have the support they are looking for from this group. Proactively meeting with administrators would be very helpful. For example, perhaps once a year the group could make it a point to come to a meeting with each of these groups to discuss process and what they are looking for in terms of engagement from the administrators? Thank you for considering this idea and for everything that you do to support the mission of the college!
website hard to use and find info on
When I need last minute approvals on flyers, Tricia does an amazing job!

Financial Aid Office

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	169	20%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	41 24.3%	81 47.9%	33 19.5%	12 7.1%	2 1.2%	169 100%
Procedures are efficient	n %	37 21.9%	72 42.6%	48 28.4%	7 4.1%	5 3.0%	169 100%
Staff met my needs in a timely manner	n %	49 29.5%	74 44.6%	34 20.5%	5 3.0%	4 2.4%	166 100%
Staff are knowledgeable	n %	60 36.1%	71 42.8%	32 19.3%	2 1.2%	1 0.6%	166 100%
Staff are courteous	n %	77 45.6%	73 43.2%	16 9.5%	2 1.2%	1 0.6%	169 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	57	74	34	3	1	169	6.8%
%	33.7%	43.8%	20.1%	1.8%	0.6%	100%	

Please specify the reason for your rating for this unit.

Always cooperative.
Always willing to help, but the call center needs more support there or more authorization to actually do actions to assist students.
CANNOT REACH THEM BY PHONE
CE financial aid should have a phone number or better training for those who are working with CE students. It would be nice to see where a students CE financial aid was at in the process.
Clear procedures; someone always available to assist and answer questions.
Communication is not consistent across all campuses
Communication to administrators is lacking. For example, when certain pre- degrees were no longer eligible for FA, that should have been communicated before our offices were swamped with students panicking, and some even tried to drop out of school before we could help them.
Department is slow to adjust to technology changes that include Workday.
Fast, accurate, friendly
Gave more training. Help them so they can answer all questions.
Great
Great job F/A, your support is duly noted, thank you.
Great job!
I do not have much communication with this office. But, I have reached out a few times. I receive expedient responses, but they don't always have answers for CE students.
I have never had an issue with their staff.
I primarily interact over the phone with a small group of people in this office, I always appreciate their knowledge and support. Thank you!
I referred students to FA for services.
It's hard to know who to reach out to when students have a question about financial aid.
Knowledgeable staff. Bounded by procedures that could use improvement. Every person doesn't fit in the same box.
Lots of run around and takes 3-4 attempts to get correct information. Get chastised being a fellow college employee asking questions in order to assist students.
minimum communication and interaction.
N/A
No issues.
Processes and people are streamlined. Working around external influences (FASPPFA delay).
red tape multiple calls and emails and difficulty
Respond quickly to questions and promptly provide clear, accurate information to students. Making it easier for students to understand eligibility, disbursement schedules, and repayment plans.
Since moving a call center employee here, we have 2-deep support to serve our students. We do our best to connect students with services to assist/support them based on what they share of their story when they come in.
Some employees are brisk and not helpful with students and transfer them and other departments are struggling to answer Financial Aid questions.
students come in confused on when funds are available and how they will be distributed.

Students receive the information needed to obtain the financial aid needed.
support our team and great resource for staff and students
The Financial Aid Office at Collin College is incredibly dedicated and supportive, working hard to assist students with securing the financial aid they need to succeed. However, there is an ongoing concern regarding students being dropped from classes due to nonpayment, even after they've been added multiple times. It would be beneficial to explore a more effective system to prevent this, ensuring that students don't face disruption in their education due to delays or gaps in financial aid coverage.
The staff is very friendly. I think they should make a point to greet students in the lobby and walk them to their offices. Sometimes students have trouble finding the person who summoned them from Qless.
The Workday system no longer allows one person to have full access to a student record. It was extremely frustrating during fall registration to be transferred or asked to call someone else in an other department because the person helping didn't have access.
They always answer my questions and my students questions. The staff are also always friendly.
Understanding of FA procedures needs to be greater across organization. Too many things are clarified after the fact when student's bespoke problems arise.

Fitness Center

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	106	12.6%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	53 50.0%	40 37.7%	11 10.4%	2 1.9%	0 0.0%	106 100%
Procedures are efficient	n %	47 44.3%	45 42.5%	13 12.3%	1 0.9%	0 0.0%	106 100%
Staff met my needs in a timely manner	n %	57 54.3%	34 32.4%	13 12.4%	1 1.0%	0 0.0%	105 100%
Staff are knowledgeable	n %	53 50.5%	36 34.3%	14 13.3%	1 1.0%	1 1.0%	105 100%
Staff are courteous	n %	58 54.7%	37 34.9%	10 9.4%	1 0.9%	0 0.0%	106 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	54	44	6	0	1	105	8.6%
%	51.4%	41.9%	5.7%	0%	1%	100%	

Please specify the reason for your rating for this unit.

Always a pleasure to interact with any of the fitness centers.
Good
Great area.
Great staff and facilities. I enjoy all of the equipment and fitness classes offered at my campus.
Great team.
Great; when I have gone to exercise on campus.
helpful explaining fitness options
I have never had an issue with their staff.
I haven't been to a fitness center in quite some time, but had good experiences in the past.
My one time to use the fitness center was on a day that happened to be the first day on the job for the person at the desk. She didn't have many answers or know where to find them (for relatively easy questions, like "what are your hours on weekends?"). Very friendly though.
Overall fitness center is efficient. Equipment does need updating.
Simple to use the facility.
Staff is not very friendly or attentive
The center and staff are great. It would be nice to have a working fan in the Dance room. It has been requested, but we still have a non-working fan in the room. A fan is also needed near the treadmill area as well. It would be nice if we had more class options. Zumba is great and would like additional classes.
The fitness center at Wylie is great, I wish we had a rowing machine.
The fitness center seems unorganized and is dirty. I have gone to hang signage for a canceled class and doors from the Culinary are locked.
The fitness center staff are always enthusiastic and friendly. The fitness center feels like a welcoming place.
The staff is friendly. I wish they were open longer, but I know they are staffed with student workers. I make it work.
The student employees who work at the check in desk are always friendly. The gym is clean and well equipped. I feel lucky to have that space available.

Mental Health Counseling

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	147	17.4%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	72 49.7%	53 36.6%	16 11.0%	4 2.8%	0 0.0%	145 100%
Procedures are efficient	n %	60 41.7%	58 40.3%	21 14.6%	5 3.5%	0 0.0%	144 100%
Staff met my needs in a timely manner	n %	74 50.7%	51 34.9%	17 11.6%	4 2.7%	0 0.0%	146 100%
Staff are knowledgeable	n %	88 60.7%	47 32.4%	9 6.2%	1 0.7%	0 0.0%	145 100%
Staff are courteous	n %	97 66.0%	38 25.9%	11 7.5%	0 0.0%	1 0.7%	147 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	76	53	14	2	1	146	
%	52.1%	36.3%	9.6%	1.4%	0.7%	100%	7.3%

Please specify the reason for your rating for this unit.

always accessible
Always there to present to my students their services.
Carolyn in the counseling center comes to my class to talk to students. She is one of the warmest and kindest people in interact with on campus.
Clear procedures; someone always available to assist and answer questions.
Delay in responding.
I have limited contact with the staff.
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I think the ratio of counselors to students, faculty, and staff is out of keeping with the needs. Considering the steep rise in mental health issues during and following Covid, I think we need to hire more counselors.
In line with student needs.
Mental Health provided a counselor for our dignity event at my request, and has reached out to my student per my SOBI referral
My class experienced an engaging and informative presentation, which helped at least one of them reach out for needed services. Thank you.
On multiple occasions, I call without anyone picking up or calling me back after I leave a message. One time it was for something important for my student!
Overworked! These people are amazing! I think a mental health course or section should be required or part of the Learning Framework requirements. Our students are really struggling mentally.
Prejudicial behavior from an associate dean
Professional and Kind when I called to refer ask about services for students whoa re struggling
staff isn't very friendly
The Mental Health Counseling services at Collin have been very proactive and engaged in helping both faculty and students.
The mental health staff are always prompt and compassionate when interacting with my students.
The staff are great and very helpful.
The students need this service! I'm glad we have increased the number of counselors available.
Their welcoming nature is so nice when you walk a student down for some help. That first impression means so much.
These folks are stretched so thin for the amount of student interest. They are amazing at what they do.
These staff members are the absolute best!
They are doing a great job serving students and need more personnel to keep up with mental health appointment demands.
they are working harder to be known to the student body.
This department is great to work with but they seem very stretched in resources. They shouldn't have to be so overworked.

Variety of services provided for Faculty and students.

Programs for New Students

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	84	10.0%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	27 32.1%	32 38.1%	22 26.2%	3 3.6%	0 0.0%	84 100%
Procedures are efficient	n %	24 28.6%	35 41.7%	22 26.2%	1 1.2%	2 2.4%	84 100%
Staff met my needs in a timely manner	n %	34 40.5%	27 32.1%	21 25.0%	2 2.4%	0 0.0%	84 100%
Staff are knowledgeable	n %	38 45.2%	26 31.0%	17 20.2%	2 2.4%	1 1.2%	84 100%
Staff are courteous	n %	47 56.6%	26 31.3%	10 12.0%	0 0.0%	0 0.0%	83 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	34	31	15	2	1	83	9.8%
%	41.0%	37.3%	18.1%	2.4%	1.2%	100%	

Please specify the reason for your rating for this unit.

Aren't that great for international students
College for Kids, and Collin Bound have both been excellent events. An orientation program for all new students would be helpful!
Good.
Great new student orientation
I feel they provide adequate information regarding new programs
I have never had an issue with their staff.
Mostly aware of trying new things for student success.
Programs for New Students at Collin College provide an invaluable foundation for students as they transition into college life. These programs are thoughtfully designed to help new students feel welcomed, supported, and prepared for success from day one
Students are made aware of new programs.
There are many new programs for students to help with retention, some of which I am unaware of. These are beneficial, and I appreciate the opportunity to earn college service through their programs.
You can tell they care about students. They are always looking for ways to engage with students in a meaningful way.

Student Engagement

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	330	39.1%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	144 43.9%	132 40.2%	38 11.6%	10 3.0%	4 1.2%	328 100%
Procedures are efficient	n %	123 37.6%	143 43.7%	47 14.4%	11 3.4%	3 0.9%	327 100%
Staff met my needs in a timely manner	n %	158 47.9%	111 33.6%	48 14.5%	11 3.3%	2 0.6%	330 100%
Staff are knowledgeable	n %	163 49.7%	120 36.6%	38 11.6%	7 2.1%	0 0.0%	328 100%
Staff are courteous	n %	192 58.4%	99 30.1%	24 7.3%	6 1.8%	8 2.4%	329 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	149	129	36	12	3	329	4.7%
%	45.3%	39.2%	10.9%	3.6%	0.9%	100%	

Please specify the reason for your rating for this unit.

Again, there are numerous opportunities for students to get involved and get information for almost any program or opportunity the College offers. Again, I appreciate all the opportunities for college service and ways to interact with students outside the classroom. It has helped create a wonderful culture and engagement in the College "life" here at Frisco.
always accessible
Always available and helpful when needed
Always has events for students and is willing to help with student activities when asked.
always professional, kind and courteous
always seem organized and engaged with students
Always there with a pathway forward with student requests.
Appreiate all the event they provide the students.
Clear procedures; someone always available to assist and answer questions.
Communicative and helpful
curt attitude
Difficulty working with this group. Lots of hoops to jump through.
Efficiency
Enjoy seeing the students participate in the programming offered. Much thanks to staff for supporting our Signature Event - Celina Carnival.
Every interaction with Student Engagement has been difficult. I will never provide service to this department again.
Fast, accurate, friendly
Friendly, quick, and knowledgeable.
good staff and well trained
Great activities on campus and engaging with students.
Great events for students to build skills.
Great team of staff and student employees. I enjoy all of the activities I am available to participate in on the McKinney campus.
Great!
Helpful.
I cannot speak for the other campuses, but the Frisco campus is committed to supporting student success, this team works diligently to foster a sense of belonging and connection, helping students engage meaningfully with their peers, faculty, and the broader college experience, I always enjoy participating of their activities.
I don't think the staff knowledgeable although I recognize most of the staff are student workers; however, Stephen is a bit off-putting and comes across as unfriendly. Makes me not want to engage which is sad for me as a former student affairs professional myself...
I facilitate student engagement services at my campus.
I have never had an issue with their staff.
I have taught at Plano, McKinney and the Technical Campus. Each team is creative and fully engaged.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.

I receive (weekly) student engagement information emails from a campus that is not my home campus, which is great...but it would be awesome to have information from each campus or at least my own campus so that I can direct students to the events on campus.
I see lot of new avenues to engage students and faculty together
I think the college does a great job of providing engaging experiences for our students.
I wanted to bring a concern to your attention regarding interactions I've had with a women who works with student engagement (She has short, white/silver hair with glasses). On multiple occasions, I have found her communication style to be challenging; and at times, it feels defensive and dismissive. This approach has made collaboration more difficult and can create an uncomfortable environment. I believe you have know promoted her to head of the department. Perhaps I caught her in bad moments of her day, but she still doesn't need to act this way. It is unprofessional and just rude. If possible, I would appreciate any support you can provide in ensuring that interactions remain respectful and constructive, which I believe would greatly improve our teamwork and overall morale.
Most of my interactions with Student Engagement are referring students over and participating in events. I have little knowledge of their procedures, but the staff is great.
Mostly helpful
Mrs. Kelly does a wonderful job at Wylie. She's so fun!
My interactions with this group are fairly low, so most of my responses were neutral.
My ratings for Student Engagement have nothing to do with my campus. Here it is wonderful. An individual out of Plano could be more helpful and kind.
N/A
Not present on the campus.
Noticeable, I just do not see the type of interaction that appeals or attracts our students (ROI) or positive data to support the importance or significance of engagement events etc.
Outstanding!
So many steps and training required for organizations
So much fun to work with!
Staff are always friendly and helpful.
Staff works very hard to organize events for students on campus.
Student Engagement at Frisco has made it easy to navigate all the permissions and timelines we have to follow to hold Organization events. There can be daunting, yet my questions have always been answered.
supportive staff
The communication about the upcoming campus events are not been provided with enough time for students and staff to participate.
The director on the Plano Campus could be kinder to faculty and staff.
The office provides excellent service.
The only time I went to student engagement was to help a professor who was hoping to get eclipse glasses early. This interaction ended in the staff yelling at the professor who didn't understand why the answer was no. There was a language barrier which I'm sure made things more difficult for everyone, but I felt like kindness and understanding would have been a better approach.

The positive, energetic feeling from this department is great for morale!
The services furnish me with what can aid the students, and I make sure to publish them in the announcement as well.
The staff are great and very helpful.
The Student Engagement team at Frisco is wonderful. They work very hard and truly want to see students enjoy their time on our campus.
There is something fun every week.
These members are enthusiastic and motivated to let everyone know about goings on.
They always have something for students. There is never a dull day.
They are there to help students and professors with a situation, good or bad.
They are under staffed. But - events are great!
They are working through the kinks of the deployment of Workday.
They respond to my questions and concerns in a timely manner.
They try to provide quality opportunities for students to build community.
This is a great area They answer questions and help direct students to the right area. I will there were more people and areas like this one at all campuses.
This is specifically responding to advising--it is a mess. Advisors are constantly routing students to us who are being routed to us because advisors didn't want to say no or provide a boundary. Again, this wastes time/resources away from more urgent duties. Advisors need to empowered to say ___ is a boundary and cannot be completed. They also need to be trained with enough knowledge to answer basic questions that sometimes end up in our offices.
Too many steps in the process
Various interactions with Student Engagement for one of the student-led organizations. The procedures on how to request events/submit fundraising money state one thing within the training and are different when you actually go to submit those items. Wish it was more streamlined and information was correct so we could adequately support our student-led organizations.
Very enthusiastic and kind about interacting with our students and potential students.
very kind and polite people
We regularly work with Student Engagement for student events. Stephen Rogers is pretty responsive at Plano. I have wondered about the Core Values events, there isn't much info regarding that series in the emails we get. Like there's a website for the Auteur Film series, I would expect there to be findable info about Core Values event series.
We would appreciate knowing when a student engagement event is taking place so we can support it by alerting and encouraging students to participate.
When a music related event is organized through Student Engagement, I think integrating/collaborating these events with the music department would be a nice touch.
Wonderful events
Work closed with them, always available when needed.

Testing & Placement

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	202	24%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	89 44.3%	73 36.3%	27 13.4%	8 4.0%	4 2.0%	201 100%
Procedures are efficient	n %	86 42.8%	77 38.3%	25 12.4%	9 4.5%	4 2.0%	201 100%
Staff met my needs in a timely manner	n %	112 55.7%	60 29.9%	20 10.0%	7 3.5%	2 1.0%	201 100%
Staff are knowledgeable	n %	113 56.2%	64 31.8%	21 10.4%	3 1.5%	0 0.0%	201 100%
Staff are courteous	n %	136 67.3%	45 22.3%	14 6.9%	4 2.0%	3 1.5%	202 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	102	69	22	4	4	201	6.2%
%	50.7%	34.3%	10.9%	2%	2%	100%	

Please specify the reason for your rating for this unit.

Always asking and offering to help us. I do not use them a lot, but they have been excellent every time I did need their services.
Always very helpful
Clear procedures; someone always available to assist and answer questions.
Do not have a lot of interaction but when I do they are efficient
Don't work with them often, but have observed the care and dedication to creating the best atmosphere for students coming to take a test.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Good.
Great
Great job, keep up the good work...
Great to work with, flexible. Hours are too short after Covid
have noticed improvement
Helping in the best way to students who are in need to take the exam in their center. Responsible and kind staff
I am not sure what service they provide for students anymore.
I do not have much experience to draw on with the Testing Center anymore, but in the past, they were courteous and helpful when needed.
I had an issue in spring that I needed a lot of help and cooperation from the Testing Center in Plano, and they couldn't have been better or more helpful!
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I referred students and have had to work with Testing Staff for TSI services for students.
I teach INRW I 0405 class, so students who still need to pass the placement test take my class.
I wish that we could return to the option of having online students take their tests in the testing center. It would increase the academic integrity of the tests, remove the problem of the inevitable technical difficulties, and reduce everyone's stress.
it would be better if the hours were more extended, especially in the evenings
Its gotten better, but the testing center supervisor on this campus is cold and not helpful. The hours are not conducive to students and our class times.
Marissa Hall is awesome.
Met needs
minimum communication and interaction.
N/A
Not student friendly. No same day testing for students with valid excuses.
Our testing team is always very friendly and professional. Their demeanor helps put students at ease as they enter the testing environment.
Outstanding!
Polite and helpful when I have interacted with the staff in the testing center.

Testing center team is great. I'm a relatively new adjunct and still learning processes. Everybody at Collin is super-helpful with my questions.
Testing department does a lot, and they do it very well.
Testing has grown tremendously in providing various exams and resources for testing. Not just for Collin students but also has expanded in testing for the community. The staff is friendly and provide good customer service for students, professors and their colleagues. I believe testing has been accommodating and has had to adjust through various changes across the district. The staff has been resilient and are hard workers. Testing is well trained through the district, supervisors and college-wide training sessions.
Thank you to the BEST Testing Center at Plano Campus!!!
The front staff at the Frisco testing center are always very nice and helpful. However, the director is rude and unhelpful. She makes it challenging to help our students succeed when there are so many arbitrary policies and rules that prohibit the faculty and students from being able to use their services. I feel like we should be working together to help students succeed, but that has not been my experience with the current Frisco testing center director. I also do NOT like having to send my tests over the internet and feel like it is not a secure way to provide exams. There are also no evening or weekend hours for our students who take evening/weekend courses. How does this allow them to succeed or utilize the Testing Center services?
The people are great and helpful. I don't have a lot of experience with them.
The registerblast program is fine, but there is a steep learning curve for students(and faculty until you "get it". I don't know a way around this, but think it is worth pointing out.
The services here are excellent.
The staff is kind and helpful. The Director of Testing keeps us updated when there are changes related to testing requirements.
The testing center staff have overall been great, though some of their process changes have not been well-communicated.
The Testing Center team at the Frisco Campus is the best, always troubleshooting and working closely with Admissions when needed.
The testing center works great with students and community members for testing. The testing center is always helpful and helps students coming to Collin.
The Wylie testing center is great. The Frisco testing center is difficult to work with, is not familiar with procedures, aggressive, and not student focused.
There are not enough testing centers or computers to test on.
There aren't a ton of resources in place to help students prepare for their first TSI test or prepare to re-test, if needed.
They reach out to me as faculty if they have a question or problem with my exam. They quickly reply emails.
Unfriendly procedures. Rearranged the room and Significantly limited use of the testing center while the room is almost always empty and staff playing on computer or on their phones. Don't take the same day appointments. Don't allow drop off tests in person but require to pick up tests in person. Always treat faculty as if we are bothering them
Very responsive, positive and can do attitude
Very well run and have always been helpful. I do believe the software for test uploads should be piloted with faculty input before being chosen.

University Transfer Partnerships (Services for Transfer Process)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	70	8.3%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	20 28.6%	26 37.1%	19 27.1%	5 7.1%	0 0.0%	70 100%
Procedures are efficient	n %	16 22.9%	26 37.1%	23 32.9%	4 5.7%	1 1.4%	70 100%
Staff met my needs in a timely manner	n %	20 28.6%	24 34.3%	22 31.4%	3 4.3%	1 1.4%	70 100%
Staff are knowledgeable	n %	22 31.9%	29 42.0%	14 20.3%	4 5.8%	0 0.0%	69 100%
Staff are courteous	n %	33 47.1%	22 31.4%	14 20.0%	1 1.4%	0 0.0%	70 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	22	27	16	4	1	70	
%	31.4%	38.6%	22.9%	5.7%	1.4%	100%	10.6%

Please specify the reason for your rating for this unit.

As an aspiring transfer student I went to the transfer office and the person that was there was not very helpful. It took me applying to the college and going to orientation to realize that they were not a good fit for me. The classes that i needed to complete for my degree were only offered in the morning at the time and I was working full-time for Collin ion the morning, which would have been a time conflict for me.
clear communication
Clear procedures; someone always available to assist and answer questions.
Currently working with UTD representatives and the experience has been very pleasant and professional
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Good information, but a little slow on responding
Great
It takes multiple emails sometimes to get a response. Not very prompt.
Students have the resources to learn about transfer processes, and therefore, they are able to make informed decisions.
Very little information is provided to the college, slow responses and lack of initiative to provide more opportunities for students.

Results by Service Unit – Chief Financial Officer

Bookstore

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	375	44.5%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	125 33.4%	151 40.4%	53 14.2%	40 10.7%	5 1.3%	374 100%
Procedures are efficient	n %	122 32.5%	142 37.9%	60 16%	42 11.2%	9 2.4%	375 100%
Staff met my needs in a timely manner	n %	148 39.7%	130 34.9%	53 14.2%	34 9.1%	8 2.1%	373 100%
Staff are knowledgeable	n %	153 41.1%	137 36.8%	59 15.9%	17 4.6%	6 1.6%	372 100%
Staff are courteous	n %	204 54.7%	117 31.4%	38 10.2%	11 2.9%	3 0.8%	373 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	141	147	46	33	6	373	
%	37.8%	39.4%	12.3%	8.8%	1.6%	100%	4.4%

Please specify the reason for your rating for this unit.

Adoption portal needs to function better.
always professional, kind and courteous
An I don't care attitude. Especially to students.
Assist with questions.
Bookstore rarely answers their phone, Bookstore managers are slow to respond to email and questions.
Bookstore should provide reports to each faculty member stating what texts/formats are available through the store for their classes (only). It should include prices, options, ISBN, etc. Technology is to the point where this should be easy and routine. Staff are always helpful in-person!
Bookstore staff is professional and courteous.
Celina bookstore has very limited hours, and there always seems to be a good amount of confusion about which books are needed for classes
Clear procedures; someone always available to assist and answer questions.
Delay in responding.
Difficult to work with. Our department always provides a count of all books we need ordered prior to the semester start, and we NEVER have the appropriate number of textbooks. Frequently, we go 6 to 8 weeks into the semester without enough books for our students. Staff at our bookstore is not helpful with instructors, and I get a lot of complaints from students as well. I'm sure the bookstore staff get tired of students and staff complaining to them. It's not their fault - but the whole process is very mis-managed and we instructors waste a lot of time dealing with issues caused by students not being able to get their books in a timely manner.
Difficulty communicating with bookstore staff; timeliness of them getting needed items is sometimes inadequate and inefficient
Do not have a lot of interaction but when I do they are efficient
Engaging with students more and providing visibility to services in a creative way might bring in more business. Participating in dept. orientations etc.
Eric is always so attentive and conscientious when I go in there with questions, sometimes with a student he is always very pleasant and efficient.
Excellent
For students who purchase the online version of a textbook through the bookstore, the bookstore sends them an e-mail about how to access the ebook. The email contains inaccurate information that confuses the students. When they go to the bookstore for help, the bookstore personnel are unable to help them.
Friendly and very helpful with VN book bundles
Friendly staff, provide answers to questions very quickly.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
Fulfills basic needs.
Good
Great job!

Great Staff! Always anxious to help!
Has been a challenge to work with for ISD partners from all aspects of billing, email responses, and missing editions of books for ISDs that purchase them for the students.
I am not sure if this is the bookstore's "fault", but if we are going to require that students buy their clinical scrubs from them, they must do a better job at supplying them in a timely matter. My students were without complete scrubs to adhere to college guidelines for over half the semester. They had to purchase their own scrubs (so spending money they already don't have) to have a scrub uniform that doesn't match in style or color. That doesn't seem right or fair. This is not the first time that this has happened.
I don't interact with the bookstore very often.
I don't want to throw anyone "under the bus," but twice I saw the bookstore employee not help students because the class was online or from another campus. Couldn't they look up the needed book for all Collin classes?
I find the process to adopt a textbook very complicated and hard to use. I have called the bookstore and had them help me select the correct textbook and that process was easy. I am not sure why the online platform is so difficult.
I had the issue with FDA code when was setting up course through the Canvas in the beginning of the semester. I never got back call from the bookstore manager. She is not available any time. However, the associate at Plano campus bookstore was very kind and knowledgeable. She helped me.
I have limited interaction, but I do not get complaints from students, so I think they are doing well overall.
I have never had an issue with their staff.
I LOATHE our bookstores. The mark up is ridiculous. Student shouldn't have to pay that much. Our scrubs and books and skills kits are never on time or correct. It's a battle EVERY SINGLE SEMESTER!!!! Every campus should have its own bookstore.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I think we need a better mechanism for professors (especially adjuncts) to input their textbook choices. Also, right before a long semester begins, it is almost impossible to get a hold of anyone at the bookstore. I know this is their busiest time, so I don't know if this is a staffing issue, but there needs to be a way to contact them and get a prompt answer.
I use OER, freely available to all students on Canvas. To satisfy the bookstore, I have to enter "No selection" for every separate course offering, as well as a secondary submission for the dept/college that identifies my class as using OER. I end up having to do MORE work to NOT use a book than I had to do when I needed multiple different books ordered every semester. When that makes sense, I'll be much more satisfied with the bookstore
I utilized or assisted students in utilizing services.
I work with the bookstore to ensure that required course materials (especially First Day Access and Open Educational Resources) are communicated clearly to students. The bookstore staff are always courteous; however, it can be very difficult to contact them. This causes issues when course materials are incorrectly populated on the bookstore website (i.e. a class is listed as FDA when it should be OER). My emails and calls may go unanswered for days, and issues are sometimes marked as resolved when they have not actually been fixed. A greater degree of

responsiveness and accuracy from the bookstore would be helpful, as students rely on their website's accuracy to purchase correct course materials.
I would like to see a better selection on shirts (colors) and more sales.
Incompatibility of Workday, First Day Access and AIP have created issues with adoptions.
inconsistent practices and policies not customer friendly with our ISD partners.
It would be helpful to have an easier path for those using OER and FDA to indicate their needs. I don't use a textbook, but my OER materials are all online videos and readings rather than being OpenStax. So, being able to communicate this to students has been difficult in the past and has led to some confusion regarding the lack of a textbook.
It's been years since my course is now first-day ACCESS, but in the past, the bookstore staff always helped me with books ordered for my classes.
Mark up is too high for students. Issues with stocking the right books at the right bookstore.
McKinney bookstore staff are helpful
Minimal interactions (usually buying snacks), but they are simple and quick, which I appreciate.
need to be consistent with process for students ordering books and using their financial aid/scholarship funds.
Never had an issue with the Bookstore. They are helpful, courteous, and quick to respond.
No comment
Not Helpful
not open much on Celina Campus
nothing to add
Operations are run poorly.
Please fix the FDA issues, and if the incorrect book is listed or no book is listed at all, this needs to be corrected before the start of class. Also, the new director often does not respond/reply to emails in a timely manner.
Process for adoption a bit confusing for me and for students
Responsive and friendly
Scholarship for student to receive textbooks. Took one month with a lot of run around to obtain the scholarship money
Seems like no one is in the same page and makes many mistakes
Slow response or lack of response to emails/issues; very little proactive communication. We understand the busy times of year are incredibly taxing, perhaps this group is not staffed adequately to provide an increased level of support. We appreciate everything they do to support our faculty and students.
Slow response to emails and hard to get through on the phone.
Solid grasp of available books for courses.
Sometimes slow to check out at register.
specific orders from students are not filled in time. Not student freindly.
Staff are not very professional.
Staff has always been friendly and effective
Students always confuse us for the bookstore. I wish there were more cover pictures available on the website for textbooks. And searching for books by title always has a bunch of random things in the results that are illogical.

Support for textbook orders.
The absence of clear textbook adoption procedures and a lack of communication from the bookstore regarding issues with faculty adoptions can have a significant impact on students and faculty. Student Costs: When the bookstore fails to establish clear adoption deadlines or doesn't inform faculty of adoption issues, it can lead to delays in stocking required textbooks or the ordering of more expensive editions. This may result in students facing unexpectedly high costs for materials or difficulty finding the correct editions, which can create financial strain and disrupt their preparation for classes. Student Readiness: If the bookstore doesn't coordinate with faculty effectively, students may receive textbooks late or be unaware of required materials. This can hinder their ability to complete assignments, follow along with lessons, and ultimately succeed in their courses. Faculty Planning: Faculty rely on clear adoption processes to ensure that required texts are available on time and at reasonable costs. When there's no feedback loop or issue resolution process in place, faculty may not realize there's a problem until students raise concerns, which can affect course delivery and planning. PLEASE develop a procedure/policy that coordinates textbook planning and adoptions between FDA, the bookstore, and faculty.
The book ordering system is clunky. We get asked too many times for book requests/ info. I love the idea of first day access. It seems like some stuff could be streamlined.
The Bookstore could have better communication by sending out an email each semester when adoptions are due.
The bookstore is always friendly and always has a smile. I only wish they were open 5 days a week at Celina and Farmersville.
The bookstore is easy to work with, well organized and the employees are pleasant but they don't order enough textbooks and, when they run out, it takes too long to get more inventory which leaves students without resources during the semester.
The bookstore is great. I do believe they need to do a bit more service for our evening students.
The bookstore is unresponsive in every way. They are terrible to work with.
The bookstore makes its hours very hard to discover, and they are often out of the book my students need.
The bookstore's inability to incorporate FDA wastes valuable time and energy that we could be using elsewhere as administrators.
The department is responsive and helpful with any issues that arise.
The online bookstore access is helpful for me as a faculty member.
The staff I met was very nice and will to assist me to get what I needed.
The store notoriously does not keep enough books in stock forcing reorders in the middle of the semester. This is devastating whenever it happens in the shortened semesters. The process of ordering books used in previous semesters online before the semester begins though has been very much improved.
There has to be a more efficient way to do textbook assignments. This is an exorbitant amount of work for our bookstore managers to do every semester.
There seems to be a disconnect between the textbooks I place in the system and what the bookstore lists are required for my classes. It has been an ongoing issue for my icollin classes.
They are always available to help.
They are courteous, efficient, and communicate effectively. Toby is amazing.

They are friendly, but the Friday hours are weird. I don't understand why they can't be open like the other offices on Fridays, until 5PM.
They are perennially undertrained for their services and how they interact with financial aid, continuously putting roadblocks in students way and always referring students elsewhere when it is literally on their plate, duty wise.
They are super folks
They have always helped answer questions and respond expediently.
They never answer the phone.
This is a total nightmare. Books are adopted in the AIP system way ahead of time as requested. I also send a follow up spreadsheet with the same information as a backup to the bookstore. No communication from bookstore of any issues. The requested textbooks are not assigned to the class. Two days before class, I'm physically in the book store providing textbook selections that were submitted on time by their required deadline.
To purchase a t-shirt & sweatshirt for myself now that I'm faculty!
Too complicated and they take forever to get back with you and never elaborate on problem. It just gets fixed somehow.
Too many issues with Chapter 31 Purchase Orders - Their processes need to be more codified to ensure students don't have issues.
Trouble finding book in system. Not always enough books for students.
Very helpful
Very kind and helpful when I speak with them.
We at the library are confused with the bookstore often. rental books are placed in book drop for library
we lost our bookstore support and our manager was not very helpful
Whenever I need items, they are always helpful to supply them.
Worker needs to be knowledgeable of Purchase orders from VA. This has caused several veterans to pay for material out of pocket
Working well.

Financial/Business Services (Accounts Payable, Budgeting, Payroll)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	296	35.1%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	88 29.8%	127 43.1%	51 17.3%	24 8.1%	5 1.7%	295 100%
Procedures are efficient	n %	78 26.4%	120 40.5%	62 20.9%	26 8.8%	10 3.4%	296 100%
Staff met my needs in a timely manner	n %	111 37.9%	130 44.4%	35 11.9%	13 4.4%	4 1.4%	293 100%
Staff are knowledgeable	n %	140 47.6%	114 38.8%	34 11.6%	4 1.4%	2 0.7%	294 100%
Staff are courteous	n %	156 52.9%	96 32.5%	35 11.9%	4 1.4%	4 1.4%	295 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	117	125	39	8	5	294	5.0%
%	39.8%	42.5%	13.3%	2.7%	1.7%	100%	

Please specify the reason for your rating for this unit.

Always very professional. Because there are so many different situations, it's not always clear what procedures to follow or why something has to be done. The communications that provide instructions are greatly appreciated. Workday is not as user friendly as it could be.
Attitudes of some personnel bring a bad name to the department.
Budgeting and payroll are knowledgeable and work with me to correct errors that I've discovered. Conference Services does well in setting up events, but I would like them to show more courtesy in their communication.
Business services is very responsive with questions.
Clear procedures; someone always available to assist and answer questions.
Does not consider when to place a 6-week pay schedule instead of 4-week. Placed it in the middle of one of the shortest pay periods. Difficult to get in touch with.
E-material drops for non-payment, these procedures need to be more efficient. Putting all student in the same box does not work. The current procedure supposed to stop student from creating debt however, it is causing more hardship than helping. A student can op-out of e-material the first day of class but will be dropped from the class if e-material is not paid for by payment deadline date. (just one exemple)
Every process is difficult, from submitting local travel to expense reports. Workday reviews are not consistent, so what you submit for one month doesn't work the next month. There is way too much back and forth.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
got all my questions answered in a professional and timely manner
Great written processes and support.
Helpful
Helpful and knowledgeable
Helpful navigating the byzantine procedures for travel reimbursement.
HEre is some feedback on the current processes we are using, as I've found them to be overly complex, involving numerous steps across various sources of information. This setup increases the risk of errors and makes it challenging to complete tasks efficiently. Accessing clear, accurate instructions - especially on the new website - has been a major difficulty. The information available is often hard to locate, and in some cases, incorrect. For example, the instructions for filling out and submitting travel information specify certain email addresses for submission, but some of these addresses have proven to be inaccurate. Is there a way to streamline these processes to reduce the number of steps and consolidate information in one clear, accessible location? It would also be extremely helpful if instructions were regularly checked for accuracy to avoid confusion. Thank you for considering this feedback. I believe these improvements could help us work more effectively and reduce unnecessary frustration.
I always get help promptly. If I am confused, I get a step-by-step explanation.
I emailed Payroll about taxes being withheld, and I received a quick response.
I have never had an issue with their staff.

I love my department and the people in it. We are all working very diligently to overcome the problems that Workday has created by incorrectly charging students. We must manually make account corrections for thousands of students. We have the highest concern for ensuring that student accounts are correct; however, correcting the accounts may take weeks or possibly months due to the high number of manual adjustments required. These Workday errors are the reason I gave a "disagree" response on procedures are efficient. The inefficiency is due to Workday miscalculations, not our general office procedures. When we are no longer required to spend the majority of our time fixing Workday errors, we will be able to fine tune our procedures and make them more user friendly. I understand the growing pains we are experiencing with the Workday transition, and I am trying my best to let my team know that processes should improve in the future. I also communicate with those to whom I report the need to ensure that these errors are corrected before the next semester. I know they are working very hard to solve the problems.
I may not be referring to the right department, but whenever I travel and need help with this, they seemed annoyed. I don't travel often, so it's always a refresher of any new policies that have been in place that are not explained in the manual. I made the statement the last time "I'm so sorry to bother you, but if there is someone else I need to speak to to get this issue resolved, please let me know. I thought this was part of your job, but I'm happy to work with someone else if that's the case. The person became helpful. If people don't enjoy their jobs and being asked questions, they need to move to another position or share the "pain" of answering. Even though you look at the manual, there are sometimes it is not defined in the workday manual."
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I work a lot with the accounts payable office, and they are top notch! Always friendly, helpful, and quick to answer questions.
I work directly with the business office and payroll because my job requires it. Everyone is professional, nice and helpful.
I work with AP, the budget office and payroll extensively and everyone is very professional and easy to work with.
I'm sure that this is just due to my inability to comprehend at a level acceptable to our processes but, honestly, some of what we do with regards to travel reimbursement etc. I had much better experiences in the corporate world in the mid-90'.
Implementation of Modern Campus without input from Accts. Receivable was a grave error in planning. Modern Campus is a mess.
In Workday it is difficult for me to find my pay rate.
It is very difficult to get any kind of response to questions from this department.
limited contact, but quick service when asked
Long wait times for responses from certain individuals.
Melanie Manning is a jewel.
My interaction has been extremely limited; however, the communication was extremely timely and helpful.
N/A
Onboarding process is very convoluted. It took 4+ months to get worked out. I went to several different campuses. It was a mess.

Only real interaction lately is with my expense reports, but staff I've communicated with respond very quickly and are very helpful.
Overall, excellent job in most every instance.
Payroll is top notch. Turnover in accounting has pushed their staff to the limits but they are doing a great job overcoming the staffing shortage.
Payroll was super helpful and answered all my questions promptly
Payroll- Mgmt staff is unfreindly and not willing to help/communicate with other departments
Processes can be tedious and time consuming.
Seems fine.
Sometimes takes a few days to return an email. Not as helpful when I ask questions and they just send an email with a description of the problem.
Staff handling expense reports are borderline rude. Not very helpful with explanations for sending the expense report back to you. The same information requested and provided to one employee is requested again by a second employee. Doesn't make sense at all.
The Cashier's office staff at my location are great! I have no interactions with budgeting. The staff with Payroll can be better. I've talked to multiple staff members in the department and I get different answers from each. It's confusing and hard to figure out what is right. Something solid would be nice.
The challenge sometimes is knowing who to ask when you have a question. I'd like to find my own answer but the web resources can be overwhelming and confusin.
The communication and workday app is exemplary.
The ease of entering and submitting on timesheets, receiving purchases and tracking the budget is great.
The staff are very helpful!
Their procedures are pretty efficient, and the staff are helpful when I have a question or issue.
They are committed to processing the payments online.
They are overworked and need ore help. Takes a long time to get feedback and responses from people.
They help if there is a question
Too many mistakes. Missing contributions. Unable to fix in a timely manner
Too many weekly emails with policies and procedures that cannot possibly be memorized and used at the later time that you need them; then staff is not very friendly when you reach out for help indicating that they sent an email on this topic. The email could've been sent months ago; it is difficult to keep up with the P&P's with these vast array of emails.
Very efficient team!
Very professional group that assists stakeholders with no reservations.
Very satisfied.
When I had a question about my payroll, they were able to answer it right away. They were very helpful and professional.

Human Resources (Employment, Benefits, Relations, Compensation)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	502	59.5%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	164 32.7%	210 41.9%	70 14.0%	44 8.8%	13 2.6%	501 100%
Procedures are efficient	n %	155 30.9%	190 37.8%	84 16.7%	51 10.2%	22 4.4%	502 100%
Staff met my needs in a timely manner	n %	201 40.3%	186 37.3%	56 11.2%	41 8.2%	15 3.0%	499 100%
Staff are knowledgeable	n %	230 46.2%	190 38.2%	49 9.8%	19 3.8%	10 2.0%	498 100%
Staff are courteous	n %	284 56.9%	155 31.1%	41 8.2%	9 1.8%	10 2.0%	499 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	201	196	62	24	18	501	
%	40.1%	39.1%	12.4%	4.8%	3.6%	100%	3.7%

Please specify the reason for your rating for this unit.

A number of good changes have been made to HR processes in the past year.
All marks were specifically for the Employment team. I have no real experience with the other teams.
Also, HR, very fast with responses and closure.
Always available
Always helpful and knowledgeable
Always polite and helpful when I have interacted with the benefits representatives.
always professional, kind and courteous
Always so professional and able to help.
Amazing people and always responsive. The "hiring system"... not the people. Remains a constant struggle in timeliness. Periods of 30 to 60 days to hire a new faculty are the expected common. Other colleges in my career had a 5 business day model that we have never come close to. Stalls waiting for signatures, at various multitude of steps in the process are repetitive. Stalls caused by lack of communication in the hiring process continue to plague the process itself and leads to upset applicants feeling lost in our system and a sensing a great lack of value as a potential employee at Collin College. Once hired, we are a fantastic place to be employed.
Be able to explain benefits to workers. Websites, and pamphlets doesn't answer questions completely
Both HR reps for Tech campus were out during the 'summer' before the Fall semester started - this led to me having to travel to CHEC to HR to have I-9 completed. As a new hire, this was frustrating and inconvenient - the HR staff at CHEC were very friendly and heard my frustration and idea for improvement of only having one person off at a time on a given campus to permit operations to continue.
Certain interactions with HR can be difficult. They feel more argumentative than helpful. As a partner, I would prefer to feel as if we are in a collaborative relationship. Many times when simply requesting guidance it feels as if the conversation becomes circular and without any true assistance or resolution.
Clear procedures; someone always available to assist and answer questions.
contact through our campus HR primarily, a good resource
Department is slow to adjust to technology changes that include Workday.
Difficult to get in touch with. Guidelines, Rules, etc. are difficult to find on the web if you need to know information.
Do not always receive responses in a timely manner.
Do not have a lot of interaction but when I do they are efficient
Don't really care about the employee. It's as if you bother them when asking a question or for help.
During the hiring process there were some complications related to my formerly being a full-time instructor. This was an unusual situation, so I can understand why there were problems with the situation. I had to redo some of the application as a result.
Everyone is knowledgeable and helpful.
Faculty Handbook policies change yearly - HR staff should be familiar with these changes.
Few time I have reached out they were cooperative.

Finding their online forms and help links in CougarWeb is hard since the update to CougarWeb. Takes too long. If you call, you might get the right person to help, if they are not off for the day. Otherwise, you have to wait, as the other people don't do that person's job and can't answer with confidence.
For our newly "onboarded" staff/faculty, this must be extremely painful, I will leave the comments to them.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
Getting qualified candidates is still an issue. The hiring process takes a long time sometimes.
Ghosted and unhelpful
got all my questions answered in a professional and timely manner
Great for answering questions about my own benefits and compensation. The hiring process is long, difficult, and confusing at times.
Great job working with employees and meeting their needs
Great resources to reach for any related questions. Always friendly and helpful
great team, I've had FMLA issues and they are always knowledgeable and helpful
Hard to locate benefits on website, hiring process is long
Have always answered my benefit questions quickly and courteously. Very helpful when I didn't understand some aspects of retirement.
Have not had any problems. Respectful and helpful!
Helped with new payroll deductions.
Helpful and knowledgeable
Helpful.
HR answers questions in a very helpful manner and I appreciate them tremendously. Unfortunately, actually reaching someone by phone who can help is a 50/50 proposition. Not sure how many meetings they have, but it is incredibly frustrating how often the phones aren't answered, or the person who finally answers says the person who can help is unavailable due to meetings/vacation, etc. Many years ago the school announced all departments would engage in cross-training so those types of situation would be minimized. That seems to have gone by the wayside in many departments, not just HR. Please bring it back.(Would also kindly request someone have training in the needs of those entering retirement and having questions on Social Security, Medicare, retirement plans, etc - rather than simply being told that info is unavailable at online government sites.)
HR has always provided helpful and timely information.
HR has been great; process for hiring student workers not so great - lengthy process, spotty communication; wish there was some training and guidance available.
HR has been very helpful and proactive with any requests or changes I have had.
HR has frequently been incorrect when approached with questions. On multiple occasions tstaff have unknowledgeable and unable to answer important questions. HR tried to prescribe paperwork for FMLA that is technically illegal to give employees going on FMLA. All HR staff I have interacted with have been slow to respond and diffuclt to get ahold of.
HR has shown some improvement but it is still a way off.

HR is getting better, but there is still room for improvement. Hiring is not easy at Collin.
HR staff are very kind but the processes to hire new employees is inefficient. I have had to send multiple apologies to new hires for all of the inconsistencies. The processes make the college incompetent.
HRCs are great but there seems to be confusion about their internal protocols
Human Resources is a great help. I have had to hire technicians at both of my campuses, and they have always been helpful and make sure the process goes great.
I am an adjunct faculty and I also work as part time staff. Last year, I ended up paying \$4000 in taxes because something went awry with the Federal Tax withholdings from my paycheck. No Federal Tax was withheld from any check during the entire year. Of course, this year I have an extra Fed Tax to be withheld. So we will see if that is sufficient. There is another aggravating issue that is a responsibility of HR. I am retired ORP and I teach one class. My hours for the part time position are restricted to 10 hours a week. The 6 week pay period this fall made everyone cut back hours even when staffing needed to be continued.
I don't work a lot with HR, but occasionally I take them their mail that was delivered to me. Front desk is always nice and helpful. When I had knee surgery Tara was amazing!! My simple surgery turned into me having to take family medical leave act and Tara helped through the whole process.
I feel like I'm on my own when it comes to our benefits packages and I just make the best decisions I can. As far as HR relations, Andriena and Nicole are wonderful, and I appreciate their professionalism and assistance.
I had some questions about benefits and what is available to me as an adjunct. The information I received wasn't very clear or helpful, but the people I spoke to were very nice.
I have called HR numerous times, and no one ever answers their phone (usually, I have to call 4+ different people or representatives before I can get ahold of someone or get my questions answered). Emails often go unanswered for days. Benefits coordinators are more helpful than other HR resources, but I am redirected to someone else frequently.
I have emailed HR several times about my ORP account and they do not reply. Only when I call do they answer my questions. Faculty have to respond to students within 24 hours, why not HR? In addition, for providing benefits concerning retirement accounts they seem to have no knowledge. That's unfortunately not an isolated problem as many people are not educated on the matter, but I feel that there should be at least one person in the office who can claim responsibility or knowledge of basic ORP/403b accounts.
I have NEVER had a good experience with this department. Particularly Christine Canales which to me now equals rude, inconsiderate, incompetent, and not responding in a timely manner. You have to continue to call and email over and over before getting any communication.
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I utilized services.
I wanted to share some feedback regarding the speed of certain processes. While I understand there are many tasks and steps involved that I may not be fully aware of, the overall pace can sometimes feel unnecessarily slow. It can be particularly frustrating when progress is delayed in Workday simply because one step is awaiting acknowledgment from an individual. If there's any

way to streamline these processes or introduce a system to ensure timely progression, I believe it would greatly enhance our productivity and reduce bottlenecks. Thank you for considering this feedback, and please let me know if there's any additional context that would be helpful on my end.
I would like to see HR improve efficiency with processing new hires. When the new hire and hiring manager have done their due diligence with their tasks, it should not take over a month and numerous follow up emails and phone calls to move forward with the hiring process.
I'm a part-time faculty member, so I don't use this alot....but it's great
I'm a relatively new adjunct and still learning processes. Everybody at Collin is super-helpful with my questions.
I've been in my job for 8 years and am not aware of my position getting reviewed for compensation. The first I was aware of staff being reviewed every other year was at ACD. Also, I recently tried to find a concise summary or chart of our medical benefits when I had a question, but there's only a link to ERS and BCBS, and they have multiple options to click on - I wasn't exactly sure which one applied to us.
Inaccurate hiring process information is given too often.
Information on website, particularly for benefits, is not helpful. Better external communication is needed.
Issues on my end with getting transcripts for hiring process, obtaining offer, showing verifying documets, getting an ID badge made.
It is too many people doing the same job. I get emails from one person and then another person for the same issue. Also, it seems to me as if the team think too highly of themselves and they don't want to help you thoroughly. I teach, which is my first priority, and they assume that I am supposed to know every new thing at the college.
It often takes too long to hire applicants and then we lose them.
It's fine
ive applied to 29 internal jobs with no offer or advancement. No feedback
Kind people and answers on time.
Knowledge across HR staff is inconsistent. Some personnel provide mis-information that ends up stirring confusion among staff. The benefits team is great and is very helpful to our staff.
Knowledgeable
lots better!
N/A
New employee onboarding process was confusing in terms of when and how to sign-up for health benefits. The orientation is helpful, but it happens several weeks after my first day of employment which is not timely enough. There is confusion with when my health benefit should start although I already stated I need it to start in Day 1 during the Workday onboarding tasks to avoid gaps in coverage. Then, there are issue with the deductions. The prorated amount of the paystub was unclear. There were mistakes with the benefit deductions after the 2nd month. The paystub in month 3 showed an extra amount was take out for deductions because it wasn't taken out correctly in month 2. Sigh....I wish there is some sort of proactive communication when there were issues.
Nice people, problem solvers

No issues.
Not interested in employee concerns at all; fully enunciate legal position for Collin position; very defensive and not concerned
Ok
On efficiency, Workday, despite its popularity as a replacement for a human interface, is not user friendly and difficult to navigate as the front end is cumbersome and oft-times confusing.
ongoing compensation issue starting in August 2023 the resolution in August of 2024 was not what I had been told would unfold after a 1 year wait. The issue still exists to this day.
Our hiring process is overly complicated and slow.
Our HRC is very knowledgeable and helpful; providing needed support. Thank you!
Our rep here, Sally Rosete, is a very professional, caring, diplomatic, hard-working individual. I have the greatest respect for her.
Our representative does not have consistent weekly hours at our location.
Personal time for new employees starting in September 2024 was not uploaded properly so we were not able to see or use our time when needed and it took almost a month for everything to get corrected in workday
Praise for Tara Rice for dealing with me during my time of need. I wish there was a maternity leave, but she did everything she could to help me out. The other departments are wonderful. It would be nice to have a medical insurance that doesn't require referrals. As for procedures, most make sense and I'm content.
Process seem to always be changing with zero updates on the HR internal portal. They do not communicate when things change. There have been several instances where people were not paid correctly. This is unacceptable.
Processes are often confusing and cumbersome, and it takes a while to get responses to certain requests. Having to work with different people for each campus also makes it harder to build a good relationship with the team members.
Quick response and always gets the information I need.
Reporting errors.
Reserve comment
Response is often slow and none sometimes. Particularly for employment/hiring.
Sally is amazing. She has been so helpful and patient with the questions I have for her.
Sally Rosete is the best HR rep. I have ever worked with.
Sally Rosete is wonderful at Wylie. She is always so sweet and helpful.
slow to respond and answers were only partially helpful.
So many errors and take forever on applications
Sometimes hard to get in touch with.
Sometimes it's difficult to know who to go to with specific problems. For example, when I had a question about faculty accommodations, I called several people before I was directed to the correct person.
Staff had answers to my questions.
Staff have always met my needs and answered my questions promptly.
Still have questions. No idea who to ask.

Student worker hiring practices are absolutely lacking in professionalism and follow through. I currently have a student worker position requisition that is not accessible to the students. It's been active more than 30 days. Additionally, last spring it took 8 months to complete a new hire for student workers and our department was left short-staffed until June.
students are not aware that HR does the vetting for hiring.
Take too long and do not always give clear instructions
Tara and crew are very helpful with my FMLA and interactions with Corebridge & MET with needed paperwork
The department is responsive and helpful with any issues that arise.
The few times that I have called with a question, they have been very helpful and nice.
The Human Resources staff are excellent - very helpful and always prompt in their responses. I had a great experience with them, and they made the process much easier and more efficient.
The Human Resources team at Collin College consistently demonstrates professionalism, expertise, and a deep commitment to supporting both staff and faculty. From navigating complex benefits packages to fostering positive employee relations, their dedication to creating a supportive and transparent workplace environment is truly commendable. They make sure that every employee feels valued, informed, and empowered, and their responsive approach to compensation and employment matters sets a high standard for excellence.
The process to hire a full-time professional and student takes way too long, and each person reviewing has a different inconsistent standard
The staff I met was very nice and will to assist me to get what I needed.
The staff is very pleasant and helpful whenever I need to reach out to them for assistance.
The workflow process in the workday simplifies processes, and the personnel here are wonderful.
Their procedures are painfully slow and they do a poor job of communicating when asked for clarification of rules or procedures.
There is no intuitive processes, meaning, if I tell you I'm hiring for 5 people, let me know if I have the right type of requisition in place to achieve that. I went through a 4 month process to interview multiple people, communicated it was my intent to hire 5 people. Only AFTER making the offer to one person, and the system kicking out everyone else, was I told "you have to fill out 5 requisitions to hire 5 people. I'm the only one who does everything in my job, it was a lot of work and it was super frustrating to go back to the people I interviewed to tell them, we have to go through it all again. After about 7 months, I STILL don't have enough people in my pool because I haven't had time to go through the processes again for each one.
They are all nice and try their best.
They are ready to answer your questions or misunderstandings on filling out the forms.
They are very courteous and respectful. But, most importantly, they are highly knowledgeable.
They have always answered any questions I have had and have been helpful in our hiring process.
They tend to pass it off to someone else. They don't help unless they are being judged. They are a click that needs to be broken.
They were helpful during the onboarding process.

They were unable to answer my question, and did not attempt to help me but sent me to someone else who also did not really answer my question
This department seems to be filled with helpful people. In the past, they have helped when my husband's employer required extra paperwork, and recently, they helped me when TRS had given me incorrect information.
This is a hard department to rate. Some of my interactions with HR are very timely. Other times, I need to call/email multiple times to get a response. I am also frustrated that I can't view student assistant job listings in Workday since I'm not a student. I don't necessarily think this last issue is 100% to do with HR (Workday issue?), but it makes talking to students about job postings more difficult. I can't show them the listings when they ask how to find them. I'd have to get them to log into OneLogin on a staff computer.
Unable to provide information concerning contact for ORP providers
Upon being hired, I had to comb through the emails myself to figure out what I had to do. With my associate dean having so many reports, there was very little assistance. I did figure it out myself, and the staff was nice, but interest in helping me would have been appreciated.
Very efficient, thorough easy process
very helpful
Very professional and helpful
Very quick to respond, usually quite clear.
Very responsive about my benefits questions.
Was able to get signed on as a new adjunct relatively quickly. No problems, really.
We can see that HR is trying to make changes for the better. Please keep improving!
We have great benefits here at Collin and an amazing team to assist us
When I have questions, I am always able to connect and get the information I need.
Whenever I email my HR rep to ask a question I may not get a response and if I do get a response it takes a few days.

Human Resources (Professional Development & Training)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	394	46.7%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	161 40.8%	176 44.6%	36 9.1%	17 4.3%	5 1.3%	395 100%
Procedures are efficient	n %	154 39.1%	162 41.1%	52 13.2%	20 5.1%	6 1.5%	394 100%
Staff met my needs in a timely manner	n %	185 47.6%	148 38.0%	39 10.0%	12 3.1%	5 1.3%	389 100%
Staff are knowledgeable	n %	205 52.3%	147 37.5%	32 8.2%	6 1.5%	2 0.5%	392 100%
Staff are courteous	n %	252 64.3%	116 29.6%	19 4.8%	3 0.8%	2 0.5%	392 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	184	157	33	11	6	391	4.3%
%	47.1%	40.2%	8.4%	2.8%	1.5%	100%	

Please specify the reason for your rating for this unit.

A few of the meeting have been good and I have learned something. I am a brand new teacher have never taught before, so some of the trainings have benefited me. However most of it has been self taught through trial and error.
After several contacts asking for someone to resolve an issue with posting a transcript to my account. The issue is still not resolved. It seems that no one could find a person who was responsible for that task.
Allison and Gen are great!
Always available if you have question
Always encouraging and helpful
Always helpful and provide always looking to provide opportunities for professional development
Always offer great and informative programs
Always on top of things.
always professional, kind and courteous
Clear procedures; someone always available to assist and answer questions.
Development opportunities need to be scheduled when faculty are more available. Training and information about Canvas, etc. needs to be provided as soon as updates or changes are made.
Doing a great job....really trying to meet the needs here at Collin.
Efficient
Excellent
Excellent resources for the staff and wish that more supervisors would push this.
Exceptional! Always looking for ways to help and always close the loop.
Fine
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Ghosted
Gives great professional training.
Good training
Good training provided, but did I not understand the abrupt reorganization of this department. It seemed the previous director, (Allison Boye, maybe?) was fired? I know faculty do not have to know the reasoning behind every decision, but that makes these decisions seem punitive and arbitrary.
Good.
got all my questions answered in a professional and timely manner
Great opportunities and trainings.
Great opportunities offered regularly
Helpful
I am just thinking of training courses I have completed online. Cybersecurity, privacy concerns, etc.
I appreciate getting notifications regarding PD opportunities and training.
I appreciate their PD and training opportunities but they typically do them during my class time so I can't attend as much as I would like to. A zoom we can watch and still get credit for attending

would be great. Or offering a workshop/training session multiple times with morning and afternoon session available would also be helpful.
I have had a positive interactions with this department when I have contacted them.
I have never had an issue with their staff.
I have not had any problems working with HR. Returns calls in a timely manner.
I keep getting shot down for promotions or lateral, but I am very educated
I LOVE the Professional Development team. I can't wait for a Leadership Academy 2 like they mentioned.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I started just a week before classes began (and for an 8-week course), so the training was brief. Good, but I had many questions and wasn't sure where to get the answers. I got there eventually. Everyone was very pleasant and helpful, but I had a difficult time in the beginning knowing where to start.
I utilized services.
I would like to see them offer the Leadership Academy again.
I'm a big fan of our Training and Development department, I think they provide a lot of varied opportunities and with such a positive attitude from members of that team
I'm a part-time faculty member, so I don't use this alot....but it's great
It can be frustrating repeating the same training previously taken as a temporary full time employee. It's still great information, but time is so precious!
It seems like options are more limited than a few semesters ago.
Love new faculty orientation
Met needs when requested
N/A
No issues.
No prior planning. They need to ask the question, As a result of this training, what do I expect the person to be able to do? Stop doing esoteric training just because someone has a bug to do it.
Not interested in employee concerns at all; fully enunciate legal position for Collin position; very defensive and not concerned
Not much interaction with this department
Phenomenal.
professional development courses are not widely known to everyone or where to find classes for professional development
Professional Development is plentiful, professionally, I would like to see more that affect my everyday practices and engagement with those that I have more interaction with i.e. workforce partners, community organizations, employers, multi-jurisdictional agencies etc.
Professional development is provided that is helpful.
Reserve comment
Scheduling of new hire events/processes were not communicated well and in a timely manner
service focused and helpful
Slow to respond. Hard to find them.
Such an impressive turnaround in organized professional development.

Thank you!
The department is responsive and helpful with any issues that arise.
The new Training and Development has performed exceptionally well. Great addition to the HR team.
The programs are excellent and helpful for navigating as a full-time faculty member.
The rollout of Workday was horrible. Training should have been down before rollout to ensure a smooth transition.
The staff I met was very nice and will to assist me to get what I needed.
The training that is offered is beneficial and always is done positively.
The training that was received was inadequate for my role and as a new staff member. We were not even taught how to use Workday to check leave balances and clock in/out and other features. All this needed to be explained in order to alleviate some stress off a Colling staff member having to train new employees when they enter the office. New employees need a full day(s) or even a week to shadow & train with a current employee that is in their similar role in order help acclimate into the position better. I felt like I was "thrown" into the position and told Good Luck unfortunately.
There needs to be more online or virtual training options. Attending in-person is great, but there are times when it just is not possible. So allowing for us to attend virtual is the best way to ensure higher attendance from everyone. We are not able to close down our department for everyone to attend training in-person.
They are great, although sometimes the application process for presenting/hosting faculty development could be smoother and more manageable.
They are very informative on any subject or training you might need to complete your professional training.
They keep us up to date on things that matter / are important to Collin College.
They offer a wide range of professional development opportunities and training programs, the team helps employees enhance their skills, stay current with best practices, and advance in their careers.
This department is wonderful. The training that is offered and the resources are a Collin "secret weapon"
This HR unit seems to be working great.
This team does a great job at providing proactive communication. Thank you!
Too many approvals and too long to get responses.
Training is helpful.
Training is not as useful as used to be.
Training is useful.
Training programs are efficient and available to all staff members.
Travel would be impossible without these folks. Really appreciate their help and patience when it is time for a conference.
very helpful
Very helpful.
Very professional
very responsive and positive

Would like to see more PD offerings to train and help managers of PT staff.

Purchasing/Procurement

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	185	21.9%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	42 22.7%	74 40.0%	41 22.2%	23 12.4%	5 2.7%	185 100%
Procedures are efficient	n %	43 23.2%	69 37.3%	44 23.8%	21 11.4%	8 4.3%	185 100%
Staff met my needs in a timely manner	n %	65 35.3%	73 39.7%	30 16.3%	9 4.9%	7 3.8%	184 100%
Staff are knowledgeable	n %	75 41.2%	76 41.8%	23 12.6%	8 4.4%	0 0.0%	182 100%
Staff are courteous	n %	96 52.2%	66 35.9%	20 10.9%	0 0.0%	2 1.1%	184 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	61	82	25	14	2	184	6.5%
%	33.2%	44.6%	13.6%	7.6%	1.1%	100%	

Please specify the reason for your rating for this unit.

Always quick response from everyone I contact.
Always there to answer questions I have when it comes to items that are being purchased.
Always very professional. Because there are so many different situations, it's not always clear what procedures to follow. The communications that provide instructions are greatly appreciated. Workday is not as user friendly as it could be.
Clear procedures; someone always available to assist and answer questions.
Effective
Excellent at answering questions.
Friendly, quick, and knowledgeable.
Good communication with their tip and memo emails.
Good.
Great
Helpful and responsive.
I do all the purchasing for multiple accounts. Purchasing has done a great job in making procedures pretty easy. I love Punchouts!
I have never had an issue with their staff.
I have tried to make purchasing for material and then purchasing say that they need paperwork updated from vendors. I need that material for lecture and lab. Why can't purchasing update paperwork as needed rather than me having to stop class to fill out paperwork to be able to use a vendor that I have been using for 3 years.
I interact with purchasing and procurement regularly and everyone I've worked with has been professional, friendly and helpful.
I worked with purchasing during an innovation grant. Took weeks to receive responses and prolonged the ability to move forward in a timely manner.
inefficient and not knowledgeable, they don't have the tools to succeed
It's very difficult to find answers to questions involving purchasing. Most things get answered after someone has made a mistake. I'd love to see more information up front on how to do things and how to find things. This department also seems to be understaffed, or maybe it's an efficiency issue.
N/A
New processes have shifted responsibilities to administrative assistants, creating more work for them.
No issues.
Placing requisitions is a snap. Less waiting with Workday system.
Procedures change day to day.
Procedures do not always seem defined.
Procedures do not seem to be consistent.
Processes seem to change often without much notice and the team is not always friendly or up front about the process, so we get reprimanded for not doing something correctly even though we weren't told the correct process. It's also difficult to know who to contact for different issues so it feels like we have to bounce around a lot or cast a wide net when sending emails.

Purchasing always helps me when I have issues with purchases, receivers, etc. They all are super helpful.
Purchasing Reps holding the process of requisitions for small equipment items that can no longer be purchased. They are placing requisitions on hold for items like USB/flash drives without notice of the initiated policies. Last-minute decisions to correct issues at hand inhibit processing other needed items from those requisitions.
Relentless in supporting procedure
Reserve comment
Staff are nice and friendly.
Stern, but fair and thorough.
The department can only advise or provide support on issues if they have a working knowledge of some of their processes.
The lack of notification when a PO is created is a potential loophole which may cause delays. It also requires additional time to manually go retrieve a copy of the PO for record keeping purposes. Could this possibly be automated so multiple individuals can receive an actual copy of the PO once it is generated?
The staff are very helpful but the procedures for purchasing things are insane. Why do people with T-cards have to send them an e-mail every month with SA numbers for travel that was completed and paid for several months ago? I should not have to keep sending them an e-mail every month with my SA number for travel several months prior when there is no outstanding balance on my card.
There have been a time or two where something was sent back and I could not find what they were asking me to do. I kept asking what they meant, and they would only continue to give me the same vague response. I ended up having to find someone else on campus who purchased items for their department to get the help I needed. There are times as well where a few (not many) come off stand offish.
There is some redundancy. But, when you are dealing with money, redundancy is a requirement.
They are super helpful and knowledgeable.
they wait too long and send stuff back when it is their job to fix
This department seems like it actively works against you.
very helpful and responsive when seeking guidance and solutions
very nice, but sometimes difficult to understand what is expected
Will to help if there are question, and answer in a timely manner

Results by Service Unit – Senior Vice President of Campus Operations

Anthony Peterson Center for Academic Assistance

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	281	33.3%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	160 56.9%	98 34.9%	21 7.5%	2 0.7%	0 0%	281 100%
Procedures are efficient	n %	153 54.4%	95 33.8%	26 9.3%	7 2.5%	0 0%	281 100%
Staff met my needs in a timely manner	n %	176 63.1%	66 23.7%	35 12.5%	2 0.7%	0 0%	279 100%
Staff are knowledgeable	n %	179 63.9%	77 27.5%	22 7.9%	2 0.7%	0 0%	280 100%
Staff are courteous	n %	203 72.5%	62 22.1%	14 5%	1 0.4%	0 0%	280 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	171	89	17	3	0	280	
%	61.1%	31.8%	6.1%	1.1%	0%	100%	5.2%

Please specify the reason for your rating for this unit.

A great area There should be more departments that assist students in these areas.
Accessible
Always very helpful
Always willing to help students with their classes. Holly Stone at Farmersville is always visiting classes and making sure students know where to go for help
Amazing tutors and management
Best kept secret on campus.
Clear procedures; someone always available to assist and answer questions.
Does the APCA have an actual person? Often, it's all online, and when there are issues or questions, I don't know who to go to or where to direct students. The actual Math Lab and/or Science Den are great, but they often do not align with the information that is on the APCA website (for example, Frisco is walk-in only and does not take appointments. Also, the hours for the Frisco Science Den are not listed on the APCA website)
Excellence
Excellent
Excellent
Excellent person skills, knowledgeable in every area, quick problem solving, staff goes out of their way to make students and faculty feel welcome.
Excellent resource for our students if they could just take advantage of it!
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Great programs offered to students and staff keeps us informed about what they are doing.
Great staff!
I am tutoring online and on-campus. Jennifer is always a great support!
I find remembering the name "Anthony Peterson Center of Academic Assistance" too long of a name to remember. So, I am always having to delay my answer when directing students to the writing center. Students don't ask for "Anthony Peterson Center...", they ask for the Writing Center or the Math Lab. A name change would benefit the students.
I have had good service but the system of using the center seems cumbersome for students and faculty
I have never had an issue with their staff.
I like this service and would like my students to know about this more. Perhaps email students and remind them of this service.
I love taking students to visit the tutoring center so they can see how easy it is to get help and how friendly and easy to talk to the manager and tutors are!
I only have experience with the Science Den and everyone in there is excellent. I believe it would get more use and be more beneficial to the students if there were paid tutors that could spend more hours with the students than the faculty that volunteer their time are capable of spending in there.
I was recently hired as a tutor. So far my experience has been very positive.

It feels like the library and tutoring (writing center type services) should have a stronger relationship. I know it's different from campus to campus, but we don't offer any workshops together.
Knowledgeable, competent staffs at multiple campuses
Math Lab should have continued organizing/scheduling of presemester review sessions and final exam review sessions for students conducted by faculty.
Math Lab tutors are helpful for my students
My interactions with them are quick and helpful.
My writing students have come for help and were told incorrect information. I specifically had a student come to ask about grammar and was more confused when she left than before she went in.
Reaching out to students in workforce (those that go to school and leave here and go directly to work) requires some creativity with engaging them with your programs. Great workshops, services etc. Maybe working with faculty to implement your services into a syllabus etc. I really do not know what can be utilized.
Some tutors need updates with ApA and replying to students
Structurally, the decentralized model creates some barriers for campuses without direct APCA help. We appreciate everything they do to support students and would love to hear more about collaboration or the impact of their work.
Students are easily accommodated in quick order.
Supportive of faculty and student
Thank you!
The center provides assistance for students as well as presentations for provided services.
the D203 room is not widely known and directions seem complicated when students are in a rush.
The manager of the Math lab was super helpful and very knowledgeable.
The Science Den is terribly small in insufficient for student need. If you are seeing a decline in usage, it is because the space is no longer conducive to learning.
The team at the Anthony Peterson Center for Academic Assistance is truly amazing in their dedication to helping students succeed. Whether it's through tutoring, Math Labs, or the Science Den, they provide exceptional support to students in a variety of subjects. However, many students have expressed a desire for more one-on-one sessions, as they feel additional personalized attention could further enhance their learning experience.
The tutoring center has been helpful and friendly to the students that we have sent to them.
The tutoring centers have always been helpful for students in my experience.
The Writing Center has gone above and beyond for my dual credit students.
Their student support is so very helpful.
These guys are the best and have been going out of their way to help me help my kids.
They are doing a great job serving students and need more personnel to keep up with student appointment demands.
They provide many opportunities to support students.
This department has been a tremendous help to my students with their writing assignments.
This is a great resource to our community.

TracCloud software is often unreliable and difficult to use.
Tutors help students reach their potential without spoon feeding.
very helpful
Very helpful and responsive to both instructors and students. I appreciate how the staff reaches out to the instructors to get copies of our current work, so they can best help our students. The staff is very hardworking and friendly!
Very student forward!
Very supportive
Very valuable resource for Math students. Knowledgeable employees with lot of patience,

Dual Credit (High School Concurrent Enrollment)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	209	24.8%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	80 38.6%	75 36.2%	34 16.4%	15 7.2%	3 1.4%	207 100%
Procedures are efficient	n %	69 33.2%	73 35.1%	43 20.7%	19 9.1%	4 1.9%	208 100%
Staff met my needs in a timely manner	n %	95 45.9%	63 30.4%	34 16.4%	10 4.8%	5 2.4%	207 100%
Staff are knowledgeable	n %	109 52.2%	63 30.1%	24 11.5%	8 3.8%	5 2.4%	209 100%
Staff are courteous	n %	123 59.4%	59 28.5%	20 9.7%	1 0.5%	4 1.9%	207 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	93	73	25	13	4	208	
%	44.7%	35.1%	12%	6.3%	1.9%	100%	6.1%

Please specify the reason for your rating for this unit.

all the folks are great!
Always on-time support.
always professional, kind and courteous
amazing job considering all the changes
As a long time college instructor I never expected so many obstacles, lack of information, and unwillingness to help from both Collin and the public school district. Students were amazing, but giving my best was an uphill battle everyday, sadly.
Clear procedures; someone always available to assist and answer questions.
Comfortable schedule, outstanding students and courteous high school staff.
Dual credit office is always helpful and very pleasant, but there is always more to be done, as dual-credit is a huge monster. Scheduling of classes continues to be a problem.
Dual Credit provided training their use and purpose and what they expect from us and have been quick to respond to any questions.
Efficiency
From my own experience and talking with others, there appears to be a huge disconnect between those running Dual Credit at Collin, their contacts at the high schools and the faculty. There should be Dual Credit surveys of instructors during/after each semester for feedback. On a couple of occasions Dual Credit directed me to the high school - and they would tell me to speak with Dual Credit. Dual Credit should be representing faculty interests with the high schools. Two examples of many issues I ran into due to poor oversight: (1) high school fire alarm drills should NOT be scheduled during days Collin College gives final exams, just as they don't schedule them during their own final exams/standardized test days; (2) all days with school activities that conflict with classes should be known at the start of the semester - McKinney had a TBD on a pep rally and never posted a date - I found out from a student email the night before the class that most students wouldn't be present for the class (a test review). Dual Credit - and administrators - need to push for dual credit students and faculty to have services equivalent to what is available at our campuses. Classroom technology issues on-campus are quickly fixed in most cases. In the high school I was told they would 'submit a ticket', I saw the tech person a week later and it took another week to solve the issue. Several weeks later, the device stopped working - rather than wait two weeks again I simply stopped using the device. I could list many other incidents and have been told I was at a 'good' school compared to others. Dual Credit - and administrators (who don't seem to feel it involves them) - need to get feedback and ACT!!! The lack of care for these students (and faculty) needs is appalling.
Good personal experience
Great relationships with ISD partners and receptive to students and ISD staff when needed.
Helpful
I have never had an issue with their staff.
I teach dual credit and find them always helpful
I teach in the Collegiate Academy in TCHS - very professional in balancing HS and College.
I teach primarily dual-credit courses and enjoy working with the new leadership (Lindsay and Seth).

I think the college puts too much emphasis on dual credit and some of the reports/procedures are a burden on faculty. But - anyone I have interacted with has been pleasant...
I'm a relatively new adjunct and still learning processes. Everybody at Collin is super-helpful with my questions.
I've received inconsistent information (dates for PSAT or other school events) and experiences inefficiencies with the department. For example, I recently (in November) learned DC students were being restricted from the Concourse Syllabus, which was not the case in August. In working with the issue, I learned this had been known about since September.
It's fine.
My interactions with them are quick and helpful.
n/a
N/A
New Director roles and a new Director led to a little confusion initially, but things are clearer now and my understanding of the differences in the roles is greater now.
Not always the most receptive to new ideas.
Reporting grades to this office has been difficult, inefficient, and vague.
Support student success and great to work with on our campus
Team is very knowledgeable and friendly but the processes are often inherently cumbersome.
Thank you!
The Collin College DC staff are all helpful and knowledgeable. I have never needed to reach out to the High School staff since our staff were always helpful and knowledgeable.
The DC office is very helpful, but lacks some knowledge of the K-12 side to facilitate smooth transition for professors and students.
The Dual Credit staff are very good at what they do. Any roadblocks are almost always with the ISDs, not with Collin.
There are so many involved in this aspect of the college that much of my personal experience and dissatisfaction is not on one person/office. However, there is still much to be improved upon when it comes to respecting the professors' time, energy, and duties. Particularly those who balance both campus classes and on-site DC classes. There's often been a lack of patience, understanding, and unfortunately even a lack of respect for the time and energy this additional aspect of the job requires from those professors who primarily teach on the college campus.
They do a poor job of communicating between dual credit and departments
Very helpful with submitting grades and high-school procedure questions.
very helpful.
Very polite and helpful when I interact with the representatives at the different campuses
Very supportive
Working hard with plethora of high schools making sure we have everything we need.
Working with the Dual Credit office this semester has been much more helpful than last Spring. Dr. Martin answers my emails right away and is always friendly and professional.
Works hard for the dual-credit partnerships and streamlining with the districts

eLearning Centers

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	280	33.2%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	185 66.8%	73 26.4%	14 5.1%	4 1.4%	1 0.4%	277 100%
Procedures are efficient	n %	166 59.9%	81 29.2%	24 8.7%	5 1.8%	1 0.4%	277 100%
Staff met my needs in a timely manner	n %	194 69.5%	63 22.6%	17 6.1%	4 1.4%	1 0.4%	279 100%
Staff are knowledgeable	n %	195 69.6%	72 25.7%	12 4.3%	0 0.0%	1 0.4%	280 100%
Staff are courteous	n %	1 0.4%	63 22.6%	206 73.8%	8 2.9%	1 0.4%	279 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	182	81	13	2	1	279	5.2%
%	37.1%	34.7%	16.9%	8.9%	2.3%	100%	

Please specify the reason for your rating for this unit.

All good.
Always helpful and polite when I have questions about course development and OAB issues.
Always helpful with any questions.
always on top of anything I ask about or request
always professional, kind and courteous *they have helped so much with my various trainings over the years
Always very helpful, knowledgeable, and courteous
Andrew Campbell is incredible! The definition of helpful.
Appreciate their speedy response and welcoming nature with questions.
Available for office hours. Help with course set up
Best service. Very professional and they know what they are doing. They are there when you need it.
Brad H. is the best. He is patient and was able to help my colleague who had accidentally wiped out her own course with the publisher link. He set her up with a new link (which took quite a while to figure out). Therefore, she was ready to teach the first day of class. He ALWAYS goes the extra mile--and more.
Don't offer much that I'm interested in.
Each time that I engaged with the eLearning center, they were able to answer my questions quickly. The remote video option for support is fantastic.
Efficiency
eLearning Center is a great resource for new teachers. I love the fact that it is integrated into canvas.
Excellent
Excellent and friendly service.
Excellent response time. Literally always available to help me!
Explained the reason I was having issues with Canvas.
Good job!
got all my questions answered in a professional and timely manner
Great processes; eager partners on projects
Great staff who are always willing to help
Hardest workers I see.
Helpful
I always get help in a timely manner and courteously.
I couldn't move past the "Choose departments" screen without selecting just one. I'm new and remote and haven't really interacted with these departments yet.
I don't really know what is going on over there since Allison Boyle left. There aren't many professional development opportunities. The workshops that are available conflict with my schedule and are very basic. It seems like most of the content is instructional or AI oriented.
I have never had an issue with their staff.
I love that eLC does zoom meetings and available so quickly.
I LOVE the drop in/open office hours web page set up at the beginning of the semester. This was EXTREMELY helpful to me as a new faculty member. This provided access to information "just in

time." I also love the self-guided videos that can be accessed on demand for those times I need a refresher.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I really like that there are open office hours so I am able to get answers quickly.
I've interacted with them a lot. They're superb!
Just fabulous in helping me put out the proverbial fires I start. They always have a ready solution.
My experience working with them has been great. Ophelia and Brad are true professionals.
My interactions with them are quick and helpful.
Outstanding! It seems to me that they could use more staff to cover the needs of so many faculty and students, but they do an incredible job. I just think they could use more staff.
Pamalela is the best - always willing to answer questions.
Pamela, the ELC director is amazing at her job.
Pleasant, hardworking, there to help you with whatever problem, whether small or silly.
Prompt response and have always got solutions to problems with technology
Quick to respond, easy to reach.
Sometimes not sure how to help
Staff is knowledgeable, but teaching ability is not good.
Staffing turnover is an issue and it makes it difficult to establish faculty-staff relationships.
Thank you!
The do a good job but I wish they had a more direct line of communication with Instructure. I had a Canvas issue that they couldn't figure out and there didn't seem to be a way for the eLC to work with Instructure on my issue.
The eLC has been very friendly, and the collaboration effort that I received from the office is top-notch.
The organization, leadership, and expertise of the eLC is exceptional. They are understaffed, but the personnel in this department is well trained, knowledgeable, and personable. I have worked with a handful of the eLC staff, and they are incredible helpmates, troubleshooters, and communicators. Andrew Campbell and Ophelia Eftekhar are incredibly professional, helpful, patient, and kind.
They are great.
They are on top of Canvas, how to put together Concourse Syllabi, etc. THANK YOU!
They respond in a timely manner and always fix the problem.
They respond to my questions and concerns in a timely manner.
They were relatively quick with their responses and most of the time. Towards the end of one of the investigations with Canvas, however, they ended their work abruptly and told me there was nothing more they could do. But the people I spoke with were very respectful and helpful up until the end.
This department is absolutely Awesome! I am a new adjunct at Collin. This department has been invaluable to my first semester at Collin.
This is an essential part of Collin and Canvas. However, I have often sent requests or questions, and rather than getting an answer to a quick question, I am told to "make an appointment." I didn't have time to make an appointment, so I sent a quick email asking a question or how to do

something. I wish someone would just respond/answer my email instead of sending a generic response to "make an appointment." Thus, most of my questions/emails go unresolved. They are very knowledgeable and helpful when you can speak to someone.
Training availability is fantastic and helpful.
very accommodating and helpful
Very helpful and quick to respond
Very helpful.
very knowledgeable and easy to talk to you going step by step to explain
Very knowledgeable, helpful and friendly staff.
Very responsive! I've submitted a couple requests that were handled very quickly and efficiently. I appreciate the support I have received - it's definitely made my job easier.
Very valuable service! Andrew Campbell is always helpful. Anyone I have encountered in the online office hours is great.
When submitting tickets to eLC I often don't receive responses back for weeks and they are rarely helpful because I am just provided with generic instructions or directed to watch a video unrelated to my actual request.
Zoom call faculty support is really helpful

Enterprise Technology (support for systems such as Workday and Banner)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	245	25.4%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n	56	78	49	21	9	213
	%	26.3%	36.6%	23.0%	9.9%	4.2%	100%
Procedures are efficient	n	55	75	45	25	14	214
	%	25.7%	35.0%	21.0%	11.7%	6.5%	100%
Staff met my needs in a timely manner	n	73	70	42	18	7	210
	%	34.8%	33.3%	20.0%	8.6%	3.3%	100%
Staff are knowledgeable	n	88	73	36	12	3	212
	%	41.5%	34.4%	17.0%	5.7%	1.4%	100%
Staff are courteous	n	106	72	28	5	2	213
	%	49.8%	33.8%	13.1%	2.3%	0.9%	100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	79	74	36	19	5	213	6.0%
%	37.1%	34.7%	16.9%	8.9%	2.3%	100%	

Please specify the reason for your rating for this unit.

Clear procedures; someone always available to assist and answer questions.
Do not have a lot of interaction but when I do they are efficient
Do not respond in timely manner. I have requests not answered or they did not even read the request and responded with something unrelated
Fall Workday registration issues have not been fixed for Spring. Workday academic progress is not accurate.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
good response and positive outcomes
Helpful and responsive.
I have had trouble with Workday as an Adjunct Professor. They have (at times) had to figure out things with me on-line and real-time.
I have never had an issue with their staff.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I'm a part-time faculty member, so I don't use this alot....but it's great
I'm a relatively new adjunct and still learning processes. Everybody at Collin is super-helpful with my questions.
Lack of communication and a significant lack of enough staff to be effective and efficient.
N/A
Never used
Reporting is not where it should be at this point.
Reserve comment
Resources delegated to another piece of enterprise technology, Modern Campus, were not supplied or supported upfront. Ongoing support remains to be seen as a key position was eliminated.
Response times are incredibly slow.
Ridiculous about providing enough training and addressing outstanding issues.
Sometimes I feel that the people in this area think they are employees of Workday rather than Collin. Too often it seems to be about checking Workday's boxes and making them happy rather than prioritizing Collin's needs.
Staff have worked hard to implement Workday and Modern Campus. The conversion was stressful, but the small team efficiently prioritized and got the functional users working.
Staff were knowledgeable, patient and professional.
Support for WorkDay has been lacking. Lack of training, lack of support for correcting issues with the WD Student roll out. Very frustrating.
The College has not done enough to hire enough programmers to adequately support end users with reports, integrations and upgrades.
The lack of commitment to have this "build-out" be successful for all, and have the expectation appear to be, "here, fix it", has me personally at a major loss for respect for leadership.

The process for requesting or making changes to Workday forms needs to be further clarified and FAST. Too many errors on Workday forms makes organization look bad.
The staff is fabulous helping us navigate through the new procedures for Workday with the Faculty Load! LeAnne ROCKS!!!
The team is absolutely amazing to work with and they provide such expertise and knowledge that they are able to fix any problems or complete requests seemingly with ease. However, they are understaffed and buried in requests so their efficiency and timeliness suffers.
The training for Workday was horrible. We received zero support and when we asked for help, we were often given the reply of "it was in the training". We would post questions in the chat and would never get answers. The "training manual" was terrible. Total failure of a launch in my opinion. Very disappointed.
The transition into the new ERP system was a win, but at a great cost and not having the completed implementation yet. Kudos to the handful of staff who made it happen.
They are always helpful and do their best to keep the workday and banner going.
They are supporting a system with a flat tire... I have no envy for their jobs and try to be understanding.
They know the job and assist when possible
This is getting better as everyone becomes familiar with Workday. The original transition was not good. The student portion wasn't smooth either but it was better than the initial introduction.
Training and development of Workday changes and implementation is there. Workday can be convoluted. Too many options/caveats
Very confusing information at times.
Very helpful.
We are not able to run degree audits for needed courses in Workday. Plans must be manually entered instead of auto populated. Something that used to take 2 seconds now requires me to manually print a checklist and check off the classes that are listed in Academic Progress for AAS students (Gen ed students this process is better)
we have had some hick ups in the operation on workday causing delays in our ability to complete our job
Workday for students is a challenge. The system "Workday" is driving operational/instructional decisions. Systems are there to support functionality, not drive decisions. Tired of hearing the phrase "Workday won't allow that".
workday is horrible
Workday is not user-friendly to faculty.

Library Services

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	354	42%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	217 61.3%	108 30.5%	25 7.1%	4 1.1%	0 0.0%	354 100%
Procedures are efficient	n %	190 53.7%	132 37.3%	28 7.9%	3 0.8%	1 0.3%	354 100%
Staff met my needs in a timely manner	n %	222 62.9%	105 29.7%	22 6.2%	4 1.1%	0 0.0%	353 100%
Staff are knowledgeable	n %	227 64.3%	104 29.5%	20 5.7%	2 0.6%	0 0.0%	353 100%
Staff are courteous	n %	243 68.6%	95 26.8%	16 4.5%	0 0.0%	0 0.0%	354 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	215	116	19	2	0	331	4.7%
%	61.1%	33%	5.4%	0.6%	0.0%	100%	

Please specify the reason for your rating for this unit.

A great area. They help anyone and everyone that comes in. If they don't know the answer, they help the students.
A library staff member presented to my students this semester on research. I appreciate that!
Always anxious to assist us in any way possible.
Always helpful!
Always professional
always professional, kind and courteous
Always ready to help!
Always there to help the students, whether in the library with student research or coming to your class to train students how to research articles for their writing assignments.
Amazing staff and extremely helpful
Beth Atkins is amazing at instruction and pointing students to resources.
Current librarian for our department has been very responsive and helpful.
Do not have a lot of interaction but when I do they are efficient
due to budget cuts we are struggling on providing current textbooks for student use. book lists are not available at the start of the semester making it even harder to know what is current and what needs to be replaced.
Excellence
Excellent
Excellent resources, if you know what to ask for or where to look. Better signage, inside and outside the building would help. Some students have no knowledge where the library is from the main building, there is not a sign on the outside on the building for it.
excellent service and management
Excellent service. Kind people, very effective and ready to help.
Excellent staff, extremely collaborative, and supportive of students.
Exceptional support for students.
Faye and her team are outstanding! Always looking out for students and faculty.
Friendly staff who are good at research and meeting the needs of the end user.
Friendly, helpful, and investigative.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
Frisco library staff has always been awesome. Very accommodating and go out of their way to inform our department (culinary/hospitality) of changes, updates and new items to the department.
Good
Good.
Great resource for VN students, printer services
Great service
Have not had as much interaction, but the staff has always been helpful.
Have primarily used the library for interlibrary loans. Very knowlegable and helpful, even held a book and extra day for me so I could more conveniently make it to the library to pick it up.

Helpful and easy to work with.
Helpful and responsive.
Helpful but not overly friendly
I always receive immediate, professional, insightful assistance with whatever I need. Mindy Tomlin is amazing!
I have had positive experiences when visiting Collin Libraries.
I have never had an issue with their staff.
I have very little interaction with the library, most of my depts students have no idea that our Library is of any direct use to them and their workforce experiences.
I have worked with the library staff at Farmersville and always find them helpful innovative and professional
I must commend the contact a Librarian offering as I needed to get to a special location and they gave excellent directions to get connected.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
I really appreciate the assistance and passion of the librarian I interact with most frequently. She is a shining star!
I referred students for services.
I think the library goes above and beyond. They get a lot of questions about textbooks or other resources, and they're always trying to adapt or find new avenues to help students.
I've mostly interacted with the Makerspace in the Library and have not been impressed with their knowledge, consistency, or customer service.
Library services offers some really creative ways for the students to engage.
Library staff always help students and make sure that students are first. I also help community members with questions and access to the library.
Library staff are always so pleasant and ready to help.
Love all the workers in the library. We work with Mindy Tomlin on Digital Commons - she is GREAT to work with - always cheerful and helpful.
Love Shannon Alexander at the Library-friendly, knowledgeable, and funny! Does a wonderful job with my classes:-)
Love the library, understandable since I work in the library. Librarians are well educated and interact with students, with both help finding a specific title or subject area, one on one sessions and classroom instruction. In addition, Library Technical Services has been working hard to learn a new Library Operating System while processing the needs of all 7 campus libraries.
MakerSpace is A++ and the items available to borrow like signage are great
My interactions with the library as an employee are many. I have no specific complaints, comments, or concerns.
My interactions with them are quick and helpful.
Nice people - and helped with my one-time question.
Not as welcoming when go to another campus to use equipment, change rules mid semester for creating items for staff.
Nothing but helpful and kind

Our library services team are all very pleasant and so creative in the different programs they have!
Outstanding!
Rebekah Lee is fantastic. She is quick to act and open to provide any resources to support our students. Our library staff is always responsive and helpful.
so helpful
Staff is professional and friendly.
Thank you!
The best! Knowledgeable, caring, efficient, innovative...
The library staff at the Celina Campus are fantastic -incredibly helpful to students and faculty.
The library's knowledgeable and friendly staff are always available to assist with research needs, provide tutoring support, or offer guidance on using library resources effectively. In addition to supporting academic success, the library also creates a welcoming environment for students to study, collaborate, and engage in lifelong learning.
The Makerspace is great! I enjoy all of the equipment and workshops that I can attend at my campus.
The request system for Interlibrary Loans is not the best. Whenever I submit a request for an interlibrary loan, I never know if it has gone through or not. I assume not, because I haven't heard anything from the library about my request since I made it weeks ago.
The staff are competent and knowledgeable.
The staff are great and very helpful.
Their student support is incredibly helpful.
They are always kind and very helpful.
They are excellent, very helpful, and knowledgeable. If anything, they send out too many resources/information that it can get overwhelming
Very friendly, helpful and knowledgeable staff.
Very helpful, friendly
Very polite and friendly
webpage changed and now it is more difficult to navigate
Welcomes all students and staff and has great workshops.
While the libraries are lovely, the staff at most doesn't seem particularly concerned with visitors or outcomes.

Technology Support (Help Desk, Campus Technology)

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	614	72.8%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	339 55.3%	203 33.1%	37 6%	23 4.2%	8 1.3%	613 100%
Procedures are efficient	n %	310 50.6%	218 35.6%	55 9.0%	20 3.3%	10 1.6%	613 100%
Staff met my needs in a timely manner	n %	357 58.3%	181 29.6%	39 6.4%	27 4.4%	8 1.3%	612 100%
Staff are knowledgeable	n %	358 58.5%	201 32.8%	40 6.5%	9 1.5%	4 0.7%	612 100%
Staff are courteous	n %	408 66.4%	170 27.7%	21 3.4%	11 1.8%	4 0.7%	614 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	368	188	33	20	5	614	3.3%
%	59.9%	30.6%	5.4%	3.3%	0.8%	100%	

Please specify the reason for your rating for this unit.

A good resource when seeking to resolve student and staff issues
A little bit slow at times
Also always friendly and helpful; work requests get attended to quickly
Always have a great experience working with campus technology. I usually get a quick response, and everyone is professional and so nice.
Always helpful and attentive
Always helpful and polite when assisting with computer issues.
Always helpful! They have saved me on more than one occasion.
always professional, kind and courteous *the Help Desk is impressive - have helped me so much throughout my career!
Always ready to help and resolve issues timely
Always respond to any issue promptly and courtesously
Always responsive
Always responsive. Keeping software up to date.
Always so nice and helpful!!!
Always so professional and able to help.
Always super helpful. Always patient and courteous when dealing with people that are not computer whizzes.
Always very helpful, and willing to show you what you need to know.
Any time I've had to contact tech support they have always been so helpful and fast with their solutions. They are a great department.
Aways helpful and answer quickly.
Campus Technology is always there to help students, staff, and faculty with a positive attitude and always get the job done. The help desk is always there to assist and does it positively and efficiently.
Campus technology, especially Kevin and Kristin, are great. They are very knowledgeable and responsive.
Clear procedures; someone always available to assist and answer questions.
Contacted many times due to tech issues in a classroom.
contract help desk personnel does not understand Collin procedures and as a result students have been told the wrong information.
Could be more seamless
Courteous, knowledgeable, and responsive. Solve my computer problems quickly.
Difficult to work with. They do not put the needs of students at the forefront of what they do.
Easy, clear means of opening a ticket and constant communication throughout the solving of the issue.
Efficiency
Excellent
Excellent employees. Quick response times.
EXCELLENT HELP - especially with tech troubles in the classroom.
excellent service
Excellent services throughout!

Excellent!
Expedient response time. They resolve almost all issues in a timely manner.
Extremely helpful and easy to communicate with. My only complaint is not being able to update Zoom on my own and being able to relocate desktop icons of the desktop wallpaper screen without permission.
fast and effective
Fast, accurate, friendly
Friendly and always quick at help desk requests.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Friendly, quick, and knowledgeable.
Good; they have been very helpful.
Great area, always quick and thorough
Great every time I have needed their assistance.
Great help and immediate assistance as much as possible.
Great immediate response, always helpful.
Great job, keep up the good work...
Great service!
Great team to work with at Frisco
great!
Help Desk and Campus Technology are always responsive and friendly. Thanks!
Help Desk is the absolute winner of the "Worst Ever" award. They should be renamed the "No Help Desk". Help Desk staff were not able to help our students when they could not access Canvas for CE courses.
Help Desk system is working well. Thank you!
Help staff has as much difficulty using Workday as I do. We still can not locate my class Roster in "View Course Section Roster."
Helpdesk seems understaffed when it comes to student events like CE Registration changes, OneLogin, Password resets, student escalations, and Workday changes. They seems to handle the workload efficiently despite a small group.
Helpful
Helpful and responsive.
Helpful when asking for help and timely.
Helpful.
I emailed the Help Desk with a problem, and they got back to me right away with a response that helped me solve the problem.
I had a technical issues twice for an evening class on Thursdays on the Plano campus. Each time a tech person arrived at the classroom in under 2 minutes. Only took another couple of minutes to resolve the issue.
I have had an awesome experience except for one staff member, whom I believe needs more training or observation.
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.

I turned in a request to have something done 3 to have something done to where I could access an online calculator to use when teaching my course, but it was never completed nor was my request acknowledged. To this day the problem still exists and I have had to find a work around for this.
IT is SO helpful and make sure to arrive quickly when assistance is needed during class time.
Knowledgeable, helpful, friendly.
Like the fire department, I hate to have to call on them, but when the need arises, they come to the rescue.
Love our tech support people. I've used the help desk and got resolution quick and easy. I also go to our Celina folks often, and they are so responsive and friendly. They helped me with my Dignity Initiative event, from a prep meeting the day before, all the way through to the end of the event, even helping clean up after. Great guys.
Love the campus technology support in the classroom!
Most are good. Just a few need better interpersonal skills, so my rating should be better but had no way of separating it. Too many approvals and too many steps and some never smile. They must be under a lot of pressure or enjoy being mean.
My computer was an original computer from when the college was started and it very slow, outdated and the mouse was broken. I had to do two tech support tickets for the same reason in order to finally get it fixed to do my job efficiently.
My primary dealings have been with the Technical Campus team, and they are great to work with--friendly and very knowledgeable.
N/A
Nearly every ticket I have given tech support this year has had to be sent back because the initial issue had been resolved incorrectly. All interactions with tech support have been slow and delayed beyond what would be considered reasonable.
Needs improvement. Once full staffing is accomplished, one could expect better services.
Never had an issue with them, we all struggle together
normal time response for fixing and looking at laptops for circulation, a little slower to deal with network computers
On several occasions, tech support staff did not want to provide assistance with TBL classroom equipment.
On-campus employees are great and very helpful. Phone tree and call center are not helpful and sometimes rude. Students have trouble using.
Once I figured out for myself which help desk or entity to contact, the support staff was nice and helpful.
Only dissatisfied because of how many students I send their way and they came back to me and their problems were not resolved. I personally have had no issues, but trying to get students problems solved is the only issue I have.
Other than needing to be trained to handle Modern Campus access issues, they are a great team! Very efficient, and friendly.
Our Frisco Media team is great! They are always helpful and respond quickly to requests.
Outstanding, quick response, clear communications.
Outstanding!

Overall is great. Sometimes the low level support guys needs a long time to solve the problem but undesirable, but end up the senior guy had to be involved to solve the issue. If the problem cannot be figured out at the first step, hope the issue can be transferred to the senior support technician at the early time , this way can save everyone's time.
Plano Technology support staff are great, we try to answer every ticket, emails, and phone calls in one day, but that's is a dream for all IT department are wishing for. We are up to date in software and hardware. No problem with the WIFI security connection. Great campus.
Podium computers are not always up to date with licenses. Office computers are not update
prompt response
Quick response and usually solve the problem
Quick response time
Quick to provide services and sent staff to fix problems.
quick turnaround
Receiving quick respond in any issue from these knowledgeable people
Requiring Admin Rights to make minor software updates (and a new ticket every single week) is burdensome on faculty and the IT staff. It's an absurd waste of time and effort.
reserve comment
Responds quickly
Seems like I talked to them once or twice and they were helpful.
Slow and poor response to problems created by IT.
Solved MS office issue in 24 hours
Some of the staff are very helpful and others not so much. Some of them are very nice and others are not. I made the same request for help on my office computer and for a computer in a lab on the same day within minutes of each other. The computer in the lab was fixed within the hour but the one in my office took almost a week to do the same thing. I was unable to edit or even open any documents from my office for almost a week. I had to go to the lab or to the associate faculty office to do anything and the computers in associate faculty office are so old and slow that I just gave me. Why are all the podium computers in Lawler Hall set to pacific time? Instructors cannot change it so every time I look at it the time is 2 hours behind.
Sometimes do not confirmation that the request has been resolved.
Sometimes requests are slow to be resolved. Generally, everyone is helpful and has a great attitude, but at times our program has been ignored or our requests delayed.
still need printers added to my laptop and have still have an open help desk ticket for it.
Super-fast, courteous, helpful, excellent communication. Great team!
Tech support has been amazing through this workday transition
Tech support is always quick to send someone when we have a technology issue.
Tech support workers are quick and courteous and follow up on issues.
Technology is helpful and usually quick with my requests or issues that need help/assistance.
Technology Support (Help Desk and Campus Technology) team at Collin College is essential in ensuring that students, faculty, and staff have the technical support they need to succeed. Whether it's troubleshooting issues with devices, offering guidance on software, or providing assistance with campus technology, this dedicated team is always ready to help.

Technology Support is always fast, friendly and efficient. I appreciate that they answer the hotlines immediately and respond right away, no matter what time of day or night. I've worked at many different places, and this is the BEST tech support I've ever experienced!
Technology support is always fast, reliable, and provide great advice on my technology needs and questions.
Technology Support staff are always available to help when needed.
Technology Team is great to work with. Help Desk is trying to stream line processes for moves. It is appreciated when staff work hard to assist users and go above and beyond to gather need information for other departments to help complete tasks.
Thank you for support in a classroom and in the office and your quick respond any time when you needed.
The best Technical Support.
The department is responsive and helpful with any issues that arise.
The employee help desk ***** 5 stars. Some days the Student Help Desk is not very helpful, which results in escalations.
The Help Desk and Campus Technology departments are among the best at Collin College. They are always responsive, knowledgeable, and quick to resolve any issues. Their support makes a big difference in the overall campus experience.
The help desk has always been kind to me and quick to take care of my concerns.
The help desk is really good, especially the Canvas help team. I'm a relatively new adjunct and still learning processes. Everybody at Collin is super-helpful with my questions.
The Help Desk staff is absolutely great. I always get my questions asked correctly and in a timely fashion and get the help I need quickly if something is in need or quick attention.
The IT workers at Wylie are so Fast and Friendly!
The locations for the Help Desk on each campus should be posted on all maps. I was on campus one day (I usually teach off campus) and had no idea where to go, but finally figured it out, and when I did get there, they were closed, and I had no idea when they were opening back up.
The Makerspace loves Huong Pham at Plano, she's very knowledgeable and a pleasure to work with.
The personnel are very responsive and provide excellent service.
The staff here are so nice and very quick. I have yet to have an issue that took too long or couldn't be resolved. The IT On-boarding form is a little confusing. I love the customer service tactic of coming over in person for calls, but it would be quicker and less hassle on my end if they could remote-in. I don't think everything needs to be done in person.
The staff I contacted over the phone came in and solved my problem promptly and in timely manner.
The staff strive to do their best. Very kind and persistent with tech issues...
The support from technology has been great. Whenever I have an issue, they are quick to help and do not make me feel stupid when it is something simple.
The team members are prompt and very knowledgeable regarding the needs that come up. Service with a smile!
These folks do a good job except for helping international students.

These individuals, particularly Eric Donihoo and Denny Polly, are very responsive and professional. They work quickly to provide the support needed.
They are always courteous, friendly, and knowledgeable.
they are always so quick to fix
They are always so quick to show up and solve a technology problem! I appreciate them (though sometimes they seem annoyed that their help was needed, but not all rooms are the same or have the same technology).
They are amazing. Always helpful and always willing to go that extra mile.
They are knowledgeable and helpfull.
They are knowledgeable
They are quick and efficient.
They are super quick to respond to a work order request. And they are professional and kind.
They are very responsive and quick to support.
They continually recommend the same courses of action without any regard for the amount of times an issue has occurred historically. It takes dragging your feet to a whole new level. The listening skills of most could use some work.
They do very well. They are so kind and helpful.
They have always helped me any time I've had a technology issue. They are the best!
They have helped me to get the computer or projector going, helped my student connect their printers to the computer, provided paper for the printer, and they are there to help at the drop of a dime.
They need to respond to emails promptly. They are holding requisitions because of small tech equipment items (like USB/flash drives) without notice of the initiated purchasing policy change. Last-minute decisions to correct issues at hand inhibit processing the other needed items from those requisitions.
This department has been helpful.
Time Delays and not a lot of flexibility
Timeliness
Toxic environment .
Usually get work orders solved quickly. Staff very good and helpful.
Very accessible, knowledgeable, and helpful.
Very good service. Ready to help. Kind.
Very helpful
very helpful!
Very helpful.
Very Helpful. A very nice team. Always willing to assist and great at following up
Very quick to respond and help
Very quick to respond to issues and I very much appreciate their help. (On a few occasions the fixes seem to be temporary, but are not returned to for a permanent fix.)
Very thankful for this dept and helpfulness as a new full time faculty member.
we have a great team at IT; always friendly and helpful; very grateful for their good work!
When I need them they arrive or answer quickly and when coming to my class to fix a problem arrive promptly and typically are gone with the problem fixed.

With this being more centralized, response times are far too slow.

Worked through problems and stayed with the problems until solved.

Wow! Could there be a more overworked group? These people are amazing. All need more support, and more compensation, otherwise we will lose them to other work opportunities.

Telecommunications & Network

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	144	17.1%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	48 33.3%	69 47.9%	17 11.8%	8 5.6%	2 1.4%	144 100%
Procedures are efficient	n %	42 29.2%	70 48.6%	23 16.0%	7 4.9%	2 1.4%	144 100%
Staff met my needs in a timely manner	n %	55 38.7%	66 46.5%	19 13.4%	1 0.7%	1 0.7%	142 100%
Staff are knowledgeable	n %	63 44.1%	64 44.8%	16 11.2%	0 0.0%	0 0.0%	143 100%
Staff are courteous	n %	73 51.4%	57 40.1%	12 8.5%	0 0.0%	0 0.0%	142 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	54	66	21	3	0	144	7.3%
%	37.5%	45.8%	14.6%	2.1%	0.0%	100%	

Please specify the reason for your rating for this unit.

Always meet our needs.
Always so professional and able to help.
Clear procedures; someone always available to assist and answer questions.
Efficient but can be "grumpy" at times
Extremely helpful and easy to communicate with.
Fast and effective
Friendly, quick, and knowledgeable.
Good people to work with
Great when needed
Kind people who try hard to support their end users.
Listening is a skill that could be developed.
N/A
Repeat issues at time. Have to follow up.
Same as tech support, very fast with providing solutions, respectful, so helpful. Also a great department.
Telecom has been efficient and helpful when needed.
Telecommunications has been helpful to our campus regarding remote faculty needs as well as administrative support office requests.
The staff is great. I don't really like the Tech/Personnel Move Form; when we're moving several people around, the form does not allow a way to explain that.
the work request forms for requesting office/phone moves is inefficient and does not accommodate a variety of situations. I have not found any district instructions on telecom-related requests.
Their work behind the scenes ensures that students, faculty, and staff have access to fast, secure networks, both on-campus and remotely. I like the layers of protection we have to access our accounts.
They are always there to help with any network and telecommunications issues when I need them.
They respond to my questions and concerns in a timely manner.
very helpful
WIFI needs to be more consistent throughout the campus.

Web Services

Number of respondents reporting interaction with service unit

	n	%
Have interacted with the department	293	34.8%

Please use a five-point scale to tell us about your experience with this service unit.

Prompt		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Total
Procedures are user friendly	n %	136 46.4%	110 37.5%	32 10.9%	9 3.1%	6 2.0%	293 100%
Procedures are efficient	n %	116 41.0%	114 40.3%	36 12.7%	10 3.5%	7 2.5%	283 100%
Staff met my needs in a timely manner	n %	141 50.2%	96 34.2%	34 12.1%	7 2.5%	3 1.1%	281 100%
Staff are knowledgeable	n %	154 54.4%	105 37.1%	18 6.4%	4 1.4%	2 0.7%	283 100%
Staff are courteous	n %	171 60.6%	87 30.9%	20 7.1%	2 0.7%	2 0.7%	282 100%

On a five-point scale, please rate your overall satisfaction with this service unit.

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Total	MOE (+/-)
n	143	98	28	11	2	282	5.1%
%	50.7%	34.8%	9.9%	3.9%	0.7%	100%	

Please specify the reason for your rating for this unit.

always professional, kind and courteous
Always respond to any issue promptly and courteously
Always so professional and able to help quickly.
Always very helpful with any questions.
Clear procedures; someone always available to assist and answer questions.
Efficiency
excellent and quick service
Friendly staff. Wish course shells would get released to faculty sooner.
Friendly, knowledgeable staff who use the resources available to them to provide customer service to staff and students.
Good response time. They resolve almost all issues in a timely manner.
Good.
Great support!
Has been very helpful! In fact web services helps us with things that really should have been done by PR.
Helpful and responsive.
I appreciate your quick help anytime it was needed!!! You are the BEST!
I can't say enough about this team. Professional, timely, kind. They are honorary members of our department. :)
I have never had an issue with their staff.
I have no idea who is in charge of web services. Departments have duplicate pages that are old that come up on google searches. Those duplicate pages have links that do not work, or they are 404 error. The new continuing education page works ok but there are problems for people to request information. There has been some improvement, but reaching out to departments about errors has a 50/50 chance of response. There are webpages for programs we don't currently offer. (Radiology)
I put Agree or Satisfied because I don't know how the ratings above them are defined i.e., Very or Strongly. I do agree and am satisfied.
Improvement noted.
In one occasion, took several weeks to respond (this was help from CHEC)
Lots of red tape, but that is probably not their doing.
May take some time to get to the actual changes requested, but once they do, they are professional, knowledgeable, and helpful.
Mobile TMA is cursed
My 9-years-and-counting experience has been excellent in terms of responsiveness and knowledge.
N/A
not always listen to other's views, sometimes not helpful
One of the most impressive offices in the district.
prompt and efficient, easy to deal with and right on target with solutions to students needs and faculty.
prompt with requests for Canvas class templates and changes.

Rating Web Services is difficult because the overall Collin web site is really bad. we went from something that was not visually appealing but worked, to something that looks great but doesn't work. However, the web services staff (Heather) is very helpful and should be recognized for her efforts.
Readily available, helpful, and patient! They are very knowledgeable and have remedied issues in a very timely manner.
Requests to Help Desk related to Workday issues is slow sometimes. Perhaps the issue is finding the proper department to fix the problem. For example, trying to figure out why a pair of courses cannot be clustered.
Same as the last two answers.
So quick to get back to email inquiries. Very efficient.
Sometimes help is lagging behind.
staff have always been helpful; the website/pages - navigation and layout not so good in some cases.
The policy of releasing Canvas shells only weeks before the semester begins adversely impacts course preparation.
The staff are very helpful and typically respond very quickly to e-mails.
The team is great and responds quickly to requests.
The Web Services team at Collin College does an excellent job in providing a user-friendly and visually appealing online experience for students, faculty, and staff. The website's however, sometimes the links does not work, or they are not updated.
The website changes this past year have been disappointing. The search tool on the Collin website still doesn't work and the font often overlaps lines. This department hasn't been able to offer any solutions.
The website needs to be updated. I can still find old information.
The website still needs a lot of work. More human resources should be allocated.
There are things, such as program information sheets, that I think web services should take more of an ownership of. No one seems to be monitoring or maintaining this information.
There is some indication that the department is under-staffed; additional support would allow for more proactive communication with stakeholders. I really appreciate the helpdesk system and ability to submit requests, but there are some types of communication that would be better facilitated in other ways.
They respond to my questions and concerns in a timely manner.
Too many problems with the new intranet and solutions take a long time if they every happen.
Very efficient despite being woefully understaffed.
Web services is helpful to our students and quickly fulfills our requests.
Why doesn't web services automatically push over classes into Examsoft? and now that we use Workday and don't use the CRN's its frustrating to get web services to push classes over quickly.
With this being more centralized, response times are far too slow.
Zero complaints. They have always gone above my expectations.

Additional Comments

If you have any additional comments about anything related to service units at the college in general, please write them here (optional):

Advisors are the front line for students, but things get implemented without our input. We are supposed to use academic progress and plan in workday but neither of these features are working accurately. Advisors/DCCC are not asked how these features are working nor given the opportunity to voice our input. Collin's webpage is still very confusing to navigate. If the website makes a clear distinction between transfer versus workforce, the directive advising initiative can be carried out more efficiently/smoothly. Right now, most students are still very confused about transfer general AA/AS versus AAS.
All good
All support to me and my role has been superb. Responsive courteous cooperative helpful et.
All the departments work hard to make Students and the Faculty that serve them Priority First.
Are you all going to send out a survey regarding the district-wide schedule change? Including student voices and faculty voices in this type of discussion might be help as these groups will be the most impacted. Also, Collin County is a unique demographic. Research from other counties is not sufficient to make such bold moves. Also, have you considered providing transportation for students moving between multiple campuses. Lastly, when are we going to have a food drive for students. We just had one for veterans. Our students need help as well.
As an embedded dual credit faculty member it is very difficult to attend campus events or other things because most events take place during school hours.
At least at the Frisco Campus, the staff & professors are very helpful, friendly, do care and approachable.
Best place I have ever worked!
Collin College has a tremendous system of support from all these service units. The personnel are courteous and helpful.
Collin College is a good place to work. I love to work at this College.
Collin College is a great place to work and also a great college for students. I also believe we have the best campus technology and help desk teams and glad to work with them each day.
Collin College is a great place to work. I believe overall we are working as a team to make the campuses great for the students.
Collin College is a special place to be, I consider it to be a great privilege to be associated with this institution.
Collin College is an excellent place to work.
Collin College is an institution I respect.
Collin has a tight managerial control structure and a relatively flat subordinate one. This leads to many issues requiring resolution at the managerial level. Simple issues need high level interventions and this overly burdens managerial staff and reduces their effectiveness.
Collin overall seems to be behind in technology and the college makes everything harder than it needs to be. Technology is an amazing tool that we do not use.
Communication between departments can be helpful in navigating the new system and understanding the student's overall experience.

Conference Services was not listed on the survey
due to wide range of clients seen in counseling, it would be beneficial to hire more counselors and provide appropriate raises, increase in pay due to the emotional and mental toll it can take on counselors. Compensation across the board would be beneficial.
Every service has the instructions to follow in a different location/format. It would be great if everything could be in one central place, like CougarWeb, and then linked to the other places if desired.
Every service I have interacted with here at Collin has always been a great experience, even when working to solve problems. Everyone is always knowledgeable and nice and easy to work with.
Facility maintenance services are challenging. It's not expected to be as efficient as IT services but can be better.
Getting software installed at Frisco campus was hars even after it was purchased six months prior.
I am impressed with the pleasant demeanors of staff and faculty at Collin College and the adoption of new technologies that make teaching and administrative tasks easier.
I am so sad to not be able to give glowing responses in my first summer and fall semester at Collin. I still believe Collin is the leader in Texas community college education. Possibly the size and complexity is difficult to ideally structure. The three classes I have taught between summer and fall have reported to three different associate deans. Subsequently, my direct report that did my original hiring and payroll was not able to help me with questions for course preparation. The "subject matter expert" for one class was unable to answer questions due to not being my report, sending me to the dean that is not familiar with my area of teaching. I had no idea who to even contact for the other two. A kind fellow-adjunct saved me with assistance throughout the semester. I do not understand how associate deans with over 100 reports can conduct all support - especially for adjuncts. Why aren't full-time faculty in our course discipline allowed to help? Then adding in dual credit confused the situation more with the tension between Collin and the school district. I was uncomfortable asking for anything after I got no response or it's the "other" shcool's problem. I have tried to give my best to the wonderful students. I hope to continue at Collin and hope I am wiser now. But, I wanted to provide honest feedback.
I am very pleased with the CAN DO attitude of SES at Wylie and Farmersville Campuses.
I appreciate the way departments are trying to keep improving over time.
I believe that hiring the Consulting firm that was hired to "redo" Collin was a mistake. Repairs, needs, etc. that used to be able to be handled quickly cannot be due to the placement of people and where they are located - away from campus. Consulting firms do not know Collin College like local people do. Even hiring a Texas-based school consulting firm would have been better.
I cannot overstate how much I love working here and being part of this lovely community serving our students. I came here for my degree and intend to spend my entire career as part of this institution. My negative feedback is based on only a few negative interactions and is not enough to darken my opinion of the college as a whole.
I do not have any negative comment.
I feel as though the SES staff should not be out at the front in the welcome center of the McKinney campus. The desk is used for more of a information desk, and when there are students who are actually being helped it makes them feel like they are not getting individual attention. There are also many private things that are spoken about between SES and students, such as

disabilities and needing assistance with getting help for them, that can be heard from other students because it is out in the open. The space was created to where admissions could be in their own area with a little more privacy for those conversations but that space is not being utilized.
I feel there is way too much technology, training and "paperwork" for most of these service units that take faculty too much time to manage. I feel that students are no longer first but that making sure surveys like these, trainings for so many obligations (like teaching in Canvas or doing a classroom visit) are taking up valuable time that we should be spending on creative curriculum development and student assistance. With the CWS at our heels, it's getting worse. I feel that we are going in the wrong direction to improve our teaching standards and student expectations.
I love being apart of Collin College.
I love working at the college. Great people help this college succeed. Love the fact the college is supportive of wellness. This is a great benefit to all.
I really think that in my case the eLC online zoom room is one of the best services that Collin has. Also I have to mention the Library as another very good service. it is a pleasure to use those two services in particular for the kindness and desire to help from the people there.
I think the transition to Workday is going well, but it can be overwhelming. I think it is great to have so many options that it is overwhelming. The alternative is an antiquated system.
I think they should have at least 2 people from facilities on each campus. And if a police officer has a hard time walking, how is he going to respond in an emergency situation.
I think we have wonderful staff in all departments (as I tell my students). However, I do fell there is not enough of an attempt on getting feedback from faculty. e.g. - Any software that is to be used by faculty should involve faculty input before deciding on the software.
I would like more assistance with understanding ORP.
i would like to see the college bring back the student handbook/organizer this helped many students know where to find services and what to expect at college
I've worked a lot of places and enjoy this job as much as any I've every had. Part of that is the nature of teaching and getting to talk about history. Part is also the feeling of fairness and support I have felt in almost every situation.
If we are student centered college, can we consider changes to schedule that allow a full week off at Thanksgiving and 4 day week schedule
It continues to be a pleasure to work at Collin and I look forward to getting better as we continue to grow.
It is a true honor and privilege to teach at Collin College! The students, staff, administration and faculty are all top-notch, quality people!
It's like the government here. I spend money cause it's there, or I'll lose it next year or next month. Very stupid expenditures. And does anyone WATCH the custodial staff? They were awesome during covid and now they just go through the motions of cleaning. No real cleaning is done, just mop overs or wipe overs. Someone should just follow them occasionally.
Just gotta say we have so many great people here; dedicated, supportive, thoughtful colleagues. So grateful to be a part of the team.
Just wish all departments and all campuses gave the same communication. I would like to trust that when I send a student to a department, they will be helped and have a positive interaction

with that department. I have had a few negative interactions with departments because two different campuses were saying two different things even though they are the same department. One person was rude to the student and myself even though we were told by another campus to continue with what we were doing.
Keep up the good work. Educational best practices and techniques are constantly evolving and changing. AI is challenging us to get better.
McKinney Campus cafeteria needs more tables and staff. They are doing an excellent job with what they have but grossly understaffed and not enough places for people to sit
Mr. Brewer promoted many in facilities who haven't been here long enough. He caused good workers to quit and he fired better workers. The re-org was a terrible change. John spends money that is not his
n/a
N/A
need to find easier way for students to register and get help registering, computer difficult to navigate
No additional comments. Thank you
none.
not at this time
Our Career Center services are so important and fundamental to helping students create an employment goal and academic plan! Our Career Center Manager, Dawn Gomez, loves talking to students and helping them find direction. I consider the Career Center one of our best support services and always encourage students to connect there as early as possible.
Overall, I am very satisfied with the work environment and culture at Collin College.
Overall, I feel all departments are performing better than last year. I think we are seeing a positive trend across the board.
Physical plant are hard to find, almost never help, and always direct you to a computer rather than listen
Quality Assurance...If you go to ten different faculty/staff and ask the very same question about something here, you will get ten different answers. This is being extremely critical, and I apologize for the appearance of being rude but, there is a sense of urgency that is not only needed to maintain and address the growth of our district, but what can be seen with the loss of talent as there are good people that work here and love this place as an employer. We all know that with the growth there are growing pains, but when you sacrifice seeing family and commit to working weekends or over sixty hours a week not regularly but frequently (and others never do), this takes a toll on an individual, regardless of their level of tolerance or desire to see the plan come together. We have to be smarter, human capital is our best and most valued asset, in my mind at least it should be. Teamwork cannot be defined by what we think it should mean, as leaders we should sacrifice as well. "There are no bad teams, only bad leaders", this was the ideology I was indoctrinated to in the corporate world. Thanks for the opportunity to share...Again, this is not to rant or diminish all of the great things we do for our students, just to point out that we should be able to do better. Have a great day.
Really pleased with support everyone has provided. I'm fairly new and would have floundered had not been for the support folks.

Seems as though people are being elevated to positions of power solely based on preferential treatment or friendship and not on knowledge or experience of the field they are managing or supervising.
So much harder to find things and get anything done with the new website and workday. Registration, finding departments and information is much more confusing. Old items still available in search, but if you use those items, departments are quick to tell you it is in workday, then it is difficult to find in workday.
Testing Center policies seem to have made Testing Center under utilized. Very few students are testing each time I pass by the center.
Thank you for the opportunity to respond.
Thank you to everyone for the hard work, and often unnoticed, work of these teams!
The best Technical Support. Please keep up the Good Work.
The college needs to support these people more.
The college website is not good. There are many missing pages when you click on a link and the search function doesn't produce good results. I don't know if individual departments are in charge of this or someone else, but it needs to be fixed.
The hours for the Cougar Cafe and Starbucks are very inconvenient. We have afternoon and evening students that ask for food or coffee options and we can only point them to vending machines.
The new Janitorial Company is not half as good as the one that got fired, last year. Their customer service is non existent, their people are underpaid, and it shows. Please help!
The people are great, the only problems involve software systems and organizational procedures.
The Tech Campus student engagement center staff were great. I went to obtain my ID and it was a smooth process. I also returned to them for a parking pass/sticker and it was super easy.
There needs to be a way to contact facilities after hours. I teach an evening CE course at the Frisco campus. The clock in the classroom was stopped. There was no one to tell and no way to get it fixed.
there should be some sort of paramedic on campus in case there are minor medical issues (like a student having a seizure) so that there can be quick minor emergency care and determine if more care is needed. As it was, by the time the PD called for paramedics, the student's episode was nearly ended.
They were simply great!
This college was a great college and now it seems to have gone down. Quit trying to promote text and actually help the students. Answer their questions. Most need that help in person not online.
Treat the SAIL program better
We are fortunate to have such a great group overall!
We are fortunate to have a great number of talented and dedicated employees.
We have helpful, supportive people at the Plano Campus
We need more student engagement staff.
While Workday allows us a more secure and modern platform, there are so many glitches. These glitches continue to slow us down and confuse students. Much appreciation to the team who is

hard at work trying to fix the glitches, but most of the time during advising sessions are used to teach student how to maneuver Workday. It's still very confusing on the student side' especially when it comes to understanding what classes they have left. It's really, really, really, frustrating, but will continue doing our best to support students.

Workday and Workforce programs - the software program does not work with the workforce programs and will end up costing the college money in lost students.

Would be great to get time for lesson planning and admin task

Appendix

Margin of Error Assumptions and Calculation

Margin of Error (**MOE**) was calculated for the global satisfaction item, “On a five-point scale, please rate your overall satisfaction with this service unit,” at a 95% confidence level.

Population (P): 3,793 employees

Sample (n): number of respondents reporting interaction with service unit

Population proportion (\hat{p}): set conservatively at 70% (0.70, i.e.) versus an average satisfaction level of 83.4% (0.834, i.e.) within the sample proportion

z: set to 1.96, the Z-Score for a 95% confidence level

$$MOE = z \cdot \sqrt{\frac{\hat{p} \cdot (1 - \hat{p})}{(P - 1) \cdot \frac{n}{(P - n)}}$$

Example calculation for Academic Services – Curriculum, which had 292 respondents who reported interacting with the unit.

$$MOE = 1.96 \cdot \sqrt{\frac{0.7 \cdot (1 - 0.7)}{(3793 - 1) \cdot \frac{292}{(3793 - 292)}}$$