Collin College
Financial Services and Veterans Affairs
Service Unit Program Review

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Service Unit Program Review -
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SERVICE UNIT PROGRAM REVIEW

Collin College - Financial Services and Veterans Affairs

PROGRAM STATUS

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

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

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

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

2. How does the program conform to THECB requirements?

    a. List any program requirements from THECB.
    b. Describe how they are met.

3. How does the program conform to federal requirements

    a. List any federal requirements for the program.
    b. Describe how they are met.

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

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

Finding 2012-1

Federal Program: Federal Pell Grant
Type of Finding: Material Weakness and Material Noncompliance

Finding 2012-2

Federal Program: Federal Pell Grant / Federal Direct Loan
Type of Finding: Significant Deficiency and Noncompliance

Finding 2012-3

Federal Program: Federal Pell Grant / Supplemental Educational Opportunity Grants
Type of Finding: Control Deficiency and Noncompliance

Findings 2011-1

Federal Program: Federal Pell Grant / Federal Direct Student Loans
Type of Finding: Control Deficiency and Noncompliance

Findings 2011-2

Federal Program: Federal Work Study Program
Type of Finding: Control Deficiency and Noncompliance

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

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

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

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

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

PROGRAM STATUS

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

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

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

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

-minority student scholarships		
Additional Links	Web page	9/11/12
Hazelwood Act	Web page	9/11/12
Peace Officer Exemption	Web page	9/11/12

Veterans Benefits URL

http://www.collin.edu/gettingstarted/financialaid/veterans/

About Us		2/11/13
Getting Started With Benefits		2/12/13
Satisfactory Progress -Academic Progress -Academic Support		2/8/13
Requirements by Chapter		1/30/13
Forms -Veterans -Dependents -WAVE: Web Automated Verification of Enrollment -Degree Audit		1/31/13
Payment Procedures for Chapter 33		9/11/12
Parent Institution Letters		9/11/12
Hazelwood		9/11/12
Support Information: Links & Services	Web Sites: -U.S. Department of Veterans Affairs and all service branches -VA Educational Counseling Services -Collin Counseling Services	2/11/13

Financial Aid Listings URL (CougarWEB)

https://vssb.collin.edu/PROD/twbkwbis.P_GenMenu?name=bmenu.P_FAAUnsecMnu

Financial Aid Listings	Web Sites:	Release: 8.16

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

PROGRAM STATUS

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

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

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

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

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

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

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

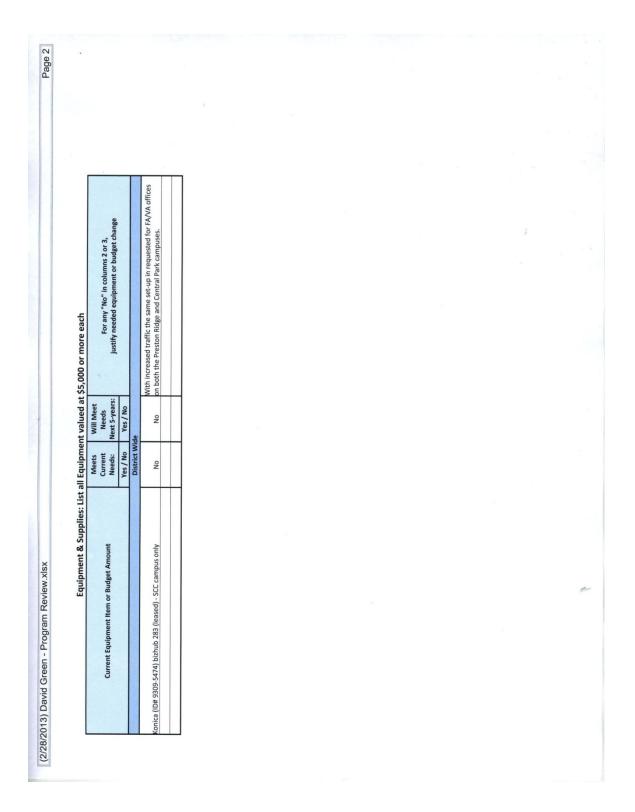* These agreements allow Collin College transfer students the opportunity to complete freshman and sophomore requirements while enrolled at Collin College and are guaranteed admission to the partner university when admission requirements are met. Each pre-admission partnership includes privileges for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

PROGRAM STATUS

6. Facilities and Resources report.

(See Financial Resources report on following pages)

Facilities and Resources: Program Review FA/VA Services

Location & Designation	Size	Type	Special Characteristics (i.e. permanent like a ventilator hood)	Meets Current Needs: Yes / No	Will Meet Needs Next 5-years: Yes / No	Describe Additional Needs for any "N" Answers in Columns 5 or 6
Central Park Campus						
D-118 H	12'x16'	Office	N/A	Yes	Yes	
D-118 F	12'x16'	Office	N/A	Yes	Yes	
D-118 E	12'x16'	Office	N/A	Yes	Yes	
D-118 G	12'x16'	Office	N/A	Yes	Yes	
D-118	Approx12'-13'	Work Counter (3)	N/A	Yes	Yes	
Preston Ridge Campus						
F-109 C	12'x14'	Office	N/A	Yes	Yes	
F-109 D	12'x14'	Office	N/A	Yes	Yes	
F-109 E	12'x14'	Office	N/A	Yes	Yes	
F-109 F	12'x14'	Office	N/A	Yes	Yes	
F-109	Approx 15'-20''	Work Counter (4)	N/A	Yes	Yes	
Spring Creek Campus						
G-153	9'x9'	Office	N/A	Yes	Yes	
G-154	9'x9'	Office	N/A	Yes	Yes	
G-123	9'x9'	Office	N/A	Yes	Yes	
G-124	9'x9'	Office	N/A	Yes	Yes	
G-125	9'x9'	Office	N/A	No	No	This is director's office and the sound proofing is not adequate. Offices with adjacent walls can overhear conversations (in-person & telephone) that a required to be confidential.
G-103	Approx 18'X8'	Student WrkSt (2)				
G-103	Approx 12'X12'	Work Counter (4)	N/A	Yes		

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

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

Financial Resources

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

INSTITUTIONAL RESEARCH DATA
Unduplicated, actual, annual enrollment data

- Student Satisfaction Surveys
- Noel-Levitz

PROGRAM DEVELOPMENT SINCE LAST PROGRAM REVIEW

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

   (See FSVA inserts report on following pages)

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

   (See FSVA inserts report on following pages)

   WeaveOnline Detailed Assessment Report

   2010-2011

   2011-2012

   Collin College Student Surveys

   2010

   2012

   Noel-Levitz Reports

   2010

   2012

Financial Services & Veterans Affairs Continuous Improvement Plan Report

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

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

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

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

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

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

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

2010-2011 FSVA Report

The outcome/objective areas targeted were to:

Increase the knowledge of FSVA staff.

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

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

Increase the satisfaction of those using FSVA services.

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

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

2011-2012 FSVA Report

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

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

Increase the knowledge of FSVA staff.

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

Increase the satisfaction of those using FSVA services.

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

Other Survey Report Data

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

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

Future CIP Work

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

Financial Aid/Veterans Affairs Program Review
Outcome/Objective—Student Satisfaction

3.64

3.91

Financial Aid/Veterans Affairs Program Review
Outcome/Objective--Knowledge

Collin College

Detailed Assessment Report
2010-2011 Financial Aid / Veteran Affairs
As of: 12/08/2012 04:41 PM CST

Mission / Purpose

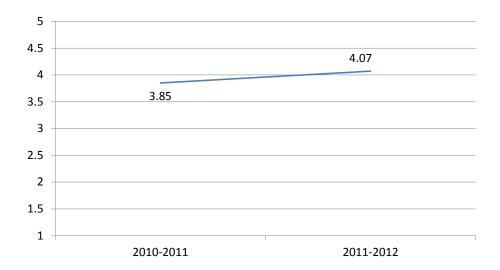Collin College can assist you in realizing your dreams of a college degree. No student should ever let the worry of finances stop them from achieving their college education. You may qualify for federal financial and/or state aid, Collin College Foundation scholarships, campus work study jobs, and/or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

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

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

Goals

G 1: Resources
The Collin College Financial Aid Office will work with students/interested parties/Veterans to identify and obtain resources to support their educational pursuits.

G 2: Tools

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

G 3: Funding applied
To insure all qualified funding is applied to your student account in a timely fashion.

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

O/O 1: Increase knowledge

Increase the knowledge of the Financial Services staff

Related Measures

M 1: Knowledge survey
Likert scale score between 1-5. Institutional Effectiveness 2010 Student Survey

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

Target:
3.5 out of 5

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

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

Action Plan - Training
Established in Cycle: 2010-2011
Yearly training to go over new and existing procedures; allow all staff to sign up for training

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

O/O 2: Increase satisfaction

Increase overall satisfaction rating for Financial Services

Related Measures

M 2: Satisfaction survey
Likert scale between 1 and 5. Institutional Effectiveness 2010 Student Survey

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

Target:
3.5 out of 5

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

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

Action Plan - Add assistance
Established in Cycle: 2010-2011
Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center dur...

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

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

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

Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
Measure: Satisfaction survey | **Outcome/Objective:** Increase satisfaction

Projected Completion Date: 08/2011
Responsible Person/Group: Debra Wilkinson

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

Established in Cycle: 2010-2011

Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
    Measure: Knowledge survey | **Outcome/Objective:** Increase
    knowledge

Projected Completion Date: 08/2011
Responsible Person/Group: Debra Wilkinson

Collin College

Detailed Assessment Report
2011-2012 Financial Aid / Veteran Affairs
As of: 12/20/2012 04:30 PM CST

Mission / Purpose

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

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

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

Goals

G 1: Resources

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

G 2: Tools

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

G 3: Funding applied
To insure all qualified funding is applied to your student account in a timely fashion.

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

O/O 1: Increase knowledge

Increase the knowledge of the Financial Services staff

Related Measures

M 1: Knowledge
Likert scale score between 1-5

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

http://app.weaveonline.com/reports/DAR.aspx

12/20/2012

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

Finding (2011-2012) - Target: Met
Collin College Institutional Effectiveness student survey for Spring of 2012 found results of 4.07 out of 5.0

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

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

Action Plan - Training
Established in Cycle: 2010-2011
Yearly training to go over new and existing procedures; allow all staff to sign up for training

Action Plan - Training
Established in Cycle: 2011-2012
Continue with efforts to provide training to go over new and existing procedures; allow all staff to sign up for training in all...

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

O/O 2: Increase satisfaction

Increase overall satisfaction rating for Financial Services

Related Measures

M 2: Satisfaction survey
Likert scale between 1 and 5. Institutional Effectiveness 2010 Student Survey

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

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

Finding (2011-2012) - Target: Met
Collin College I.E. Student Survey results of 3.91 out of 5.0 for Spring of 2012 Survey.

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

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

Action Plan - Add assistance
Established in Cycle: 2010-2011
Utilize outsourcing company to work files selected for verification and C Codes for quicker processing time; use call center dur...

Action Plan - Add Assistance
Established in Cycle: 2011-2012
Continue to train support staff in all areas of dealing with interested parties as well as adding support services including cal...

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

O/O 3: Students Receive Aid
Students apply for and receive the aid they need

Related Measures

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M 3: Student completion rate

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

Source of Evidence: Activity volume

Target:

10% increase in FAFSA applications each academic year

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

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

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

Action Plan - Communication Plan
Established in Cycle: 2011-2012
Utilize technology to notify students of available resources, including email, website along with other methods TBD.

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

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

Action Plan - Add assistance

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

Established in Cycle: 2010-2011
Implementation Status: Planned
Priority: High

Relationships (Measure | Outcome/Objective):
        Measure: Satisfaction survey | **Outcome/Objective:** Increase satisfaction

Responsible Person/Group: Debra Wilkinson

Action Plan - Training

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

Established in Cycle: 2010-2011
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
        Measure: Knowledge | **Outcome/Objective:** Increase knowledge

Responsible Person/Group: Debra Wilkinson

Action Plan - Add Assistance

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

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):

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

Responsible Person/Group: Debra Wilkinson

Action Plan - Communication Plan

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

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High

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

Responsible Person/Group: Debra Wilkison

Action Plan - Training

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

Established in Cycle: 2011-2012
Implementation Status: Finished
Priority: High

Relationships (Measure | Outcome/Objective):
    Measure: Knowledge | **Outcome/Objective:** Increase knowledge

Responsible Person/Group: Debra Wilkinson

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

Section I: Essential Services/Programs

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

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

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

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

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

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

Descriptive Statistics

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

The service was provided in a timely manner.

1= Strongly disagree, 5 = Strongly agree

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

Descriptive Statistics

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

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

Section I: Essential Services/Programs

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

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

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

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

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

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

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

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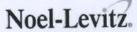
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On a five-point scale, please rate your overall satisfaction with the services/programs you said you have used.
1= Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

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

Noel-Levitz
Student Satisfaction Inventory

Institutional Summary

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

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

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

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

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

Noel-Levitz.
Student Satisfaction Inventory

Institutional Summary

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

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

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

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INSTITUTIONAL RESEARCH DATA

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

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

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

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

PROGRAM PLANNING

SUMMARIZE EXPECTATIONS AND PLANS FOR THE NEXT FIVE YEARS.

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

Recommendations base on Program Review

- Current procedures and practices are to be reviewed with an eye to accountability on the part of the individual processors (staff and management). The accountability tracking will help in targeting the areas in which training is needed or areas in which the procedures could be changed to utilize the tools (hardware and software) already available to ensure accurate/complete Financial Aid/Veterans Affairs records.

- Implement a more detailed study to determine what factors have impacted the improvements in satisfaction and knowledge.   We know from the two student surveys that the FSVA department has shown improvement. FSVA has worked to make improvements through training and organizational change.   We are recommending a follow up study take place to identify if other factors contributed to the improvements and are not known.

- Once the external audit (see page 4 of this report) is completed review the findings to determine if an outcome statement should be created with an action plan to measure work towards improving in the identified area.

- Initiate training measures to determine the effectiveness of training programs that FSVA used. The measures would determine the value of training. Suggest using Kirkpatrick-Phillips methodology to determine value including the knowledge employees gain, the transferability of training to the workplace, and the impact to FSVA.

- Review how other departments at Collin College use total quality management activities (such as Six Sigma) to make improvements. Work to leverage the successful practices of other groups.

- Review Noel-Levitz Reports to use "items 7, 13, or 20" in future improvement plans

Next Steps Include:

Providing feedback on report to FSVA team.

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