

SERVICE UNIT NAME: Center for Scholarly and Civic Engagement

ACADEMIC YEAR: 2013-2014

SERVICE UNIT PROGRAM REVIEW

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

I. PROGRAM STATUS

- A. Describe how the program supports the college [mission and core values](#).

Focused Mission: The Center for Scholarly and Civic Engagement (CSCE) fosters student learning, leadership development, and civic responsibility through student and community-centered experiential programming that engages students, faculty, and community partners in interactive, collaborative, and reciprocal partnerships. These opportunities develop skills, strengthen character, challenge the intellect, and address community global, national, and local issues through critical thinking, research, service, and hands-on application of knowledge.

The Center for Scholarly and Civic Engagement (CSCE) is the flagship of Collin College's commitment to the Core Value of Service and Involvement. This commitment is evidenced by repeated designations as an awardee of the President's Higher Education Community Service Honor Roll, and as an awardee of the 2010 Carnegie Foundation's Designation for Civic Excellence. CSCE also supports the Core Values of Academic Excellence, Learning, Creativity and Innovation, Dignity and Respect, and Integrity. This commitment to the Core Values is demonstrated through development, facilitation, and assessment of four (4) major areas of programming focus: Service Learning, Leadership, Civic Engagement/Volunteerism, and faculty-led academic programming outside of the classroom. CSCE currently develops, facilitates, documents, and assesses over 20 different programs (with each program offering numerous events each year) across all three (3) of Collin College's main campuses.

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

Table I-B: Program Literature

Title	Type	Last Updated
Center for Scholarly and Civic Engagement	Professional Brochure	Reviewed Jan 31, 2014
Best Practices in Service Learning	Professional Brochure	Reviewed Jan 31, 2014
Service Learning	Marketing Banner	Reviewed Jan 31, 2014
<i>2013-2014 Collin College Student Handbook: Section 5.8 Center for Scholarly and Civic Engagement (CSCE) (p. 79)</i>	Student handbook outlining Collin College's policies and procedures, and describing the college's various student services.	Reviewed Jan 31, 2014
<i>2013-2014 Collin College Student Handbook: Section 5.27 Service Learning (p. 84)</i>	Student handbook outlining Collin College's policies and procedures, and describing the college's various student services.	Reviewed Jan 31, 2014
Miscellaneous Flyers, Event Cards, Posters, Banners	Marketing Tools	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/	Webpage	Recurring with last review Jan 31, 2014

http://www.collin.edu/academics/csce/AuteurFilmSeries.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/bookincommon/	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/AlternativeBreaks.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/volunteer.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/ConstitutionDay.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/debatewatch.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/DistinguishedSpeakerSeries.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/ERPreparedness.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/PassporttotheWorld.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/csce/Vote.html	Webpage	Recurring with last review Jan 31, 2014
http://www.collin.edu/academics/servicelearning/index.html	Webpage	Recurring with last review Jan 31, 2014

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

The Center for Scholarly and Civic Engagement is responsible for the development, facilitation, administrative and logistical support, documentation, and assessment of several major areas of programming focus: Service Learning, Leadership, Civic Engagement/Volunteerism, and Faculty-Led Academic Programming outside of the classroom. CSCE currently develops, facilitates, documents, and assesses over 20 different programs across all three (3) of Collin College's main campuses.

CSCE fosters and utilizes collaborations among faculty, students, administrators, departments, and community partners to design and facilitate these types of programs. CSCE orchestrates individual student and faculty meetings, small group team meetings, and larger committee meetings at the core of these collaborative efforts. In addition, the director of CSCE spends time in the community developing partnerships with local agencies, coalitions, resources and businesses.

Service Learning

Definition: Service Learning is the driving force in academics for community engagement and experiential service learning.

Service Learning is an academic pedagogy that partners discipline specific learning objectives and critical thinking in the classroom with robust research and meaningful service to the community in response to community needs. These experiential educational opportunities in collaborative learning environments utilize community agency leaders as co-teachers, with student enhanced learning and the community benefitting from the services rendered.

What CSCE Does: CSCE designs, develops, organizes, and facilitates the structural program of Service Learning at Collin College. CSCE also documents and assesses Service Learning at the district level, and utilizes that information for applications to the annual President's Higher Education Community Service Honor Roll and the Carnegie Foundation's Designation for Civic Excellence. The director of CSCE develops, facilitates, and oversees all training and training materials for students and faculty, including online orientations, training packets, faculty camps, workshops, brochures, and manuals. The director of CSCE meets regularly with all campus coordinators, faculty new to Service Learning, new and existing community partners, and other groups and agencies in the community in order to provide knowledge of community needs and service-learning opportunities. CSCE facilitates the Service Learning and Volunteer Community Partner Fairs each semester at each campus, as well as the Service Learning Reflection events at each campus each semester. The director of CSCE also represents Collin College at regional, state, and national Service Learning coalitions and conferences, often presenting on the Best Practices of Service Learning.

Facts: The Service Learning program at Collin College continues to expand each year. Over the past three (3) academic years, 4,917 Service Learning students contributed 77,409 hours of service to the community. Service Learning is

supported by four (4) faculty leads at three (3) campuses who, under the guidance of the director of CSCE, dedicate their time to resourcing faculty on their individual campuses through collaborative Service Learning projects, faculty workshops, faculty camps, and student Reflection Receptions at all campuses.

During the 2012–2013 academic year, there were 1,915 student engagements in Service Learning, an increase of 27% from the year before. These students contributed 32,943 service-learning hours, an increase of 39% from the year before. During the 2012–2013 academic year, 65 different faculty engaged their classes in Service Learning, a 2% increase from the year before, utilizing Service Learning in 110 courses (a 34% increase from the year before) and 274 course sections (a 47% increase from the year before). During the 2012–2013 academic year, there were 425 documented community partnerships, a 10% increase from the year before.

The director of CSCE works closely with the Service Learning campus faculty coordinators and Service Learning faculty to ensure that specific learning opportunities are offered in the development of the Service Learning projects with community partners. These areas of learning opportunities include the Collin College Core Values and the Texas Higher Education Coordinating Board (THECB) Core Objectives (i.e., critical thinking skills, communication skills, empirical and quantitative skills, teamwork, social responsibility, and personal responsibility). Additional learning opportunity areas include: academic knowledge, skills, and abilities; personal and leadership development; civic awareness and knowledge of the community. College community awareness and engagement are also projected through Service Learning engagement. These initiatives are focused with an overall outcome of student learning of discipline specific learning objectives through a structured and active Service Learning program.

Opportunities: The Service Learning program at Collin College continues to grow and expand in its programming, partnerships, and scope of outreach and community engagement. Currently, four (4) faculty members serve as Service Learning campus faculty coordinators. There is continued need for developmental, administrative, and logistical support on all three (3) campuses, as well as face-to-face trainings with individual faculty new to Service Learning in order to expand the faculty base engaged in Service Learning. In addition, there is a great opportunity for new and enhanced community partnerships in Allen, Frisco, Plano, and McKinney. As we reach these cities and engage city governments, social service agencies, educational institutions, faith communities, and the arts, we can then expand to the outer areas of Collin County.

CSCE has made Service Learning a priority in programming and in the delivery of developmental, administrative, and logistical support. In the coming years, additional resources will be needed to meet the challenge of continued growth.

Leadership Programs

CSCE has historically supported student leadership development through the former Student Leadership Academy. Over the last few years, however, CSCE has developed, sponsored, facilitated, and supported additional programming to meet

the need for student leadership development outside the classroom. These programs include the Student Leadership Summer Camps, MLK Student Leadership Presentations, Student Leadership Workshops, Phi Theta Kappa (PTK), Co-curricular Leadership Development Program (LEAD - in development), and Community Ambassadors.

- In May 2013, **Phi Theta Kappa** came under the umbrella of CSCE for administrative support. The Alpha Mu Tau Chapter now has a student office within the CSCE suite at the Spring Creek Campus (SCC). While the majority of officers attend classes at SCC, there are several who go to other campuses. The same is true of the membership. Working with CSCE, the Phi Theta Kappa Advisor Team has transformed itself from a single faculty-led organization to an advisor team model. As of February 2014, the Advisor Team consists of six (6) full-time advisors. The director of CSCE serves as the administrative guide for the organizational development of the Chapter and the Advisor Team. The PTK Advisor Team continues to expand in order to meet the program demand and expectations of achievement. These areas include the four (4) Hallmarks: Leadership (college project, training); Scholarship (Honors in Action Project, College Fish, scholarships); Fellowship; and Service. This new demand for logistical and administrative support is extraordinarily high. On average, the director of CSCE routinely contributes ten (10) to fifteen (15) hours a week in direct support of PTK, with the CSCE administrative assistant averaging five (5) hours per week in direct contact. CSCE supports the organization through organizational development guidance, budgeting, scheduling, induction ceremony logistics, and travel arrangements for the entire chapter, including five (5) to six (6) major out of town conferences. In addition, with student access to the CSCE office, students take advantage of the open door policy and utilize the CSCE staff for mentoring and administrative interventions. In addition, the director of CSCE works closely with the PTK Advisor Team in all organizational, administrative, and logistical areas.
- As part of their College Project, the students developed a plan for ongoing student leadership development opportunities both outside the classroom and through academic programming. **Co-Curricular Student Leadership Development** programming is currently being proposed for Collin College. A proposal for this structured program, titled Leadership Empowerment and Development (LEAD), was submitted by the Leadership Development Task Force. This proposal addresses both co-curricular opportunities (i.e., LEAD) and academic integration of leadership concepts into the college's core curriculum. LEAD is proposed to be housed under the CSCE. This program will require intensive development for its projected launch in fall 2014, and will also require continued administrative and logistical support across the college district.
- The **Community Ambassador Program**, in its second (2nd) year of implementation, is also facilitated and documented by CSCE. Supporting the requirements under federal law, CSCE contributes to the fulfillment of expectations of Federal Work Study student involvement in the community. As of January 30, 2014, CSCE sponsors two (2) Community Ambassadors with three (3) new hires in process. CSCE manages these partnerships

through training, placement, facilitation of memoranda of understanding (MOUs), and documentation and submission of work hours. CSCE keeps the Federal Work Study Community Ambassador job position open in order to fill as many of those opportunities as possible. The director of CSCE works directly with the community partners in this program, ensuring Collin's students are truly contributing to their needs, while also allowing learning opportunities through the assigned tasks.

- The **Student Leadership Camp** is held every summer prior to the start of each fall semester. CSCE develops, plans, and sponsors this event, and utilizes partnerships with faculty and the Student Life Office in its implementation. During August 2012, 48 students were brought to the camp. In August 2013, the attendance doubled to 90 students. This day-long intensive Student Leadership Camp requires months of preparation and planning. Planning for the 2014 Student Leadership Camp will commence in March 2014, with special attention for projected growth in attendance from the 2013 Student Leadership Camp.

Initiatives in the area of Student Leadership Development will focus on providing learning opportunities in areas of Collin College's Core Values and the Texas Higher Education Coordinating Board (THECB) Core Objectives. These leadership initiatives have a desired outcome of recognized student leaders resulting from participation in a structured program to cultivate leadership knowledge, skills, and abilities.

This area of district-wide Student Leadership programming will require expanded developmental, administrative, and logistical support. In the coming years, additional resources will be needed to meet this challenge of growth and expansion.

Civic Engagement Programs

CSCE serves as the major support system for **Civic Engagement** opportunities at Collin College for government (including the election process), structured volunteerism, and community issues education opportunities. Over the past three (3) academic years, 2,995 faculty, staff, and students have contributed 6,326 volunteer hours in community projects through Collin Serves and hundreds more volunteer hours through the Alternative Breaks and Martin Luther King, Jr. Day of Service community outreach projects. In addition, the Student Life Office reports that 3,609 students in recognized student organizations contributed 11,699 volunteer hours to community outreach.

CSCE is committed to Civic Engagement, and implements numerous strategies to connect with the community and connect the community with Collin College.

- **Government and the Election Process:** CSCE develops, facilitates, supports, and documents Community College Days at the Capitol; Constitution Day; Rock the Vote events each semester at each campus; and Debate Watch at Collin College.

- Structured Volunteerism: CSCE develops, facilitates, supports, and documents Alternative Breaks, Collin Serves, national service days, and the Martin Luther King, Jr. Day of Service.
- Community Issues Education: CSCE develops, facilitates, supports, and documents informational events such as the Community Round Tables, The Face of Homelessness, Poverty Simulations, and Emergency Preparedness and Response Fairs.

Beyond the scope of Civic Engagement program facilitation, CSCE manages community partnership developments, committee meetings, and community involvement with outside agencies such as DFW Service Learning Collegiate Council, the McKinney Youth Summit, and service coalitions such as the Collin County Homeless Coalition and the Bridge Coalition in McKinney.

CSCE initiates, develops, and nurtures over 250 additional community partnerships including partnerships with social service and non-profit organizations, health care agencies, government (cities and county) entities, small businesses, educational institutions (including K-12 institutions), community organizations, sports, and fine arts organizations (see Appendix A). These partnerships ensure CSCE's outreach is effective, especially through Service Learning initiatives.

Initiatives in the area of Civic Engagement focus on developing civically engaged students through a structured program promoting participatory opportunities in government and the election process, systematized volunteerism, and community issues education.

Academic Faculty-Led Co-Curricular Programs

CSCE currently provides administrative and logistical support for faculty-developed, faculty-led programming including: Auteur Film Series, the Book in Common, Constitution Day, the Distinguished Speaker Series, Emerging Scholars, Passport to the World, and IMPACT. CSCE has historically provided major administrative and logistical support for these faculty-developed and faculty-led academically-based programs. Logistical support for these programs includes processing contracts and registrations, hosting, providing supplies and materials, coordinating travel arrangements and logistics, event room and media reservations, marketing and promotion of the event, funding, and overseeing receptions and food service arrangements. The heart of the individual programming, however, is faculty-developed, faculty-led, and faculty-presented.

During the 2012–2013 academic year, CSCE managed and facilitated over 130 separate major program events and/or activities from August through May (see Appendix B), with many of these “events” in the area of Academic Faculty-Led Co-Curricular Programs. While most programs are collaborative in nature, CSCE managed almost all of the administrative and logistical support for these programs (see Appendix C).

As Collin College expands, requests continue to increase for financial, administrative, and logistical support for these types of programs and the numerous individual events within each program per semester. While the CSCE staff is dedicated to serving its constituents well, CSCE has only two (2) staff members; and the resources required to respond effectively to these increasing and changing requests in a manner that ensures the needs are being met has exceeded CSCE's capacity. Therefore, in order to ensure continued effectiveness and co-curricular support of faculty-led academic programming outside of the classroom, non-specific to Service Learning, responsibility for certain faculty-led programs (along with their resources) will need to be redistributed.

Documentation Hub

CSCE also serves as the hub for documentation, measurement, and assessment in the following areas: Service Learning; Collaborative Program Tracking and Assessment; the President's Higher Education Community Service Honor Roll; and the Carnegie Foundation's Designation for Civic Excellence. CSCE may also assist in the Collin College Civic Excellence Designation (i.e., co-curricular transcript). At the request of faculty, CSCE also documents faculty-led programming with survey assessments and registrations.

Civic Excellence Designation: The Civic Excellence Designation is the current title of an approved project to implement a co-curricular transcript across the college district. First submitted as a proposal by Professor Jennifer Brooks, this project would address the need for a co-curricular transcript for students. However, the success of this project will depend upon the implementation of a district-wide extensive and implementation of an involved documentation and data management system (in collaboration with New Student Orientation and the Student Life Office) that is yet to be determined. Once the data management system is purchased, there will be much to do in designing the system to ensure it is appropriate for various departmental needs to capture the engagement activities of the students as well as the input of that documentation into the system. This expansive design project will require intense development over the coming months. CSCE is willing, as time and personnel permit, to assist in developmental, administrative and logistical support for this project. In the coming years, however, additional staffing resources will be needed to meet the challenges of managing this new data system.

Other

Beyond the scope of program development, planning, and facilitation, CSCE manages ongoing budgets, marketing tools including 15 separate websites, community partnership developments, committee meetings, faculty meetings, student mentoring, logistical event planning meetings, interviews, registration management, documentation, measurement, assessments, reports, major national award applications, training, and community involvement with outside agencies. The director of CSCE also serves as the college administrator for Phi Theta Kappa, a member of the Collin Foundation's Scholarship Committee, a member of the Financial Aid Appeals Committee, a member of the Strategies of Behavioral

Intervention (SOBI) Committee, a chair of the Civic Excellence Initiative committee, the chair of the LEAD initiative committee, and a member of several community-based committees representing Collin College.

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

Across the country, college and university "service, leadership, and civic engagement" centers vary in their structure and programming.

Staffing

At Collin College, CSCE serves 54,000 students, three (3) campuses, and over 20 major programs. Comparing Collin College with similar colleges in the area of staffing, especially those colleges who have been awarded the President's Honor Roll and/or the Carnegie, almost all are staffed with three (3) to ten (10) full-time employees (see Appendix D). Collin College represents one (1) of the very few Award Winning institutions with fewer than three (3) full-time staff members. Currently, there are only two (2) full-time staff members in CSCE: a director and an administrative assistant.

Scope of Program

In the area of Scope of Program (see Appendix E), all comparative colleges have a more focused scope of programming. A benchmark analysis of four-year and community colleges shows institutional "centers" implement three (3) basic categories of programming. These three (3) areas are Service Learning, Leadership Development, and Civic Engagement/Volunteerism, with some institutions also facilitating Internships/Mentorship programs.

CSCE, on the other hand, currently facilitates and implements the following additional category of programming: Academic Co-curricular Programs (Auteur Film Series, Book in Common, Constitution Day, Distinguished Speaker Series, Emerging Scholars, IMPACT, Passport to the World, and Veterans' Day activities). In addition, and different in the documented scope of responsibility from market comparisons, CSCE now supports Phi Theta Kappa (PTK) and is willing, as time and personnel permit, to aid in the Civic Excellence Designation (i.e., co-curricular transcript) initiative. Also different in scope of responsibility from market comparisons and benchmarks, CSCE facilitates the Community Ambassadors program across the district, collaborating with Community Partners in Federal Work Study student partnerships.

Academic Programming, Phi Theta Kappa, Community Ambassadors, and the proposed management of co-curricular transcripts, in particular, sets CSCE apart from all other institutions' civic engagement centers, both in scope of service and programming responsibilities.

Overview and Observations: During the 2012–2013 academic year, CSCE's staff of two (2; i.e., director and administrative assistant) developed, managed, facilitated, and supported over 130 separate major program events and/or activities from August through May (see Appendix B). While most programs are collaborative in nature, CSCE managed almost all of the developmental, logistical, and administrative support for these programs (see Appendix C) with the vast majority of event logistical management in the area of academic faculty-led programming.

What We Can Learn

In comparing Collin College with other award winning colleges and university centers who are similar in their scope of programming responsibilities, the following findings were noted. First, similar institutions utilize multiple staffing resources. In fact, several comparative institutions with lower enrollment have a higher number of staff. It is evident that these institutions see the need for additional staffing resources in order to meet the demands for developmental, logistical, and administrative support and outreach for their programs' success. In the area of comparative staffing resources, CSCE is on the lowest tier.

Second, similar institutions have more focused scope of programming that is limited only to Service Learning, Leadership, and Civic Engagement programming. In fact, there are no other institutions in comparison whose engagement centers have programming responsibilities outside of Service Learning, Leadership (including mentoring), and Civic Engagement/Volunteerism programming. It is evident that many of these centers keep their programming focused and separate from academic programming and Student Life/student organization programming. It is evident that, in comparison to benchmark colleges and universities, CSCE supports many additional programs not normally seen under the scope of a comparable center.

The key components that will contribute to the continued success of CSCE will be limiting and focusing the programming that is supported by CSCE, increasing the number of CSCE staff members, or both.

II. INSTITUTIONAL DATA

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

1. Student Satisfaction Surveys
 - a) IE Student Satisfaction Survey 2010 and 2012
 - b) Noel-Levitz Student Satisfaction Surveys
 - c) IE Faculty/Staff Satisfaction Surveys
2. IPEDS Data

3. Unit-level Data, if available

- a) Audit Reports
- b) Periodic Unit Reports for supervisory chain
- c) Point-of-Service Unit Surveys
- d) Number of delivered service units by function
- e) Cycle or response time for service or product delivery completion
- f) Number and types of complaints
- g) Time to resolution of complaints by type

III. PROGRAM RESOURCES SINCE LAST PROGRAM REVIEW

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

Table IV-A: Partnership Resources.

University/Business & Industry	Partnership Type	Special Requirements
Various Collin College departments	Collaborative Programming	Not applicable
Phi Theta Kappa (PTK) Regional and International	Phi Theta Kappa (PTK)	Not applicable
Volunteer Center of McKinney	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	Memoranda of Understanding (MOUs) for Community Ambassador partnerships
Collin County Homeless Coalition	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
CITY House	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
City of Allen, City of Frisco, City of McKinney, and City of Plano	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
Community and Children's Health Center, McKinney	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
Boys and Girls Club of Collin County	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
League of Women Voters	Civic Engagement and Rock the Vote	Not applicable
Judge John Payton, Plano	Service Learning, Volunteerism and Civic	MOUs for Community Ambassador

	Engagement, Community Ambassadors	partnerships
Math, science, and environmental agencies	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships
(McKinney) Guiding Coalition	Community empowerment and engagement initiatives	Not applicable
Over 275 non-profit organizations including K-12 education, social service agencies, fine arts, health services, rehabilitation organizations, foundations, and small philanthropic businesses	Service Learning, Volunteerism and Civic Engagement, Community Ambassadors	MOUs for Community Ambassador partnerships

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

Table IV B: Employee Resources

Employee Name	Role in Program	Credentials	Professional Development since last Program Review
Terry Hockenbrough	Director of the Center for Scholarly and Civic Engagement (CSCE)	Ph.D.	<p>See Appendix G for additional training, professional development, and certifications not listed here.</p> <p>2013-2014: All College Day, Fall All College Day, Spring Dealing With Difficult People Financial Aid Appeals Committee Training</p> <p>2012-2013: Certification: Workplace Conflict Mediation</p>

			SOBI Committee Training Scholarship Committee Training All College Day, Fall All College Day, Spring Supervisor Training Student Employment Hiring Process Training Avoiding Retaliation Charges Training Preventing Workplace Harassment Training Preventing Employment Discrimination Training Budget Entry Training 2011-2012: All College Day, Fall All College Day, Spring Supervisor Training
Deborah A. Hall	Administrative Assistant	B.A.	See Appendix G for training, professional development, and certifications.

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

Table IV-C: Facilities Resources

Room/Office Location and Designation	Size	Type	Special Characteristics (i.e. permanent like ventilator hood)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	Describe additional needs for any N" answer in columns 5 or 6.
F-102	Small	Greeting area	Combination of office space, storage, and equipment placement	N	N	Additional office, equipment, and storage space needed. Currently, the full-time administrative assistant and three (3) part-time student assistants share this space, which is

						approximately 10' x 12' and also houses three (3) desks, one (1) large credenza, one (1) large printer and three (3) computer stations.
F-105	Large	Office	Office space and conference area	Y	N	Need additional private conference area for small meetings of 10 people.
F-106	Medium	Office	Office space	N	N	Need more computer space for Phi Theta Kappa (PTK) students and conference meetings.

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

Table IV-D: Equipment and Supplies

Current Equipment Item or Budget Amount	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, justify needed equipment or budget change
Printer	N	N	This printer is very old, and due to the amount of use it is breaking down. A large full-color "workhorse" printer is needed to handle the volume of printing for all of CSCE, PTK, and the Honors Institute.
Office Furniture	Y	N	The number of student workers and students supported by CSCE continues to escalate. The students need more desks, access to computers, meeting spaces, and printing capabilities. At this time, multiple Phi Theta Kappa officers, Community Ambassadors, and student staff share one (1) computer located at one (1) desk in the entry area, and three (3) computers in the PTK office.
Laptop Computer	Y	N	Changes in technology and computers will necessitate new equipment within the next five (5) years.

Digital Camera	Y	N	Changes in technology and digital cameras will necessitate new equipment within the next five (5) years. In addition, as the activities expand, there will be multiple uses and increased demand for a good quality digital camera.
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E. Financial Resources: List all financial resources in the table below.

Table IV-E: Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, explain why	For any no in columns 2 or 3, identify expected source of additional funds
College Operating Budget	Y	N	Due to increased program demand, expansion of programs, and rising costs, this budget will not continue to meet the department's needs.	Increase in College Operating Budget.
Student Activity Fee Allocation Committee (SAFAC) Auxiliary Budget	Y	N	Requests for SAFAC funds from all departments have significantly increased over the past two (2) years. If this trend continues, the amount of funds SAFAC has available to allocate for various student-centered events and activities, including CSCE's programs, will be insufficient to meet everyone's needs.	Increase in SAFAC allocations to CSCE.

IV. PROGRAM PLANNING

A. Attach the unit's two most recent Continuous Improvement Plans (CIPs).
CIP CSCE Spring 2012 (see Appendix H)

B. Describe any additional continuous improvement activity not captured in the Continuous Improvement Plans.
 Not applicable or

CSCE works closely with the administrative supervisor to set and define goals and special areas of focus each year. An example of that process is captured in the annual strategic plans and the latest CIP report. CSCE continually works to streamline processes, enhance trainings, and build collaborative teams of faculty, students, staff, and community partners. In addition, CSCE continues to improve marketing and PR tools, documentation processes, and develop/adjust programming to align with the college's Core Values, support faculty agendas, and match student service and learning with community needs.

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

All departments underwent the CIP process in 2012. A college-wide survey indicated that additional promotion of CSCE programming would be helpful. Thus, CSCE enhanced promotion information and program/event/engagement opportunities through college-wide marketing tools, professional brochures/banners/posters, district-wide informational emails, faculty outreach regarding specific programming, and committee outreach.

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

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

- CSCE is known in the community as a strong partner with a commitment to community needs-based program response through interactive and collaborative programming, especially in the areas of Service Learning, Civic Engagement, and Student Leadership Development. As time and staffing resources permit, these programs can be enhanced and expanded at individual campuses, and deeper within the cities.
- CSCE has a staff of dedicated professionals who are committed to Collin College's Core Values as well as servant leadership, and who work with faculty, students, and other departments to bring excellence to all programming.

- CSCE operates in a collaborative style including and engaging faculty, students, community partners, and other departments in programming initiatives. CSCE's collaborative nature ensures multiple viewpoints are gathered and taken into account when designing programs.
 - CSCE staff are proficient in multi-tasking to efficiently and successfully accomplish a vast amount of programming responsibilities, and are consistent in meeting deadlines and responsibilities.
 - CSCE staff are dedicated to the importance of the engagement of students, faculty, and the community in interactive and reciprocal experiences that enhance student learning, develop students as leaders, initiate commitment to civic responsibility, and address community needs.
2. Weaknesses: What unit weaknesses must be addressed in the near future?
- CSCE's resources to respond to increasing requests for support and changing requests for developmental, administrative, and logistical support in the current scope of responsibilities, including faculty-led initiatives, has exceeded capacity. CSCE handles a large demand for developmental, logistical, and administrative support of numerous areas of programming, and receives additional requests to develop and implement community-based initiatives in the individual local cities. At this time, CSCE manages a large number of programs, with multiple planning, administrative, and logistical responsibilities for the multiple events and activities within each program. These responsibilities include the areas of: Service Learning, Civic Engagement, Leadership, Phi Theta Kappa, Community Ambassadors, and faculty-led academic programming. CSCE also facilitates the following initiatives: community needs assessment; community partner outreach and development; student mentoring; and programming development and planning logistics. CSCE serves as the hub for documentation, measurement, and assessment in the following areas: Service Learning; Collaborative Program Tracking and Assessment; The President's Higher Education Community Service Honor Roll; The Carnegie Foundation's Designation for Civic Excellence; and Collin College Civic Excellence Designation (i.e., co-curricular transcript). Administrative and logistical support includes: marketing and PR; communication; web-site management; contracts; registrations; documentation and reporting; travel logistics and arrangements; scheduling, event planning, and reception management; and budgeting and finances. The two (2) CSCE staff members are currently officed at the Spring Creek Campus (SCC). While this is very convenient for some programs, it leaves a gap in hands-on support services and outreach to the campuses and communities of McKinney and Frisco. CSCE is also responsible for the documentation, assessment, and facilitation of almost 20 different programs for all three (3) major Collin College campuses. This increased demand for services and support affects the response time to community partners, faculty, students, and staff, as well as the administrative requests for planning, logistical support, and implementation of all programming. This consistent over-extension of capacity will have a negative impact on resources and program implementation.

- A second (2nd) weakness is the lack of physical workspace. Adequate workspace in the CSCE department would allow students, faculty, and staff to maintain a healthy working environment and also be able to provide space to process planning and logistics and work with confidential information, including student documentation logs and registrations. The office space currently consists of a small (8' x 12') outer office which houses the administrative assistant, student workers, furniture, and a large copier. CSCE has an open door policy, and students and faculty take advantage of every opportunity for hands-on assistance offered by CSCE. However, the need for some administrative functions to be protected by confidentiality still remains. While Phi Theta Kappa (PTK) does have a small office with computers in the CSCE area, it is not large enough to accommodate all students needing access, nor does it address the ongoing need for meeting space for both the students and the advisors. Currently, CSCE and the Honors Institute share the suite and the equipment.
- The third (3rd) weakness, and probably the one that can best be addressed quickly, is the vast scope of programming responsibility as compared with other community colleges and award winning institutions of higher education. During Spring 2013, CSCE staffing and resources reached full capacity due to the large number of programs being offered (see Appendix I). Then, in May 2013, Phi Theta Kappa (PTK), the management of the new Civic Excellence Designation (i.e., co-curricular transcript) initiative, and the management of all district documentation for this data management system were added under the CSCE umbrella. In addition, the Leadership Development Task Force proposed the new LEAD co-curricular program, which also came under CSCE. While these three (3) new areas are exciting opportunities for Collin's students, and ones that CSCE fully and enthusiastically supports, the issues of staffing, office space, expanded scope of programming, and resources remain. These new areas in scope of programming are high-demand programs and will need a vast amount of developmental, administrative, and logistical support on top of the current scope of CSCE's responsibilities.

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

Since there is not a sufficient number of personnel within CSCE to continue supporting all of the current programming at the level CSCE now provides, in addition to new requests for support, some of the programming will be likely to demonstrate reduced effectiveness. Other programming must be streamlined, adjusted, or completely taken off the programming docket in order to successfully manage other, higher priority, programming. In addition, it may be necessary to re-allocate current budgetary resources to other departments that can also support the mission and outcomes of several of the faculty-led programs, which may no longer meet the criteria for the scope of programming responsibility under CSCE.

4. Threats and Opportunities: Describe any forecasted trends or changes in the following areas and the ways in which the committee thinks they may impact the way this unit functions five to ten years from now:
- legal
 - political
 - demographic
 - educational
 - technological
 - economic
 - environmental
 - social
 - cultural

Legal: The more CSCE facilitates outreach to the community to meet community needs utilizing Collin College's student base, the higher the risks are, especially in the legal area. CSCE will require additional staffing resources to ensure information and items such as liability waivers and mandatory travel trainings are up-to-date, and to process all registrations for off-campus events in the manner necessary to meet the college's required protocols.

Technological: CSCE will need additional resources to stay up-to-date with current social media trends as CSCE markets and implements programming and the new district-wide documentation system and Civic Excellence Designation initiative.

Social and Cultural: CSCE will need the resources to invest in social skills training and cultural awareness training for all students, especially those going out into the field through the Service Learning, Volunteerism, Civic Engagement, and Community Ambassador initiatives.

Economic: CSCE anticipates the economy to decline, thereby affecting Collin College's students and their abilities to engage in activities outside the classroom, even though these opportunities can enhance their learning. Therefore, CSCE must plan to build accessible community partnerships and affordable opportunities now in order to prepare for the future. In addition, community based organizations will continue to need manpower and service support, as their funding base is challenged, and Collin's faculty and students need to be ready to respond.

Educational: As Collin College streamlines its criteria for academic success in alignment with regulations, it is imperative that training continues for Service Learning professionals and faculty, in order to equip faculty and community partners with new and streamlined policies, procedures, and protocols. Additionally, the job market continues to be a huge obstacle for many of Collin's students. Students are gaining on-the-job experience through Service Learning projects. It is imperative that the college begins connecting with other community entities to provide innovative internships and opportunities for Collin's students that will empower them with leadership, civic responsibility, and engagement opportunities outside the classroom in order to assist them in the workforce.

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

CSCE will work with administrators to expand its resources and enhance its ability to best serve faculty, students, and the local community in a more focused scope of programming. CSCE will also work with administrators to streamline CSCE's mission statement, and to adjust or cease offering current programs in order to focus CSCE's support on Phi Theta Kappa (PTK), Service Learning, Leadership, and Civic Engagement initiatives.

F. Attach the next Continuous Improvement Plan that will be implemented the academic year following this Program Review. CIP_CSCE_2014-2015 (see Appendix J)

Use the available data and any Program Review Committee conclusions to justify/support the new action plan.

The next Continuous Improvement Plan (CIP) was created in consultation with the appropriate administrators, and has several goals based on the data and input collected since the last CIP was completed. The first (1st) goal is to empower student learning of discipline specific learning objectives through a structured and active Service Learning program, increasing students' participation in the Service Learning program, as well as to obtain continued national recognition for this excellent program. Research has shown that engaged and involved students become successful, remain at colleges, and fulfill their academic goals. Thus, it is important that their participation in programs such as Service Learning be encouraged and recognized. The second (2nd) goal of this new CIP is to empower and recognize student leaders and offer leadership development opportunities on each campus. Currently, leadership development opportunities at all campuses are minimal. With additional opportunities for leadership development, students will gain the knowledge, skills, and abilities that will empower them throughout the rest of their academic lives and careers. The new CIP also focuses on creating civically engaged students through a structured program that encourages students to participate in local government, systematized volunteerism, and become more involved in their communities. Collin College is dedicated to giving back to the community, so it is extremely important that Collin's students have opportunities to serve and shape their local communities in order to grow as civic and community leaders. Finally, this new CIP focuses on ensuring effective support of faculty-led academic programming outside the classroom. This initiative will assist faculty in offering appropriate, criteria-based co-curricular programming, which will in turn help to develop students who are well-rounded scholars.

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

CSCE's ability to best serve faculty, students, and the community will be empowered as CSCE works with college administrators to expand resources and limit scope of programming. These areas of focus will continue to grow and deepen in their effectiveness as CSCE works with administrators to streamline CSCE's mission statement, define criteria for program responsibility, and to adjust or cease offering current programs in order to focus CSCE's support on Phi Theta Kappa (PTK), Service Learning, Leadership, and Civic Engagement initiatives. This will ensure effectiveness in the targeted high priority areas, while also providing effective support for many faculty-led academic-based initiatives through their own departments. This decrease in scope of programming will increase CSCE staff's efficiency in providing developmental, administrative/logistical, and facilitation support for high priority programming, outreach and community partnership development, and data management. With the adjustment of a more limited scope of programming, Collin College's "customers" (i.e., faculty, students, and community partners) will receive more attention and enhanced support systems that will meet all needs in a timely fashion, and will also be given the resources to advance the objectives in each area of programming to the next level of excellence.

V. PROGRAM REVIEW REPORT PATHWAY:

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

Appendix A:
2013-2014 Community Partners List

Organization	Address	City	State	ZIP	Phone
1st Class Kids	3535 E 14th St.	Plano	TX	75074	972.516.0325
A Different Breed	11700 Preston Road #660,PMB 335	Dallas	TX	75230	972-896-6313
Allen Community Outreach	801 E Main Street	Allen	TX	75002	972.727.9131
Allen Food Pantry	1515 N Greenville Ave	Allen	TX	75002	972.727.1177 x2210
Allen Senior Rec Center	451 E St. Mary	Allen	TX	75013	214.509.4820
Allen Veterinary Hospital	803 E Main Street #A	Allen	TX	75002	972.727.8383
Alley's House	4113 Junius St.	Dallas	TX	75246	214.824.8700
American Cancer Society – Dallas Chapter	8900 Carpenter Frwy.	Dallas	TX	75247	214.819.1200 x3
American Lung Association	8150 Brookriver Drive, Suite S102	Dallas	TX	75247	214.631.5864
American Red Cross	1450 Redbud Boulevard	McKinney	TX	75069	972.562.0601
Angel League Athletics Association of Texas	5504 White Pine Drive	McKinney	TX	75070	972.569.0947
Arthritis Centers of Texas	712 N Washington Ave Ste. 300	Dallas	TX	75246	214.580.3630
Assistance Center of Collin County	900 E. 18th St	Plano	TX	75074	972.422.1850
Baylor Medical Center in Plano	4700 Alliance Blvd	Plano	TX	75093	469.814.2100
Big Brothers Big Sisters of Collin County	2591 N Dallas Pkwy, Ste 501	Frisco	TX	75034	214.441.2227
Bowman Middle School	2501 Jupiter Road	Plano	TX	75074	469.752.4890
Boys & Girls Clubs of Collin County	8750 McKinney Rd.	Frisco	TX	75034	214.387.8405
Boys Scouts of America – Circle Ten Council	8605 Harry Hines Blvd.	Dallas	TX	75235	214.902.6700
Brentwood Hospice	3505-1 S. Buckner Blvd	Dallas	TX	75227	214.381.1815
Bridge Builder Academy	520 E Central Pkwy. Suite 101	Plano	TX	75074	972.516.8844
Camp Craig Allen	PO Box 834	Aubrey	TX	76227	940.365.4357
Camp Summit, Inc	17210 Campbell Road, Ste 180-W	Dallas	TX	75252	972.484.8900 x110
CASA of Collin County	101 E. Davis St.	McKinney	TX	75069	972.529.2272
Centennial Medical Center	12505 Lebanon Rd	Frisco	TX	75035	972.963.3333
Challenge Air	7363 Cedar Springs Rd.	Dallas	TX	75235	214.351.3353
Chase Oaks Church Adopt-A-School	281 Legacy Dr.	Plano	TX	75023	972.783.8800
Chestnut Square Historical Village	315 S Chestnut	McKinney	TX	75069	972.562.8790
Children & Community Health Clinic-McKinney	120 S Central Expwy Ste 102	McKinney	TX	75070	972.547.0606
Children's Advocacy Center of Collin County	2205 Los Rios Blvd	Plano	TX	75074	972.633.6600
Children's Chorus of Collin County	P.O. Box 251328	Plano	TX	75025	972.618.4536
Christ The Servant Church	821 S Greenville Ave	Allen	TX	75002	972.727.3191
CITY House	902 E 16th Street	Plano	TX	75074	972.424.4626

City of Plano	1409 Ave K	Plano	TX	75074	972.941.7114
Collin College ESL Conversation Partners	SCC – H222	Plano	TX	75074	972.881.5703
Collin County Adult Clinic	2520 Ave K Suite 100	Plano	TX	75074	972.423.4941
Collin County Committee on Aging	600 North Tennessee Street	McKinney	TX	75069	972.562.6996 ext. 125
Collin County Medical Reserve Corps	4300 Community Ave	McKinney	TX	75071	972.548.5535
Collin County Teen Court	2300 Bloomdale Rd. Ste. 4192	McKinney	TX	75071	972.548.4654
Communities in Schools of North Texas	1565 W Main St, Lewisville	Lewisville	TX	75067	972.350.4773
Community Lifeline Center	1601 West University Drive, Suite B	McKinney	TX	75069	972.542.0020
Connemara Conservancy Foundation	1314 W McDermott Ste 160-812	Allen	TX	75013	469.200.4085
CONTACT Crisis Line	PO Box 800742	Dallas	TX	75380	972.233.0866
Cottonwood Creek Kid Care	1015 Highway 121	Allen	TX	75013	214.667.7000
Crape Myrtle Trails of McKinney Foundation	PO BOX 2909	McKinney	TX	75070	972.542.1550
Dallas Arboretum	8525 Garland Rd	Dallas	TX	75218	214.515.6561
Dallas Area Rape Crisis Center	635 W. Campbell, Ste 201B	Richardson	TX	75080	214.345.5041
Dallas Association for Parent Education	3544 E. Emporium Circle	Mesquite	TX	75150	972.699.0420
Dallas Builders Association	5816 W. Plano Pkwy	Plano	TX	75093	972.931.4840
Dallas LIFE – Ministering to the Homeless	1100 Cadiz Street	Dallas	TX	75215	214.421.1380 x30
Department of Aging and Disability Services	701 West 51st St, MC W616	Austin	TX	78751	1.800.889.8595
Destiny House/Potter's House	6777 West Kiest Boulevard	Dallas	TX	75236	214.333.6426
Drug Alcohol and Tobacco Ed (DATE)	2824 Valley Lane Ste 111	Dallas	TX	75234	214.663.1123
Elysian Hospice	16750 Westgrove, Suite 100	Addison	TX	75001	972.224.1876
Encompass Home Health	1575 Heritage Drive, Ste 101	McKinney	TX	75069	972.529.4340
Equestrians for Life/Leg Up for Life	PO Box 52072	Denton	TX	76206	972.632.6068
Frisco Family Services Center	8780 Third St.	Frisco	TX	75034	972.335.9495
Frisco YMCA	3415 W. Main Street	Frisco	TX	75034	214.297.9622
Girl Scouts of America – Northeast Texas	6001 Summerside Dr.	Dallas	TX	75252	972.349.2436
God's Food Pantry	3420 E. 14th St, Ste 101	Plano	TX	75074	972.633.9777
Goodwill Dallas	3020 N. Westmoreland Rd.	Dallas	TX	75212	214.638.2800 ext 244
Goodwin Hospice/Hospice Plus	3100 McKinnon St, Ste. 200	Dallas	TX	75201	214.343.7900
Grace Lake Ministries	9611 FM 1827	Anna	TX	75409	972.837.4621
Grayson County Shelter	317 West Morton	Dennison	TX	75020	903.465.6041
Habitat for Humanity of South Collin County	1400 Summit Suite D4	Plano	TX	75074	972.398.0634
Hannah's House	610 Old Campbell Rd, Ste. 112	Richardson	TX	75080	972.238.8888

Health Services of North Texas	2540 K Ave Ste 500	Plano	TX	75074	972.424.1480
Heard Craig Center for the Arts	205 W Hunt St	McKinney	TX	75069	972.569.6909
Heart House Dallas	8515 park Ln., Ste 304	Dallas	TX	75382	214.750.7637
Heart of Gold Foundation	4347 W Northwest Hwy, Ste 120	Dallas	TX	75220	214.394.6115
Heritage Farmstead Museum	1900 W 15th St	Plano	TX	75075	972.881.0140
Historic Downtown Plano Association	1520 K. Ave, Ste 250	Plano	TX	75074	214.674.3225
Holy Family School	500 Throckmorton St	McKinney	TX	75069	972.562.5476
Hope for Horses Equine Rescue, Inc.	9381 County Road 470	Blue Ridge	TX	75424	972.734.6218
Hope Resource Center of McKinney	2740 Virginia Pkwy. Ste. 200	McKinney	TX	75071	972.562.4673
Hope's Door	820 Ave F, Ste 100	Plano	TX	75074	972.422.2911 ext 219
Insync Exotics	3430 Skyview Dr.	Wylie	TX	75098	972.442.6888
Isabel's Community Outreach	3100 W. Spring Creek Pkwy	Plano	TX	75023	214.288.3142
ISD Placement for Collin EDUC	2800 E. Spring Creek Pkwy B132	Plano	TX	75074	972.881.5967
Jewish Community Center	7900 Northaven Drive	Dallas	TX	75230	214.239.7124
Kiwanis Club of McKinney	P.O. Box 667	McKinney	TX	75069	972.562.7219
Lake Lavon	3375 Skyview Dr	Wylie	TX	75098	972.442.3141
Lakeside Community Theatre	6303 Main Street	The Colony	TX	75056	214.801.4869
Legacy Founders Cottage	828 S. Tyler Street	Dallas	TX	75208	214.941.7373
Legal Aid of Northwest Texas (LANWT)	901 North McDonald Street, Ste 702	McKinney	TX	75069	972.542.9405
Life Care	3800 W. Park Blvd	Plano	TX	75075	972.612.1700
Life Steps	401 N. Valley Parkway, Ste 380	Lewisville	TX	75067	972.353.5437
Life Talk Resource Center	8380 Warren Pkwy, Ste 204	Frisco	TX	75034	214.618.9352
LifePath Systems Behavioral Help	3920 Alma Dr.	Plano	TX	75023	972.562.0190
Linens for Animals	5982 FM 1827	McKinney	TX	75071	301.721.3933
Little Elm Library	100 West Eldorado Parkway	Little Elm	TX	75068	214.975.0430
Live Green	1520 Avenue K	Plano	TX	75074	972.769.4310
MADD McKinney	120 S Central Expwy Ste 108	McKinney	TX	75070	214.585.4616
Make a Way Charities	PO Box 702987	Dallas	TX	75370	855-MAW-GIVE
Make-a-Wish North Texas	6655 Deseo Dr	Irving	TX	75039	214-496-5016
ManeGait Therapeutic Horsemanship	3160 N Custer Rd	McKinney	TX	75071	469.742.9611
McKinney Chamber of Commerce	2150 S Central Expwy Ste 150	McKinney	TX	75070	972.542.0163
McKinney Christian Academy	3601 Bois D'Arc Road	McKinney	TX	75071	214.544.2658
McKinney Convention and Visitors Bureau	1575 Heritage Drive, Ste 100	McKinney	TX	75069	214.544.1407

McKinney Education Foundation	510 Heard Street	McKinney	TX	75069	469.742.6313
McKinney Family YMCA	300 Ridge Road	McKinney	TX	75070	972.529.2559
McKinney Fire Department	2200 Taylor-Burk Drive	McKinney	TX	75071	972.547.2850
McKinney Housing Authority	1200 N. Tennessee St.	McKinney	TX	75069	972.542.5641
McKinney ISD	1 Duvall St	McKinney	TX	75069	469.742.4108
McKinney Lions Club	P.O. Box 675	McKinney	TX	75070	972.569.9808
McKinney Main Street	111 N. Tennessee St.	McKinney	TX	75069	972.547.2660
McKinney Memorial Public Library	101 E. Hunt Street	McKinney	TX	70569	972.547.7336
McKinney Senior Recreation Center	1400 South College Street	McKinney	TX	75069	972.547.7491
McKinney Soccer Association	2150 S. Central Expy Ste. 100	McKinney	TX	75070	972.569.6808
Medical Center of Plano	3901 W 15 th St	Plano	TX	75075	972.519.1272
Metro Dallas Homeless Alliance - The Bridge	2816 Swiss Ave.	Dallas	TX	75201	972.638.5600
Miracle League of Frisco	PO Box 2831	Frisco	TX	75034	214.808.3014
Mocha Sisters Organization	P. O. Box 292232	Lewisville	TX	75029	877.512.0771
Muscular Dystrophy Assoc - TX - Greater Dallas	12655 N Central Expwy Ste 230	Dallas	TX	75243	972.480.0011
New Beginnings Center	218 N 10th St	Garland	TX	76040	972.276.0423 x 226
NEXUS Recovery Center	8733 La Prada Drive	Dallas	TX	75228	214.321.0156 x 2101
North Central Texas on Aging	616 Six Flags Drive	Arlington	TX	76005	1-800-272-391
North Collin County Habitat for Humanity	701 S. Tennessee	McKinney	TX	75069	972.542.5300 x 108
North Dallas Shared Ministries	2875 Merrell Road	Dallas	TX	75229	214.358.8767
North Texas Cares	8785 McKinney Rd.	Frisco	TX	75034	214.705.8200
North Texas Cat Rescue	P.O.Box 1504	McKinney	TX	75070	214.454.9395
North Texas History Center	300 E. Virginia Street	McKinney	TX	75069	972.542.9457
North Texas Job Corps Center	1701 N Church St	McKinney	TX	75069	972.542.2623
North Texas Youth Connection	1602 E. Lamar	Sherman	TX	75090	903.893.4717
Operation Kindness Animal Shelter	3201 Earhart Drive	Carrollton	TX	75006	972.428.3821
Operation Once In A Lifetime	221 W Parker Rd.	Plano	TX	75023	254.289.3057
Plano Clothes Closet/First Presbyterian Church	1500 Jupiter Road	Plano	TX	75074	972.423.4292
Plano Community Charity	2436 Ave K	Plano	TX	75074	972.578.0399
Plano Convention & Visitors Bureau	2000 E. Spring Creek Pkwy	Plano	TX	75074	972.941.7114
Plano ISD	2700 W. 15th St	Plano	TX	75075	469.752.8099
Plano Symphony Orchestra	5236 Tennyson Pkwy., Ste. 200	Plano	TX	75024	972.473.7262

Project Linus of Collin & Grayson County	414 Wolverly Lane	Allen	TX	75002	214.383.9140
Prosperity Place-Where All Things Are Possible	PO Box 115	Prosper	TX	75078	469.585.2460
Reconciliation Outreach	4311 Bryan St	Dallas	TX	75204	214.545.6500
Redbud House	101 Wilson Creek Pkwy	McKinney	TX	75069	972.562.9698
Resource Center Dallas	PO Box 190869	Dallas	TX	75219	214.528.0144
Rockwall County Helping Hands	950 Williams Street	Rockwall	TX	75087	972.771.4357
Rotary Club of McKinney	P.O. Box 52	McKinney	TX	75070	214.578.3536
Salvation Army	600 Wilson Creek	McKinney	TX	75069	972.542.6694
Samaritan Care Hospice (Hospice Compassus)	12222 Merit Drive Ste. 1240	Dallas	TX	75251	972.690.6632
SCC Writing Center (Collin College)	2800 E. Spring Creek Pkwy, Rm D224	Plano	TX	75074	972.881.5843
SciTech Discovery Center	8004 N. Dallas Pkwy	Frisco	TX	75034	972.546.3050
Seven Loaves Food Pantry	5801 W. Plano Pkwy	Plano	TX	75093	469.385.1813
SHARE! High School Exchange Prog	8609 Glencrest Ln	Dallas	TX	75209	800.941.3738
Sisterbration	5729 Lebanon Rd Ste. 144-237	Frisco	TX	75034	214.727.4842
SPCA of Texas	1700 J Ave.	Plano	TX	75070	972.424.0077
St. Andrew United Methodist Church	5801 West Plano Parkway	Plano	TX	75093	214.291.8021
St. Jude Rainbow Days/St.Jude Catholic Church	1515 N. Greenville Avenue	Allen	TX	75002	972.727.1177
St. Vincent de Paul, Council of Dallas	4347 W Northwest Hwy Ste.120-214	Dallas	TX	75220	214.520.0650 x 117
Stew Pot	1822 Young St	Dallas	TX	75201	214.746.2785 x320
Sunrise Senior Living	4800 West Parker Rd	Plano	TX	75093	972.985.9181
Susan G. Komen	5005 LBJ Frwy, Ste250	Dallas	TX	75244	972.378.4808
Texas AgriLife Extension	825 N McDonald, Ste 150	McKinney	TX	75069	972.548.4233
The Giving Movement/Minnie's Food Pantry	3100 Independence Pkwy, Ste 217	Plano	TX	75075	972.596.0253
The Heard Natural Science Museum	1 Nature Place	McKinney	TX	75069	972.562.5566
The Leukemia & Lymphoma Society	8111 LBJ Frwy, Ste 425	Dallas	TX	75251	972.996.5906
The Lodge on Preston Ridge	5850 Ohio Dr	Frisco	TX	75035	972.668.4100
The Samaritan Inn	1710 N McDonald St	McKinney	TX	75071	972.632.1290 x228
The Turning Point	PO Box 866754	Plano	TX	75086	972.985.0951
Trent Learning Center	7480 Stonebrook Pkwy	Frisco	TX	75034	972.377.2377
Volunteer Center of North Texas	2800 Live Oak St.	Dallas	TX	75204	214.826.6767
Volunteer McKinney Center	P.O. Box 2821	McKinney	TX	75070	972.542.0679
Walk On Therapeutic Riding Center	5513 Smiley Road	Celina	TX	75009	972.347.9616
Wellness Center for Older Adults	401 W 16th St, Ste 600	Plano	TX	75075	972.941.7335

Wilkinson Center	3402 N Buckner Blvd	Dallas	TX	75228	972.284.0311
Youth Achievement Foundation, Inc.	PO Box 670685	Dallas	TX	75367	214.514.3640

Website	Contact E-Mail
http://www.1stClassKids.org	info@1stClassKids.org
www.adifferentbreed.org	adbrescue@gmail.com
www.acocares.org	Marjorie@acocares.org
http://www.allenfoodpantry.org/	(no email posted, contacted waiting on reply)
http://www.cityofallen.org/index.aspx?nid=1022	lcope@cityofallen.org
www.allenvethosp.com	coffmanvet@aol.com
www.alleyshouse.org	program.director@alleyshouse.org
www.cancer.org	jeremy.bradford@cancer.org
www.texaslung.org	inquiries@breathehealthy.org
www.redcrossdallas.org	support@redcrosstraining.org
www.angelleague.info	lthetford@collin.edu
www.actmd.com	suarez@actmd.com
www.assistancecenter.org	volunteer@assistancecenter.org
www.baylorhealth.com	Info@baylorhealth.edu
www.bbbsnt.org	bbbstx@bbbstx.org
www.pisd.edu	pat.craven@pisd.edu
www.bgccc.org	baustin@bgccc.org
www.circle10.org	scott.ferguson@scouting.org
www.greatcarefw.com	admissions@bwdhc.com
www.bridgebuilderacademy.com	info@bridgebuilderacademy.com
www.campcraigallen.org	info@campcraigallen.com
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www.challengeair.com	events@challengeair.com
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Appendix B:
CSCE Comprehensive Program
Activity Documentation

CSCE Comprehensive Program Activity Documentation

Program	Event	Date	Campus/Location	Head Count	Total Sign In	Very Satisfied	Satisfied	% Satisfied	%New Knowledge
Service Learning	Faculty Workshop	8/19/2009	CPC		5	0	0		
Service Learning	Faculty Workshop	8/20/2009	SCC		12	0	0		
Service Learning	Orientation	9/8/2009	SCC		5	0	0		
Auteur Film Series	Shadow Magic	9/9/2009	SCC		34	No Survey			
Service Learning	Orientation	9/9/2009	PRC		5	0	0		
Special	Good Deed Day	9/11/2009	SCC		30	44	5	96.08%	54.90%
Special	Good Deed Day	9/11/2009	PRC		39	0	0		
Special	Good Deed Day	9/11/2009	CPC		65	0	0		
Special	Constitution Day	9/17/2009	SCC		300	24	34	77.33%	58.67%
Special	Constitution Day	9/17/2009	PRC		85	0	0		
Special	Constitution Day	9/17/2009	CPC		76	0	0		
Passport to the World	Seven Continents	9/18/2009	SCC		65	41	3	86.27%	45.10%
Distinguished Speaker Series	Probiotics: Our Silent Partners	9/21/2009	SCC		207	73	34	97.27%	72.73%
Distinguished Speaker Series	Probiotics: Our Silent Partners	9/21/2009	CPC		101	No Survey			
Special	Emergency Preparedness	9/24/2009	SCC		44	13	13	89.66%	72.41%
Auteur Film Series	Don't Die Without Telling Me Where	9/28/2009	SCC		60	No Survey			
Service Learning	Community Partner Fair	9/29/2009	CPC		51	0	0		
Service Learning	Community Partner Fair	9/30/2009	PRC		61	0	0		
Book In Common	Poe Mortem	10/1/2009	SCC		164	27	30	89.06%	85.94%
Book In Common	Presentation/Book Signing	10/14/2009	SCC		597	56	40	94.12%	80.39%
Book In Common	Presentation/Book Signing	10/15/2009	PRC		288	29	8	94.87%	76.92%
Book In Common	Presentation/Book Signing	10/15/2009	CPC		79	22	10	100.00%	81.25%
Special	Governor Perry	10/15/2009	SCC		358	0	0		
Book In Common	Writer's Workshop	10/16/2009	SCC		95	25	14	97.50%	85.00%
Auteur Film Series	Son of Rambo	10/20/2009	SCC		78	11	11	95.65%	52.17%
Passport to the World	Hola Havana	10/21/2009	SCC		35	8	12	80.00%	64.00%
Special	Career for the Common Good	10/27/2009	SCC		87	0	0		
Passport to the World	Siberia	11/4/2009	SCC		49	15	6	95.45%	81.82%
Service Learning	Orientation	11/8/2009	SCC		5	0	0		
Service Learning	Orientation	11/9/2009	PRC		45	0	0		
Distinguished Speaker Series	How We Decide with Jonah Lehrer	11/10/2009	SCC		349	83	35	94.40%	84.00%
Distinguished Speaker Series	How We Decide with Jonah Lehrer	11/11/2009	PRC		440	No Survey	0		
Auteur Film Series	Sullivan's Travels	11/12/2009	Angelica		150	No Survey			
Service Learning	Reflection Reception	12/1/2009	SCC		42	0	0		
Service Learning	Reflection Reception	12/2/2009	PRC		120	0	0		
Service Learning	Reflection Reception	12/3/2009	CPC		20	0	0		
Service Learning	Faculty Workshop	1/11/2010	SCC		9	0	0		
Service Learning	Orientation	1/26/2010	SCC	NO SIGN IN		0	0		
Service Learning	Orientation	1/27/2010	PRC	NO SIGN IN		0	0		
Service Learning	Orientation	1/28/2010	CPC	NO SIGN IN		0	0		
Auteur Film Series	A Century of Black Cinema	2/1/2010	SCC		56	11	11	91.67%	87.50%
Service Learning	Face of Homelessness	2/10/2010	SCC		287	55	55	95.65%	73.91%
Passport to the World	Culture as Text	2/19/2010	SCC		16	12	3	93.75%	87.50%
Voter Registration	Rock The Vote	2/22/2010	CPC		76	0	0		
Voter Registration	Rock The Vote	2/23/2010	PRC		58	0	0		
Voter Registration	Rock The Vote	2/24/2010	SCC		107	0	0		
Book In Common	Death and Dying	3/4/2010	SCC		130	17	30	78.33%	66.67%
Service Learning	Faculty Workshop	3/5/2010	SCC	NO SIGN IN		0	0		
Passport to the World	Where East Meets West	3/10/2010	SCC		47	21	10	96.88%	68.75%
Voter Registration	sign up	3/11/2010	SCC	NO SIGN IN		0	0		
Voter Registration	sign up	3/11/2010	PRC	NO SIGN IN		0	0		
Voter Registration	sign up	3/11/2010	CPC	NO SIGN IN		0	0		
Auteur Film Series	Purple Rose of Cairo	3/23/2010	SCC		76	No Survey			
Distinguished Speaker Series	String Theory with Voit	3/24/2010	SCC		165	13	43	60.87%	60.87%

CSCE Comprehensive Program Activity Documentation

Distinguished Speaker Series	String Theory with Voit - Class Tech	3/25/2010	PRC		6	2	2	100.00%	100.00%
Auteur Film Series	Last Picture Show	4/1/2010	Angelika		42	No Survey			
Voter Registration	Rock The Vote	4/5/2010	SCC		114	0	0		
Special	Trustees Candidate Forum	4/6/2010	SCC		58	0	0		
Voter Registration	Rock The Vote	4/6/2010	PRC		49	0	0		
Voter Registration	Rock The Vote	4/7/2010	CPC		98	0	0		
Passport to the World	Tango or Waltz	4/9/2010	SCC		17	10	2	100.00%	83.33%
Book In Common	Last Day of the Raven - 7pm	4/12/2010	SCC		57	No Survey			
Book In Common	Last Days of the Raven - 11am	4/13/2010	SCC		32	16	11	122.73%	77.27%
Book In Common	Last Days of the Raven - 5pm	4/13/2010	PRC		93	12	10	50.00%	79.55%
Book In Common	Last Day of the Raven - 1pm	4/13/2010	SCC		55	11	27	126.67%	80.00%
Distinguished Speaker Series	Film-making/Animation - Roundtables	4/14/2010	SCC		54	11	6	94.44%	77.78%
Distinguished Speaker Series	Film-making/Animation - Bringing Ideas to	4/14/2010	SCC		81	33	5	95.00%	77.50%
Service Learning	Faculty Workshop	4/19/2010	CPC	NO SIGN IN		0	0		
Service Learning	Volunteer Fair	4/19/2010	CPC	NO SIGN IN		0	0		
Service Learning	Faculty Workshop	4/20/2010	PRC	NO SIGN IN		0	0		
Service Learning	Volunteer Fair	4/20/2010	PRC	NO SIGN IN		0	0		
Auteur Film Series	SHORTS!	4/21/2010	SCC		46	No Survey			
Service Learning	Faculty Workshop	4/21/2010	SCC	NO SIGN IN		0	0		
Service Learning	Volunteer Fair	4/21/2010	SCC	NO SIGN IN		0	0		
Distinguished Speaker Series	EPA with James Brown	4/22/2010	SCC		40	14	12	96.30%	77.78%
Distinguished Speaker Series	EPA with James Brown	4/22/2010	PRC		12	4	6	100.00%	70.00%
Distinguished Speaker Series	EPA with James Brown	4/22/2010	CPC		52	18	18	92.31%	74.36%
Service Learning	Orientation	4/26/2010	CPC	Dental	28	0	0		
Service Learning	Showcase Reception	5/3/2010	CPC		52	0	0		
Service Learning	Showcase Reception	5/4/2010	PRC		107	0	0		
Service Learning	Showcase Reception	5/5/2010	SCC		60	0	0		
Student Leadership Academy	Spring Graduation Breakfast	5/7/2010	PRC	NO SIGN IN		0	0		
Student Leadership	SLA Lunch	8/27/2010	SCC		159				
Auteur Film Series	V For Vendetta	9/7/2010	SCC	100	92	1	0	25.00%	25.00%
Service Learning	Volunteer Fair	9/14/2010	CPC	53	47				
Service Learning	Volunteer Fair	9/15/2010	PRC	55	49				
Service Learning	Volunteer Fair	9/16/2010	SCC	191	174				
Constitution Day	Constitution Day	9/17/2010	SCC		312				
Constitution Day	Constitution Day	9/17/2010	PRC		116	43	18	93.85%	36.92%
Constitution Day	Constitution Day	9/17/2010	CPC	250	225	37	18	94.83%	43.10%
Passport to the World	Hungary & Cent Europe	9/24/2010	SCC	90	76	10	24	117.24%	55.17%
Rock The Vote	Rock The Vote	9/28/2010	SCC	300	273				
Distinguished Speaker Series	Space Discovery	9/29/2010	SCC	450	325	46	20	90.41%	89.04%
Rock The Vote	Rock The Vote	9/29/2010	PRC	110	100				
Auteur Film Series	The Secret In Their Eyes	9/30/2010	Angelika	100	87	29	3	100.00%	28.12%
Rock The Vote	Rock The Vote	9/30/2010	CPC	120	113				
Service Learning	Faculty Workshop	10/12/2010	PRC		5				
Debate Watch	Candidate Forum	10/13/2010	SCC	138	87	6	1	87.50%	25.00%
Passport to the World	A Music Lovers Guide to Europe	10/13/2010	SCC	38	29	12	16	175.00%	44.00%
Book In Common	Writer's Workshop	10/20/2010	SCC	207	189	75	34	93.97%	79.31%
Book In Common	Author Presentation	10/20/2010	SCC	500	466	37	16	96.36%	69.09%
Book In Common	Author Presentation	10/21/2010	CPC	154	140	30	16	92.00%	84.00%
Book In Common	Author Presentation	10/21/2010	PRC	314	342	41	42	92.22%	76.66%
Auteur Film Series	M	10/27/2010	SCC	80	74	13	10	95.83%	66.66%
Special	Veteran's Day Celebration	11/11/2010	SCC	175 @ Pole	404 notes	0	0		
Special	Veteran's Day Celebration	11/11/2010	CPC	60 @ Pole	209 notes	0	0		
Special	Veteran's Day Celebration	11/11/2010	PRC	150 @ Pole	88 notes	0	0		
Passport to the World	Moscow/St.Petersburg	11/12/2010	SCC	80	64	15	10	92.59%	51.85%
Auteur Film Series	In The Name of The Father	11/15/2010	SCC	30	26	5	1	100.00%	66.67%
Distinguished Speaker Series	Daniel Seddiqui	11/16/2010	SCC	130	118	37	13	100.00%	78.00%
Special	Career for the Common Good	11/17/2010	SCC	20	14	6	4	100.00%	90.00%

CSCE Comprehensive Program Activity Documentation

Service Learning	Reflection Reception	11/18/2010	CPC			18							
Service Learning	Reflection Reception	11/29/2010	PRC			53							
Service Learning	Reflection Reception	11/30/2010	SCC			29							
Student Leadership Academy	Graduation Reception	12/1/2010	SCC			23							
Student Leadership Academy	Graduation Reception	12/3/2010	PRC			16							
Student Leadership Academy	Graduation Reception	12/3/2010	CPC			7							
MLK Day	MLK Student Presentation	1/1/2011											
Service Learning	Faculty Workshop	1/12/2011	CPC			11							
Service Learning	Faculty Workshop	1/13/2011	PRC			6							
Service Learning	Faculty Breakfast	1/14/2011	SCC			22							
Student Leadership Academy	First Class Breakfast	1/21/2011	PRC			18							
CSCE Special Events	The Face of Homelessness	1/25/2011	SCC	200		167	31		26	98.28%		96.55%	
Service Learning	Volunteer Fair	1/25/2011	SCC			38							
Service Learning	Volunteer Fair	1/26/2011	PRC			22							
Service Learning	Volunteer Fair	1/27/2011	CPC			17							
Auteur Film Series	4 Little Girls	2/10/2011	Angelika	70		64	16		10	92.86%		89.29%	
Passport to the World	Germany Land of Laptops and Lederhosen	2/16/2011	SCC	43		38	9		7	76.19%		66.67%	
Service Learning	Faculty Workshop	2/16/2011	CPC			6							
Distinguished Speaker Series	Emily Pilloton	2/17/2011	SCC			112	45		15	93.75%		73.44%	
Auteur Film Series	Adam's Rib	3/3/2011	SCC	30		27	5		4	90.00%		60.00%	
Passport to the World	South Pacific	3/4/2011	SCC	25		25	10		1	100.00%		72.73%	
Special Event	Poverty Simulation	3/8/2011	SCC			81	36		26	92.54%		76.12%	
Special Event	Alternative Spring Break	3/14/2011	ALL-Heard			24							
Special Event	Alternative Spring Break	3/15/2011	ALL-Heard			22							
Special Event	Alternative Spring Break	3/15/2011	ALL- Mane Gait			16							
Special Event	Alternative Spring Break	3/16/2011	ALL- Mane Gait			15							
Passport to the World	Ukraine	3/24/2011	SCC	35		31	14		6	100.00%		90.00%	
Auteur Film Series	MILK	3/29/2011	SCC			74	16		11	84.38%		68.75%	
Rock The Vote	Rock The Vote	3/29/2011	PRC			61							
Rock The Vote	Rock The Vote	3/30/2011	CPC			119							
Rock The Vote	Rock The Vote	3/31/2011	SCC			258							
Passport to the World	Spain	4/13/2011	SCC	73		61	16		14	96.77%		83.87%	
Emerging Scholars	Emerging Scholars Recep	4/14/2011	SCC			230							
Auteur Film Series	12 Angry Men	4/20/2011	SCC	137		121	6		15	80.77%		57.69%	
Service Learning	Reflection Reception	5/2/2011	SCC	73		57							
Service Learning	Reflection Reception	5/3/2011	PRC	55		31							
Service Learning	Reflection Reception	5/4/2011	CPC	16		14							
Student Leadership Academy	Graduation Reception	5/6/2011	PRC										
Service Learning	Faculty Workshop	8/18/2011	CPC	47		47							
Student Leadership	SLA Lunch	8/26/2011	SCC	219		219							
Passport to the World	Stadt Wien-Weasenforth	9/9/2011	SCC			37	14		8	100.00%		63.64%	
Voter Registration	Rock The Vote	9/13/2011	PRC			173							
Auteur Film Series	The Truman Show	9/14/2011	Angelika	179		179	14		6	86.96%		39.13%	
Voter Registration	Rock The Vote	9/14/2011	SCC			363							
Voter Registration	Rock The Vote	9/15/2011	CPC			197							
Constitution Day	Constitution Day	9/16/2011	PRC	186		169							
Constitution Day	Constitution Day	9/16/2011	SCC	325		298							
Constitution Day	Constitution Day	9/16/2011	CPC	217		198							
Service Learning	Volunteer Fair	9/27/2011	CPC			92							
Service Learning	Volunteer Fair	9/28/2011	PRC			108							
Distinguished Speaker Series	Gregory Markus	9/29/2011	SCC	123		110	31		28	86.76%		79.41%	
Service Learning	Volunteer Fair	9/29/2011	SCC			293							
Auteur Film Series	Women on the Verge	10/3/2011	SCC	63		58	11		8	86.36%		68.18%	
Emergency Prep	Personal Disaster Prep	10/6/2011	CPC	68		68	30		14	93.62%		76.60%	
Passport to the World	LeCinque Terre Italy-Pisani	10/12/2011	SCC	50		39	22		7	96.67%		86.67%	
Auteur Film Series	Quiz Show	10/27/2011	PRC	54		51	15		11	96.30%		70.37%	
Distinguished Speaker Series	Dr. David Baker	11/1/2011	SCC	200		170	51		27	100.00%		78.20%	

CSCE Comprehensive Program Activity Documentation

Special Event	Veteran's Day-Restrepo	11/7/2011	PRC	91	73	1		100.00%	100.00%
Special Event	Veteran's Day-Restrepo	11/8/2011	CPC	40	34	8	15	76.67%	73.33%
Passport to the World	Oxford - Scott Rasnic	11/9/2011	SCC	50	42	18	6	100.00%	75.00%
Special Event	Veteran's Day-Taking Chance	11/9/2011	SCC	30	22				
Auteur Film Series	Network	11/15/2011	SCC	50	47		3	100.00%	33.33%
Special Event	Poverty Simulation	11/15/2011	CPC	68	64	25	16	100.00%	95.00%
Service Learning	Reflection Reception	11/29/2011	SCC	104	99				
Service Learning	Reflection Reception	11/30/2011	PRC	50	48				
Service Learning	Reflection Reception	12/1/2011	CPC	41	39				
SLA	SLA Graduation	12/2/2011	PRC	44	42				
SLA	SLA Graduation	12/6/2011	CPC						
SLA	SLA Graduation	12/7/2011	SCC						
MLK Day	MLK Student Presentation	1/1/2012		16					
Service Learning	Faculty Camp	1/12/2012	SCC	23					
SLA	Faculty Camp	1/12/2012	SCC						
Special Event	MLK Day of Service	1/14/2012	SCC						
Special Event	MLK President's Breakfast	1/14/2012	SCC	530	428				
Special Event	The Face of Homelessness	1/23/2012	SCC	263	169	52	13	100.00%	83.07%
Passport to the World	Black Sea: Cultural Crossroad	1/25/2012	SCC	35	31	10		100.00%	80.00%
Voter Registration	Rock The Vote	1/31/2012	PRC		159				
Voter Registration	Rock The Vote	2/1/2012	CPC		164				
Voter Registration	Rock The Vote	2/2/2012	SCC		347				
Auteur Film Series	Pleasantville	2/7/2012	SCC	90	84	25	24	98.00%	64.00%
Service Learning	Volunteer Fair	2/7/2012	CPC		87				
Service Learning	Volunteer Fair	2/8/2012	PRC		66				
Distinguished Speaker Series	Dr. Robert Xavier Rodriguez	2/9/2012	SCC	120	108	17	22	97.50%	55.00%
Service Learning	Volunteer Fair	2/9/2012	SCC		175				
Distinguished Speaker Series	Dr. Caroline Tolbert	2/15/2012	CPC	175	161	26	49	77.32%	90.72%
Passport to the World	Paris w/ Dr. Harris	2/22/2012	SCC	35	26	13	11	92.31%	80.77%
Auteur Film Series	Color Adjustment	2/27/2012	CPC	85	79	11	22	86.84%	81.58%
Distinguished Speaker Series	Dr. Bruce Perry	3/1/2012	PRC	330	249	83	27	98.21%	81.25%
Book In Common	PTSD: Symptoms, Treatment, History	3/8/2012	SCC	40	36	12	9	91.30%	95.65%
Alt. Spring Break	Alt. Spring Break	3/12/2012	Heard/ManeGait/Habita	30avg		No Survey			
Auteur Film Series	Being There	3/21/2012	SCC	75	71	21	10	96.88%	78.12%
Passport to the World	Kenya w/ Daryl Rupp	3/22/2012	SCC	13	13	6		100.00%	66.66%
Special Event	Poverty Simulation	3/29/2012	PRC	29	29	16	13	100.00%	96.55%
Book In Common	Writer's Workshop-10am	4/3/2012	PRC	65	59	17	16	91.67%	63.89%
Book In Common	Writer's Workshop-11:30am	4/3/2012	PRC	102	86	23	19	95.45%	86.36%
Book In Common	Writer's Workshop-10am	4/4/2012	SCC	30	20	9	4	92.86%	78.57%
Book In Common	Writer's Workshop-11am	4/4/2012	SCC	75	65	28	10	97.44%	69.23%
Book In Common	Presentation/Book Signing	4/4/2012	SCC	280	248	70	30	93.46%	71.03%
Book In Common	Presentation/Book Signing	4/5/2012	CPC	125	112	29	12	107.89%	76.19%
Distinguished Speaker Series	Creativity in Teaching & Learning	4/10/2012	PRC	30	26	11	3	100.00%	92.86%
Passport to the World	Concord, Mass w/ Dallis Clark	4/11/2012	SCC	35	31	15	4	100.00%	63.16%
Emerging Scholars	Emerging Scholars Recep	4/12/2012	SCC		325				
Emergency Prep	Personal Disaster Prep	4/17/2012	PRC	23	23	14	4	100.00%	94.44%
Auteur Film Series	Good Night & Good Luck	4/19/2012	Angelika	0	125	19	18	88.10%	69.05%
Service Learning	Reflection Reception	4/30/2012	PRC	30	26				
Service Learning	Reflection Reception	5/1/2012	SCC	75	57				
Service Learning	Reflection Reception	5/3/2012	CPC	50	37				
SLA	Spring Graduation Breakfast	5/4/2012	PRC	30	23				
Leadership	Student Summer Leadership Camp	8/17/2012	Collin County		50				
Service Learning	Faculty Synergy Camp	8/22/2012	Collin County		29				
Service Learning	Volunteer Fair	9/11/2012	PRC		135				
Service Learning	Volunteer Fair	9/12/2012	CPC		110				
Auteur Film Series	The King's Speech	9/13/2012	Angelika	215	213	44	12	98.25%	80.70%
Service Learning	Volunteer Fair	9/13/2012	SCC		219				

CSCCE Comprehensive Program Activity Documentation

Constitution Day	Constitution Day 2012	9/17/2012	All Campuses		673					
Rock The Vote	Rock The Vote F12	9/18/2012	CPC		239					
Rock The Vote	Rock The Vote F12	9/19/2012	SCC		376					
Rock The Vote	Rock The Vote F12	9/20/2012	PRC		176					
Special Event	Personal Disaster Prep	9/20/2012	PRC		31	10	11	100.00%	85.71%	
Auteur Film Series	Bonnie & Clyde	10/1/2012	SCC	112	108	21	16	94.87%	71.79%	
Debate Watch	Debate Watch 1	10/3/2012	SCC	435	305					
Debate Watch	Debate Watch 1	10/3/2012	PRC	220	186					
Debate Watch	Debate Watch 1	10/3/2012	CPC	235	200					
Debate Watch	VP Debate Watch	10/11/2012	SCC	240	128					
Debate Watch	VP Debate Watch	10/11/2012	PRC	135	219					
Debate Watch	VP Debate Watch	10/11/2012	CPC	115	105					
Debate Watch	Debate Watch 2	10/16/2012	SCC	329	299					
Debate Watch	Debate Watch 2	10/16/2012	PRC	208	189					
Debate Watch	Debate Watch 2	10/16/2012	CPC	208	189					
Debate Watch	Debate Watch 3	10/22/2012	SCC	262	238					
Debate Watch	Debate Watch 3	10/22/2012	PRC	203	185					
Debate Watch	Debate Watch 3	10/22/2012	CPC	132	118					
Auteur Film Series	To Kill A Mockingbird	10/24/2012	SCC	72	66	21	8	100.00%	62.07%	
Distinguished Speaker Series	Dr. Cal Jillian: The Election Process	10/29/2012	SCC	120	112	11	22	86.84%	86.84%	
Service Learning	SL Faculty Workshop	11/2/2012	PRC	11	11					
Distinguished Speaker Series	The Innocence Project	11/8/2012	SCC	312	282	109	20	96.27%	73.13%	
Special Event	Poverty Simulation	11/13/2012	SCC	107	98	38	38	92.68%	90.24%	
Auteur Film Series	Citizen Kane	11/14/2012	CPC	114	106	13	13	83.87%	77.42%	
Passport to the World	Argentina/Chile: Prof Cohick	11/14/2012	SCC	28	22	12	2	100.00%	92.86%	
Book In Common	Perception & Stigma: Living w/ Dyslexia	11/27/2012	SCC	112	106	8	19	#DIV/0!	#DIV/0!	
Book In Common	The Eyes Have It: The Challenges of	11/29/2012	SCC	55	52	27	9	97.30%	86.49%	
Service Learning	Reflection Reception	12/3/2012	SCC	44	40			#DIV/0!	#DIV/0!	
Service Learning	Reflection Reception	12/4/2012	PRC	58	52			#DIV/0!	#DIV/0!	
SLA	Fall 12 Class Graduation	12/5/2012	SCC	21	21			#DIV/0!	#DIV/0!	
Service Learning	Reflection Reception	12/6/2012	CPC	12	11			#DIV/0!	#DIV/0!	
MLK Day	MLK Student Presentation	1/1/2013		23						
Service Learning	SL Faculty Camp	1/16/2013	SCC	13	13			#DIV/0!		
MLK Day	Power Breakfast	1/19/2013	SCC	500+	310			#DIV/0!		
Special Event	The Face of Homelessness	1/29/2013	SCC	112	102	28	20	94.12%	96.08%	
Service Learning	Volunteer Fair	2/5/2013	SCC	266				#DIV/0!		
Service Learning	Volunteer Fair	2/6/2013	CPC	179				#DIV/0!		
Auteur Film Series	The Great Debaters	2/7/2013	Angelika	155	141	33	15	96.00%	86.00%	
Service Learning	Volunteer Fair	2/7/2013	PRC	90				#DIV/0!		
Rock The Vote	RTV-CPC S13	2/11/2013	CPC	166	166			#DIV/0!		
Rock The Vote	RTV-PRC S13	2/12/2013	PRC	127	115			#DIV/0!		
Passport to the World	Passport to Israel	2/13/2013	PRC	61	57	17	18	97.22%	86.11%	
Rock The Vote	RTV-SCC S13	2/13/2013	SCC	351	319			#DIV/0!		
Special Event	Multicultural Comm. Tables	2/18/2013	SCC	83	75	36	11	81.03%	67.24%	
Service Learning	SL Faculty Workshop	2/20/2013	CPC	9				#DIV/0!		
Service Learning	SL Faculty Workshop	2/22/2013	PRC	8				#DIV/0!		
Auteur Film Series	Paper Moon	2/27/2013	SCC	63	57	12	13	89.29%	57.14%	
Service Learning	SL Faculty Workshop	2/27/2013	SCC	7				#DIV/0!		
Book In Common	My Dyslexia-Author Present	3/5/2013	PRC	254	231	61	28	91.75%	86.60%	
Book In Common	My Dyslexia-Author Present	3/6/2013	SCC	316	287	40	20	90.91%	80.30%	
Book In Common	My Dyslexia-Writer's Wksp	3/6/2013	SCC	134	122	38	40	88.64%	87.50%	
Service Learning	SL Faculty Workshop	3/6/2013	CPC	9	9			#DIV/0!		
Book In Common	My Dyslexia-Author Present	3/7/2013	CPC	157	143	36	13	98.00%	76.00%	
Alt. Spring Break	ManeGait Monday	3/11/2013	ManeGait	23	22	No Survey				#DIV/0!
Alt. Spring Break	ManeGait Tuesday	3/12/2013	ManeGait	11	10	No Survey				#DIV/0!
Alt. Spring Break	Chestnut Square	3/12/2013	Chestnut Sq	14	13	No Survey				#DIV/0!
Passport to the World	Amsterdam: Beyond the Lights & Smoke	3/20/2013	SCC	25	24	14	4	100.00%	94.44%	

CSCE Comprehensive Program Activity Documentation

Service Learning	SL Faculty Workshop	3/21/2013	PRC	8	8				#DIV/0!	#DIV/0!
Service Learning	SL Faculty Workshop	3/27/2013	SCC	5	5				#DIV/0!	#DIV/0!
Auteur Film Series	Cabaret	3/28/2013	PRC	80	73	14	16		83.33%	66.67%
Distinguished Speaker Series	Classic Rhetoric	4/9/2013	PRC	385	375	23	14		97.37%	84.21%
Passport to the World	Adventures in the Russian Far East	4/10/2013	SCC	36	33	18	8		100.00%	100.00%
Auteur Film Series	The Untouchables	4/22/2013	SCC	125	114	19	18		0.88095238	57.14%
Service Learning	SL Faculty Workshop	4/23/2013	PRC	7	7					#DIV/0!
Service Learning	Reception	5/2/2013	CPC	119	108					#DIV/0!
Service Learning	Reception	5/2/2013	SCC	116	105					#DIV/0!
Service Learning	Reception	5/7/2013	PRC	42	38					#DIV/0!
Student Leadership Academy	Graduation Breakfast-CPC	5/9/2013	CPC	20	19					#DIV/0!
Student Leadership Academy	Graduation Breakfast-PRC	5/10/2013	PRC	25	21					#DIV/0!
Service Learning	Faculty Camp	8/22/2013	SCC	36	36	9	3		100.00%	100.00%
Service Learning	Student Summer Leadership Camp	8/23/2013	SCC	89	89	48	21		97.18%	94.37%
Service Learning	Volunteer Fair	9/10/2013	PRC		147					
Service Learning	Volunteer Fair	9/11/2013	SCC		392					
Service Learning	Volunteer Fair	9/12/2013	CPC		217					
Constitution Day	Constitution Day 2013	9/17/2013	All Campuses	960	0	No Survey				
Service Learning	Faculty Workshop	9/17/2013	CPC	6	6					
Service Learning	Faculty Workshop	9/18/2013	SCC	8	8					
Service Learning	Faculty Workshop	9/20/2013	CPC	3	3					
Service Learning	Faculty Workshop	9/20/2013	CPC	6	6					
Special Event	Emergency Prep Fair	9/24/2013	PRC		45					
Special Event	Emergency Prep Fair	9/25/2013	SCC		469					
Auteur Film Series	Edward Scissorhands	9/26/2013	SCC	169	156	38	40		97.50%	66.25%
Service Learning	Faculty Workshop	9/26/2013	PRC	8	8					
Special Event	Emergency Prep Fair	9/26/2013	CPC		175					
Rock The Vote	Voter Registration	10/1/2013	PRC	132	120					
Rock The Vote	Voter Registration	10/2/2013	SCC	300	271					
Rock The Vote	Voter Registration	10/3/2013	CPC	187	170					
Distinguished Speaker Series	Taylor's Gift w/ the Storchs	10/10/2013	SCC	190	173	58	16		98.67%	85.33%
Auteur Film Series	City of Lost Children	10/16/2013	CPC	63	58	11	7		75.00%	83.33%
Service Learning	Faculty Workshop	10/16/2013	SCC	4	4					
Service Learning	Faculty Workshop	10/23/2013	PRC	5	5					
Service Learning	Faculty Workshop	10/30/2013	CPC	5	5					
Book In Common	Nuclear Landscapes	11/4/2013	SCC	80	72	8	6		100.00%	64.29%
Special Event	Veteran's Day Celebration	11/11/2013	CPC		0				#DIV/0!	#DIV/0!
Special Event	Veteran's Day Celebration	11/11/2013	PRC		0				#DIV/0!	#DIV/0!
Special Event	Veteran's Day Celebration	11/11/2013	SCC		0				#DIV/0!	#DIV/0!
Special Event	Poverty Simulation	11/12/2013	PRC	57	46	22	19		100.00%	85.37%
Distinguished Speaker Series	Chris&Zach:Living on \$1 a Day	11/13/2013	PRC	262	238	77	18		97.94%	82.47%
Service Learning	Faculty Workshop	11/13/2013	SCC	5	5					
Phi Theta Kappa	PTK Induction: Fall 2013	11/17/2013	SCC	250	236					
Auteur Film Series	Life of Pi	11/18/2013	Angelika	160	156	50	14		95.52%	71.64%
Service Learning	Faculty Workshop	11/19/2013	PRC	5	5					
Service Learning	Reflection Reception	12/3/2013	PRC	60	56					
Service Learning	Reflection Reception	12/4/2013	SCC	176	154					
Service Learning	Reflection Reception	12/5/2013	CPC	42	29					
MLK Day	MLK Student Presentation	1/1/2014								
Service Learning	Faculty Retreat	1/15/2014	SCC	30?						
MLK Day	Power Breakfast	1/18/2014	SCC	500+					#DIV/0!	
Special Event	Face of Homelessness	1/27/2014	SCC	230	161	58	33		98.91%	83.70%
Service Learning	Volunteer Fair	2/4/2014	PRC						#DIV/0!	#DIV/0!
Passport to the World	Le Chartres Cathedral: L. Sears	2/5/2014	SCC						#DIV/0!	#DIV/0!
Service Learning	Volunteer Fair	2/5/2014	SCC						#DIV/0!	#DIV/0!
Service Learning	Volunteer Fair	2/6/2014	CPC						#DIV/0!	#DIV/0!
Auteur Film Series	Beasts of the Southern Wild	2/13/2014	PRC			No Survey				#DIV/0!

Appendix C:
CSCE Scope of Programming
Program Logistics Responsibilities

Category	Program	Events	Events Per Year	Event Logistics (Date, Time, Location, Room Reservations)	Speaker / Film Selection	Contracts	Event Budgeting, requisitions and purchasing	PR and Marketing: Event Posters, Flyers, Brochures, Cougar Mail blasts, photography, ad'l requests for PR dept.	Event Planning and/or (Meetings)	Website and website updates	Event Host: receptions, green rooms, transportation, travel arrangements	Calendar of Events	Event Surveys, Documentation, Reports	Requests for Special Assistance: Interpreters, performers, etc.	Community Partner meetings and partnership development	Catering or Per Diem	Programs, Invitations, Scripts Agendas and Itineraries	Faculty and Staff Delegation of Responsibilities	Security	Arrangements for and/or filming and photography	Event Attendance Tracking	Permissions and Approvals	Special Registrations / Liabilities/ Travel Training Tracking	Promotional (Design, ordering, distributions)	Certificates and Awards or Promotional Giveaways	
Civic Engagement	MLK Day of Service	MLK Day of Service	1	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	
Civic Engagement	Civic Engagement	Rock the Vote	6	CSCE		CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	Student Life Orders	CSCE	CSCE & Student Life	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	
Civic Engagement	Civic Engagement	Debate Watch	3	CSCE			CSCE & Student Life	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE & Student Life	CSCE & Student Life	CSCE & Student Life	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE & Student Life	
Civic Engagement	Civic Engagement	Veterans Day	3	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	CSCE & Vet Day Comm	
Civic Engagement	Emergency Preparedness	Emergency Preparedness Fairs	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	
Civic Engagement	Community Partner Fairs for Service Learning & Volunteers	Each semester at all campuses	6	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	
Documentation	Civic Excellence Designation	Civic Excellence Designation System	It is proposed that CSCE would house the Civic Excellence Initiative.																							

Category	Program	Events	Events Per Year	Event Logistics (Date, Time, Location, Room Reservations)	Speaker / Film Selection	Contracts	Event Budgeting, requisitions and purchasing	PR and Marketing: Event Posters, Flyers, Brochures, Cougar Mail blasts, photography, ad'l requests for PR dept.	Event Planning and/or (Meetings)	Website and website updates	Event Host: receptions, green rooms, transportation, travel arrangements	Calendar of Events	Event Surveys, Documentation, Reports	Requests for Special Assistance: Interpreters, performers, etc.	Community Partner meetings and partnership development	Catering or Per Diem	Programs, Invitations, Scripts Agendas and Itineraries	Faculty and Staff Delegation of Responsibilities	Security	Arrangements for and/or filming and photography	Event Attendance Tracking	Permissions and Approvals	Special Registrations / Liabilities/ Travel Training Tracking	Promotional (Design, ordering, distributions)	Certificates and Awards or Promotional Giveaways
Leadership	Phi Theta Kappa	PTK Executive Leadership Team Meetings	Multiple	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK
Leadership	Phi Theta Kappa	PTK Advisor Team Meetings	Multiple	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK
Leadership	Phi Theta Kappa	PTK Meetings	Multiple	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK
Leadership	Phi Theta Kappa	PTK Events, Conferences, Workshops, Activities	Multiple	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK	CSCE & PTK
Leadership	Community Ambassadors	Community Ambassadors		CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE	CSCE
Orientation	Orientations	Faculty Orientations	CSCE participates in all Faculty Orientations each semester at each of the campuses, promoting all of the collaborative CSCE programs. Each orientation is approximate 2 hours.																						
Orientation	Orientations	Assoc Faculty Orientations	CSCE participates in all Assoc. Faculty Orientations each semester at each of the campuses, promoting all of the collaborative CSCE programs. Each orientation is approximate 2 hours.																						

Appendix D:
CSCE Comparative Study #1
Staffing

Center for Scholarly and Civic Engagement

Comparative Study #1: Staffing

Peer Institutions	Location	State	#Enroll	Awards	Center Name	Lead Admin	# FT Staff
Texas Christian University	Ft. Worth	Texas	9425	PHR	Center for Community Involvement and Service Learning	Director	6
Texas Women's University	Denton	Texas	12,416		Center for Civic Engagement	Coord	8
Texas Tech University	Lubbock	Texas	32,611	PHR	Center for Active Learning and Undergraduate Engagement	Director	5
University of North Texas	Denton	Texas	36,890		Partnerships for Strong Communities	Director	6
Austin Community College	Austin	Texas	43,315		Center for Service Learning and Student Life	Director	27
Tarrant County Community College – Multi Campus	Tarrant County	Texas	46,750		Service Learning Program	Four FT Directors	20
University of Texas at Austin	Austin	Texas	50,000		Longhorn Center for Civic Engagement	Asst Vice President	8
Collin College – Multi Campus	Collin County	Texas	54,000	Carnegie PHR	CSCE	Director	2
Houston Community College System	Houston	Texas	57,364		Service Learning Program	3 FT Directors	Multiple Staff
Lone Star College	Woodlands	Texas	77,877		Center for Civic Engagement	Director	6
Dallas County Community College District – Multi Campus	Dallas County	Texas	83,000	PHR	Service Learning	District Director	9 FT Coords

Appendix E:
CSCE Comparative Study #2
Scope of Programming

Center for Scholarly and Civic Engagement Program Evaluation Jan 2014
 Comparative Study #2:
 Scope of Programming

College or University	# Enrolled	Carnegie Recipient	Presidents Honor Roll	# Staff	Service Learning	Leader Program	Volunteer / Alt Breaks	Mentor Program	Civic Engage / Voting	Global / Diversity	Intern Program	Film Series	Book in Common	Speaker Series	Comm College Day	Co Curr Trans Script	Logistical Support Phi Theta Kappa
Blinn College	15,645	Carnegie Award		2	YES												
Collin College (Collin County Community College District)	54,000	Carnegie Award	PHR	2	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Sam Houston State University	18,478	Carnegie Award		4	YES				YES								
St. Mary's University	4,100	Carnegie Award		10	YES	YES	YES	YES	YES		YES						
University of Texas - Arlington	33,439	Carnegie Award	PHR	2	YES												
University of Texas - Brownsville	13,836	Carnegie Award		3	YES		YES		YES		YES						
University of Texas - El Paso	18,542	Carnegie Award	PHR	2	YES	YES	YES	YES	YES		YES					YES	
Dallas Baptist University	5,622		PHR	1	YES		YES	YES	YES		YES						
Dallas County Community College District	83,000		PHR	9	YES	YES	YES	YES	YES								
Kilgore College	24,169		PHR	2	YES	YES	YES	YES	YES								
Southwestern University	1,310		PHR	2	YES	YES	YES	YES	YES		YES						
Stephen F. Austin	12,999		PHR	14	YES	YES	YES	YES	YES		YES						
Texas A&M	53,817		PHR	5	YES	YES		YES		YES							
Texas Christians University	9,425		PHR	6	YES		YES	YES	YES								
Texas Tech University	32,611		PHR	5	YES			YES			YES						

College or University	# Enrolled	Carnegie Recipient	Presidents Honor Roll	# Staff	Service Learning	Leader Program	Volunteer / Alt Breaks	Mentor Program	Civic Engage / Voting	Global / Diversity	Intern Program	Film Series	Book in Common	Speaker Series	Comm College Day	Co Curr Trans Script	Logistical Support Phi Theta Kappa
Defiance College	1,100		PHR	15	YES	YES	YES	YES									
Empire State College	18,656		PHR	2	YES	YES	YES	YES									
Georgia Perimeter College	26,996		PHR	5	YES	YES	YES	YES									
Gettysburg College	2,600		PHR	5	YES	YES	YES	YES		YES	YES						
John Carroll University	3,700		PHR	9	YES		YES	YES	YES								
Kalamazoo College	1,450		PHR	3	YES	YES	YES	YES			YES						
La Sierra University	1,500		PHR	3	YES		YES										
Mississippi State University	20,365		PHR	3	YES	YES	YES	YES									
Nazareth College	2,911		PHR	11	YES	YES	YES	YES	YES	YES	YES						
Purdue University	39,256			14	YES		YES			YES							
Southern Arkansas University	3,400		PHR	2			YES										
Spelman College	2,100		PHR	4	YES	YES	YES	YES									
Stanford University	15,870			10	YES	YES	YES	YES		YES	YES						
Stetson University	3,900		PHR	8	YES	YES	YES				YES						
University of Connecticut	22,301		PHR	?	YES		YES										
University of Massachusetts Dartmouth	9,225		PHR	5	YES	YES	YES	YES		YES	YES						
University of North Carolina - Chapel Hill	3,960			8	YES		YES	YES			YES						

Appendix F:
Institutional Data

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

Section I: Essential Services/Programs

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

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

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

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

Section III: Educational Support Services/Programs

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

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

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

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

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

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

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

The staff was courteous.

1 = Strongly disagree, 5 = Strongly agree.

	Count	2	2	10	14
The staff was courteous -Cooperative Work Experience	%	14.3%	14.3%	71.4%	100.0%
	Count	8	5	19	54
The staff was courteous -Libraries	%	2.6%	1.6%	6.1%	17.3%
	Count	3	3	18	40
The staff was courteous -Open Computer lab	%	1.5%	1.5%	9.1%	20.2%
	Count	5	1	10	30
The staff was courteous -Math lab	%	3.9%	.8%	7.8%	23.4%
	Count		1	1	13
The staff was courteous -Mentor Program	%		6.7%	6.7%	86.7%
	Count	1	2	3	25
The staff was courteous -Online Student Support Center (OSSC)	%	3.2%		6.5%	9.7%
	Count		1	6	5
The staff was courteous -Science Den (lab)	%		2.3%	13.6%	11.4%
	Count		1	4	16
The staff was courteous -Service Learning	%		4.8%	19.0%	76.2%
	Count			1	9
The staff was courteous -Student Success Program (SSP)	%			10.0%	90.0%
	Count	1	1	9	20
The staff was courteous -Tutoring Services	%	3.2%		3.2%	29.0%
	Count	5		8	21
The staff was courteous -Writing Center	%	3.7%		5.9%	15.4%
	Count			102	136

Descriptive Statistics

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

The staff was Knowledgeable.

1= Strongly disagree, 5 = Strongly agree.

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

Descriptive Statistics

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

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

1 = Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

Reasons unsatisfied/very unsatisfied -Mentor Program

Did not respond

407

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

Did not respond

407

Reason unsatisfied/very unsatisfied -Science Den (lab)

Did not respond

401

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

1

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

1

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

1

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

1

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

1

Needs more models

1

Total

407

Reason unsatisfied/very unsatisfied -Service Learning

Did not respond

405

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

1

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

1

Total

407

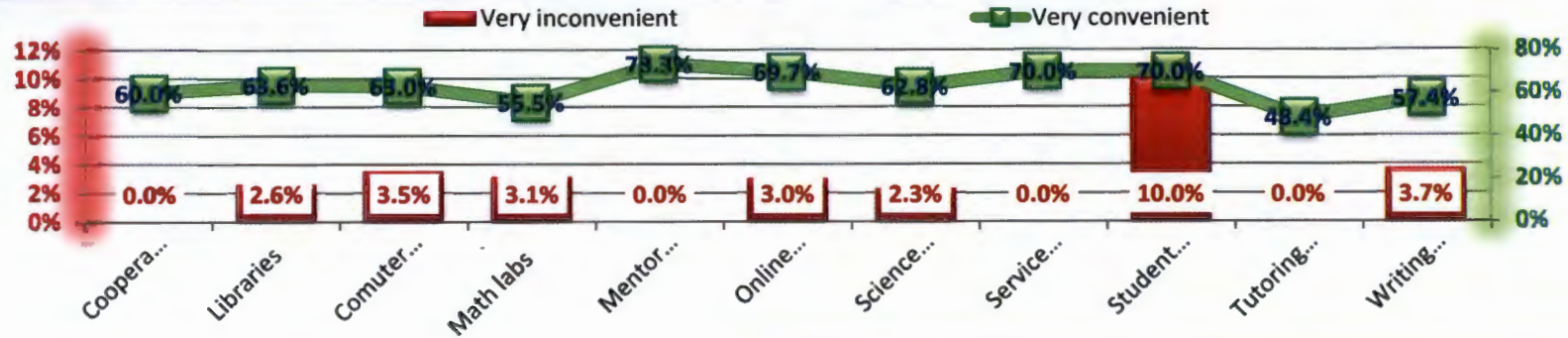
Why did not use -Science Den (lab)

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

Why did not use -Service Learning

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

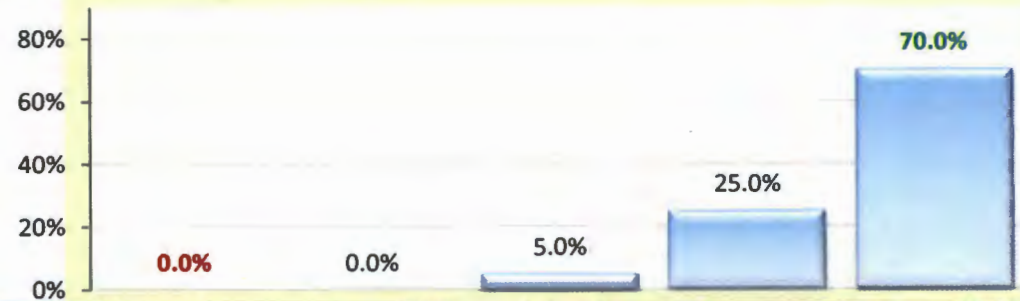
1. The hours the service/program is available are convenient.



Student Survey: Collin Educational Support/Programs

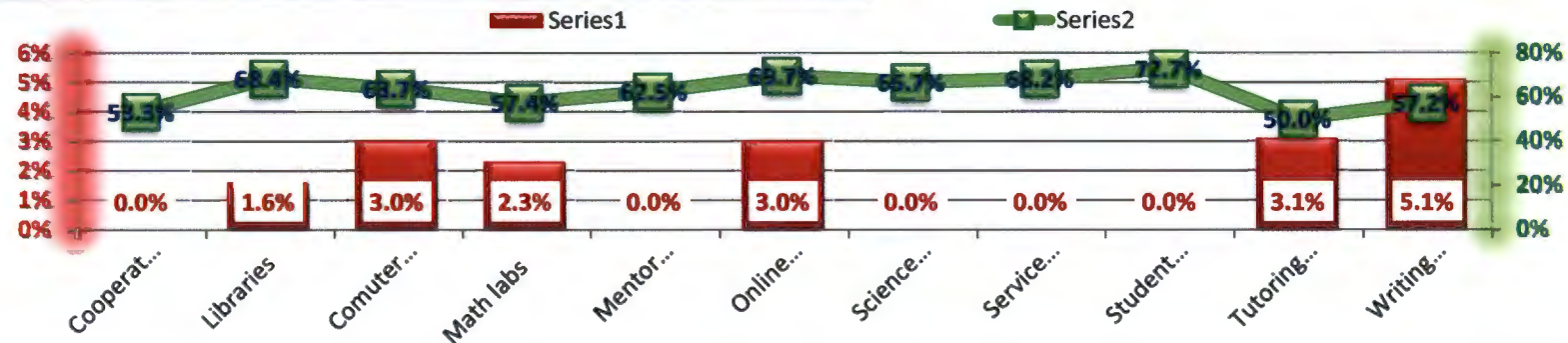
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



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

2. The service was provided in a timely manner.

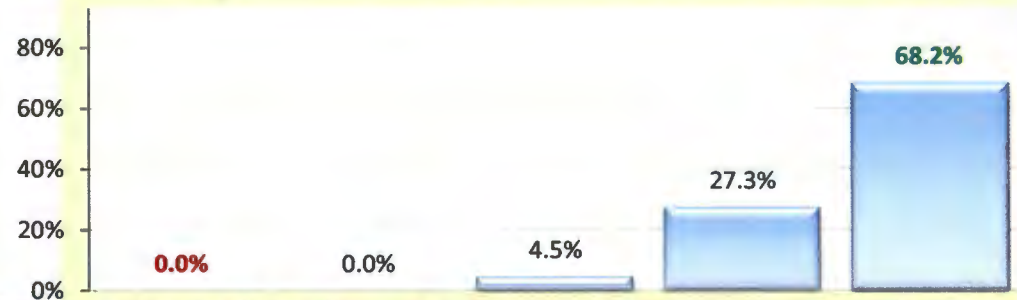


Student Survey:

Collin Educational Support/Programs

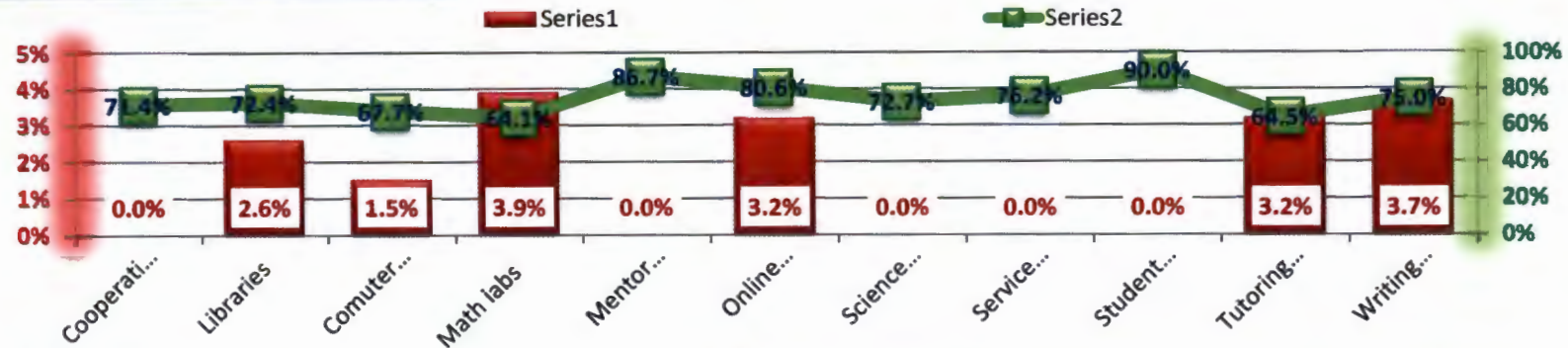
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



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

3. The staff was courteous.

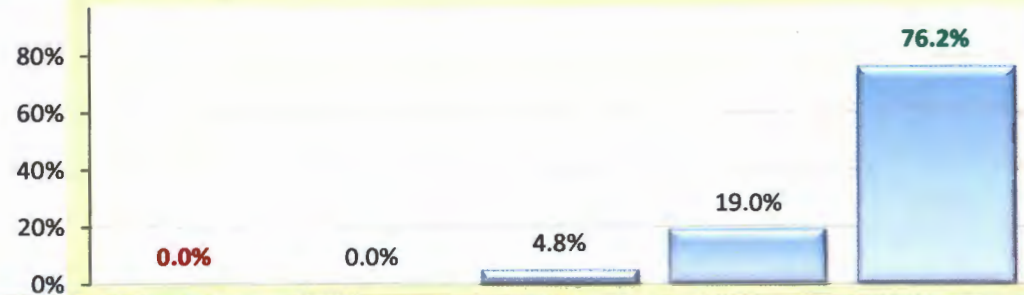


Student Survey:

Collin Educational Support/Programs

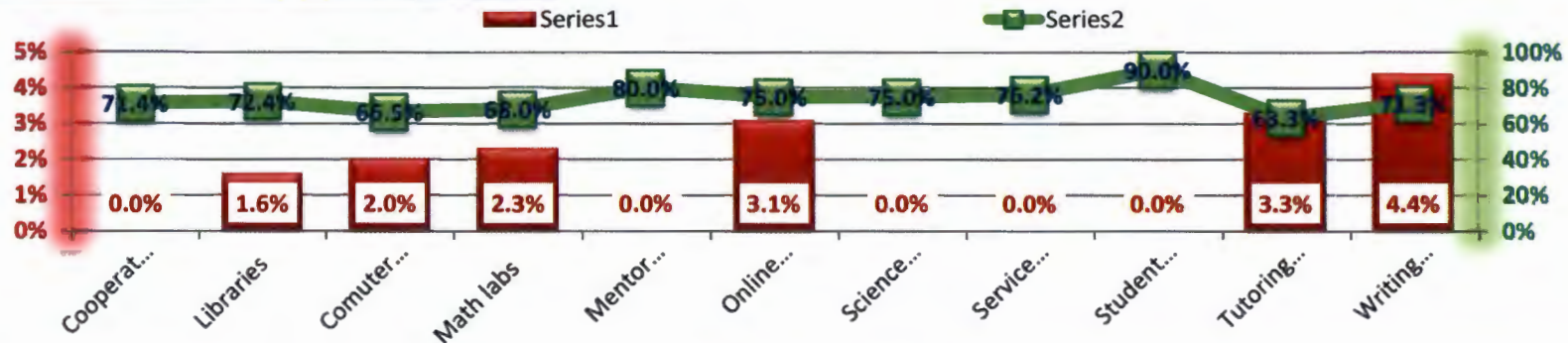
Section III : Educational Support Services Fall 2010 (January 12, 2011)

Service Learning



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

4. The staff was knowledgeable.



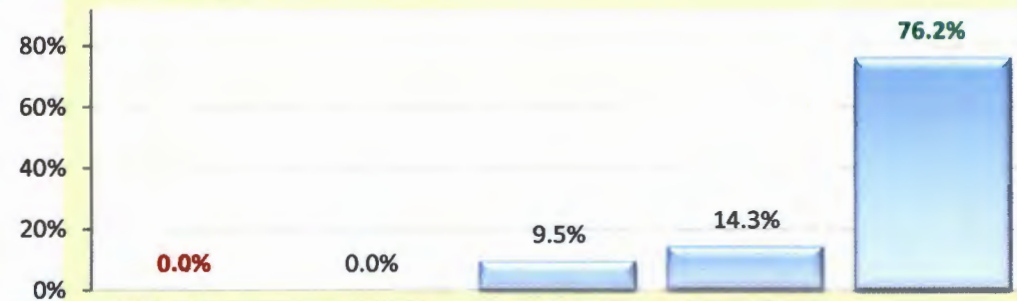
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

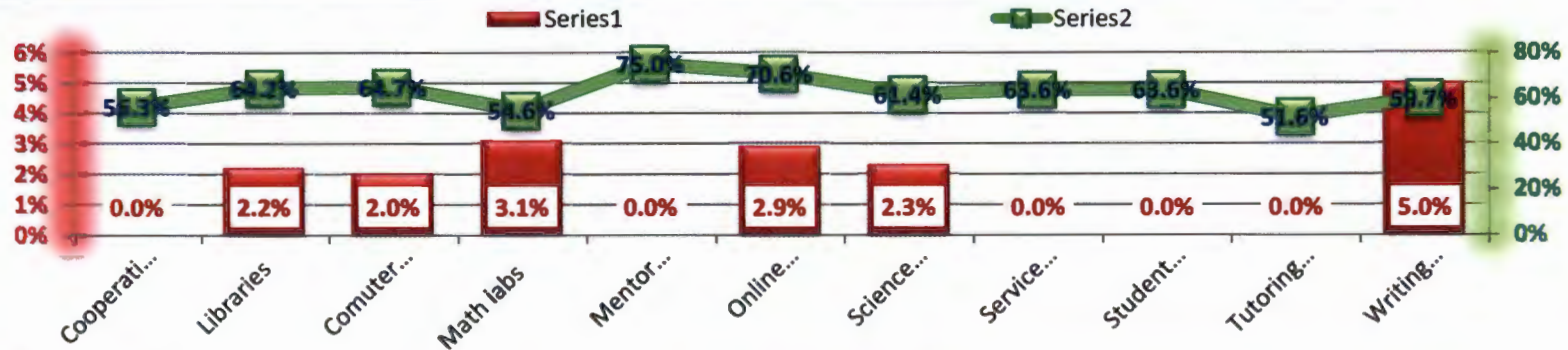
Fall 2010 (January 12, 2011)

Service Learning



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

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



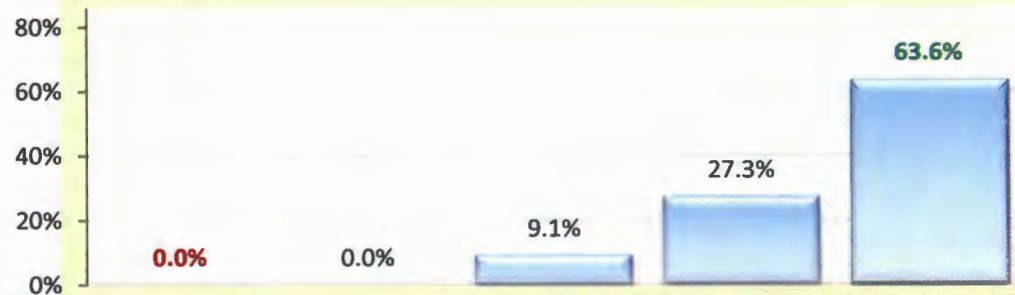
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

Fall 2010 (January 12, 2011)

Service Learning



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

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

DEMOGRAPHIC BACKGROUND OF RESPONDENTS

Please indicate your:

Primary Campus in fall 2011

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

Please specify the other campus.

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

Section III: Educational Support Services/Programs

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

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

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

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

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

The hours the service is available are very convenient.

1= Very inconvenient, 5 = Very convenient.

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

Descriptive Statistics

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

The service was available in a timely manner.

1= Strongly disagree, 5 = Strongly agree.

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

Descriptive Statistics

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

The staff was courteous.

1= Strongly disagree, 5 = Strongly agree.

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

Descriptive Statistics

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

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

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

Descriptive Statistics

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

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

1= Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

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

Service Learning

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

Student Success Program (SSP)

	Frequency
Did not respond	1100

Tutoring Services

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

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

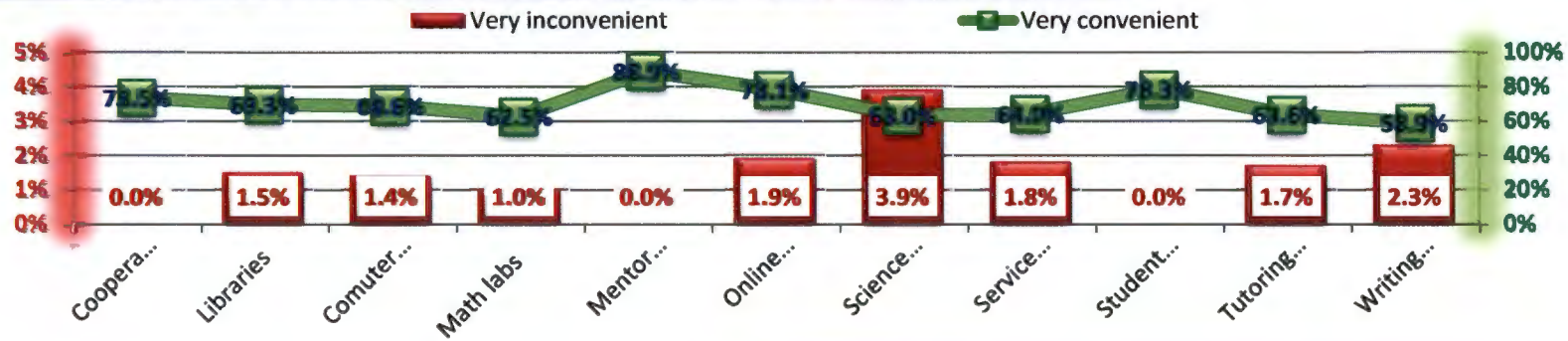
Service Learning

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

Service Learning

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

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



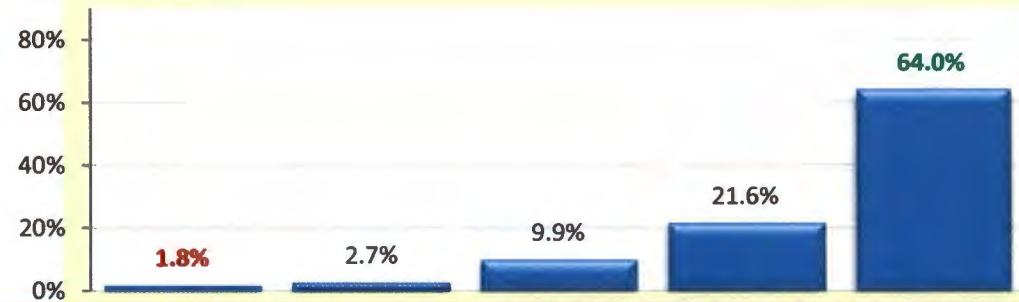
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

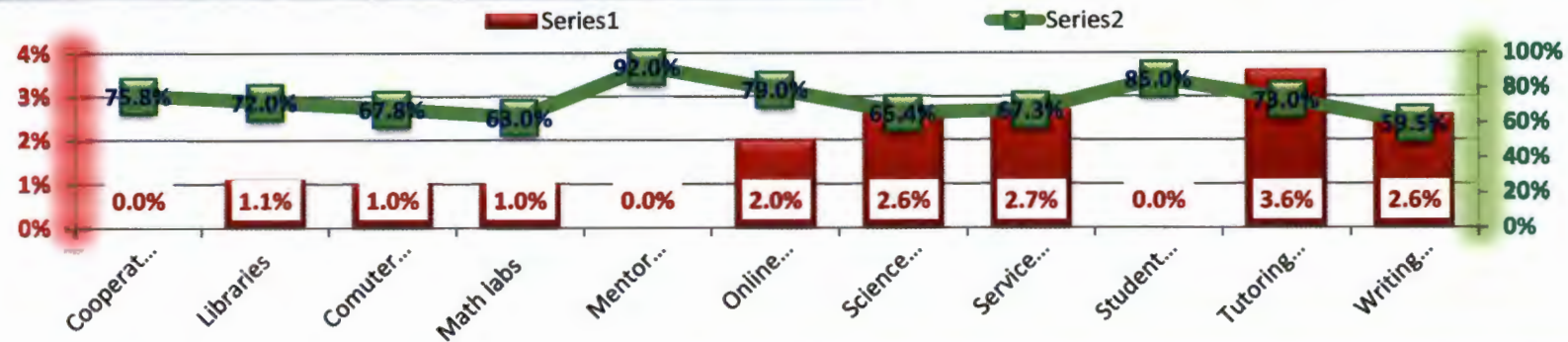
Spring 2012 (June 14, 2012)

Service Learning



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

2. The service was provided in a timely manner.



Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

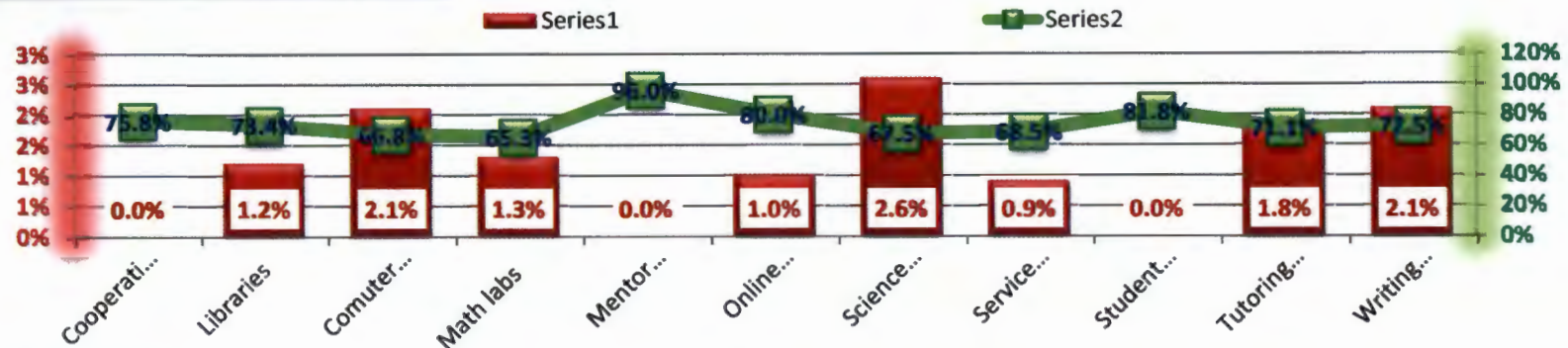
Spring 2012 (June 14, 2012)

Service Learning



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

3. The staff was courteous.



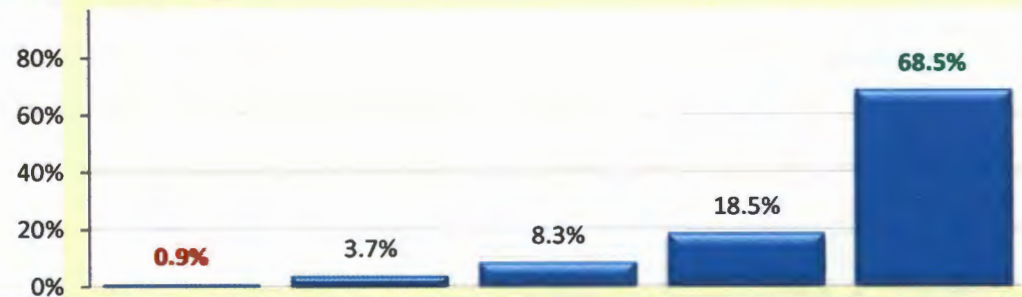
Student Survey:

Collin Educational Support/Programs

Section III : Educational Support Services

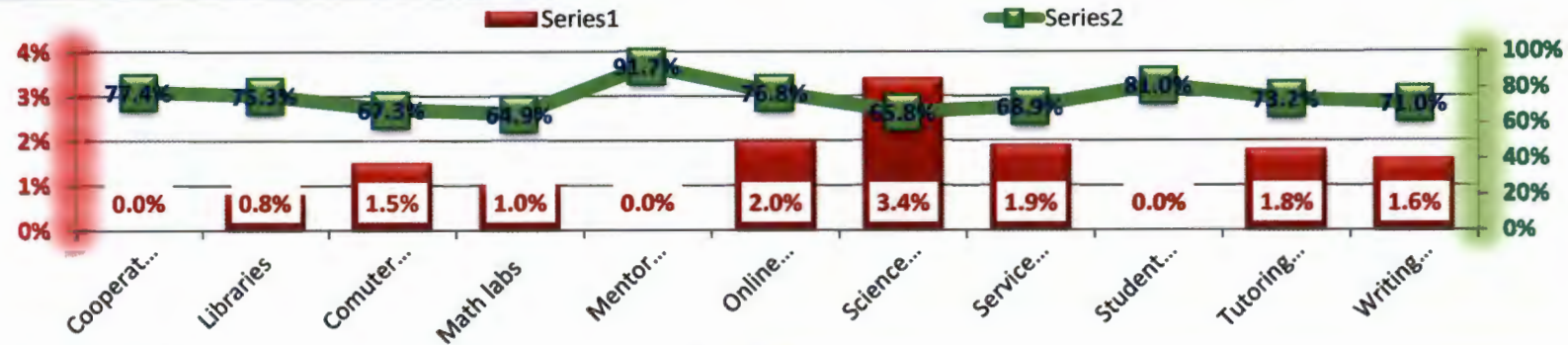
Spring 2012 (June 14, 2012)

Service Learning



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

4. The staff was knowledgeable.

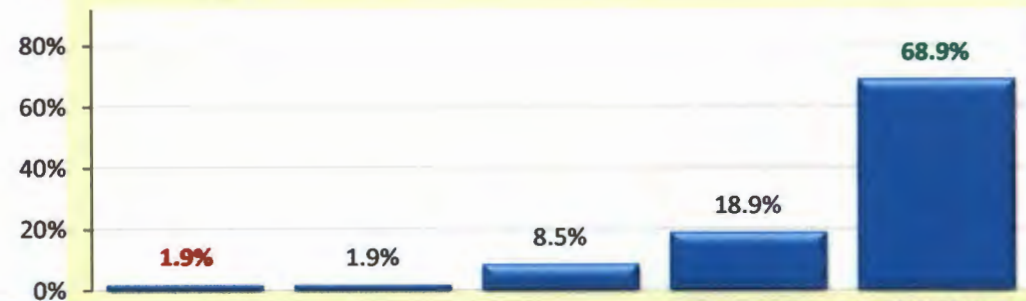


Student Survey:

Collin Educational Support/Programs

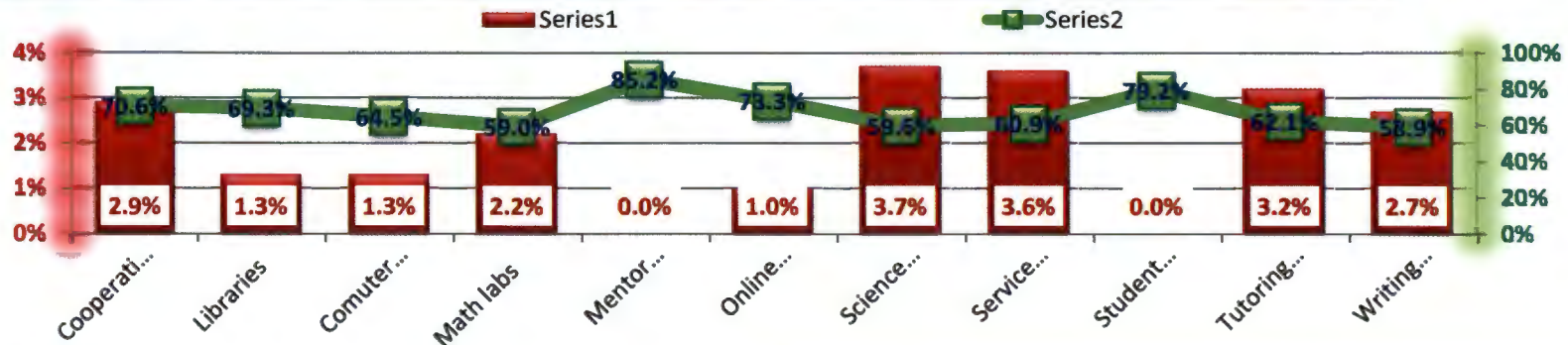
Section III : Educational Support Services Spring 2012 (June 14, 2012)

Service Learning



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

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

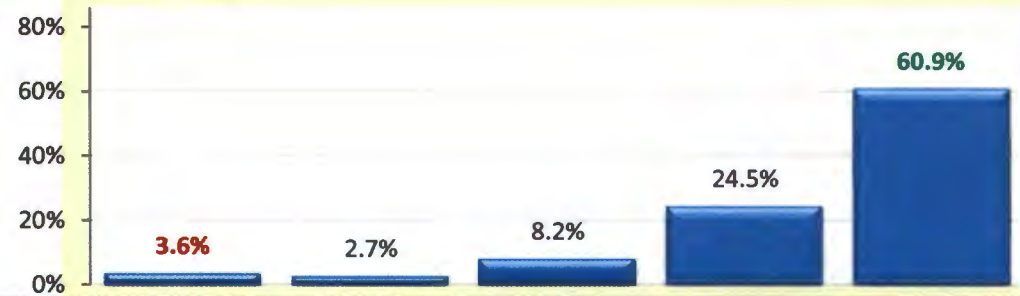


Student Survey:

Collin Educational Support/Programs

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

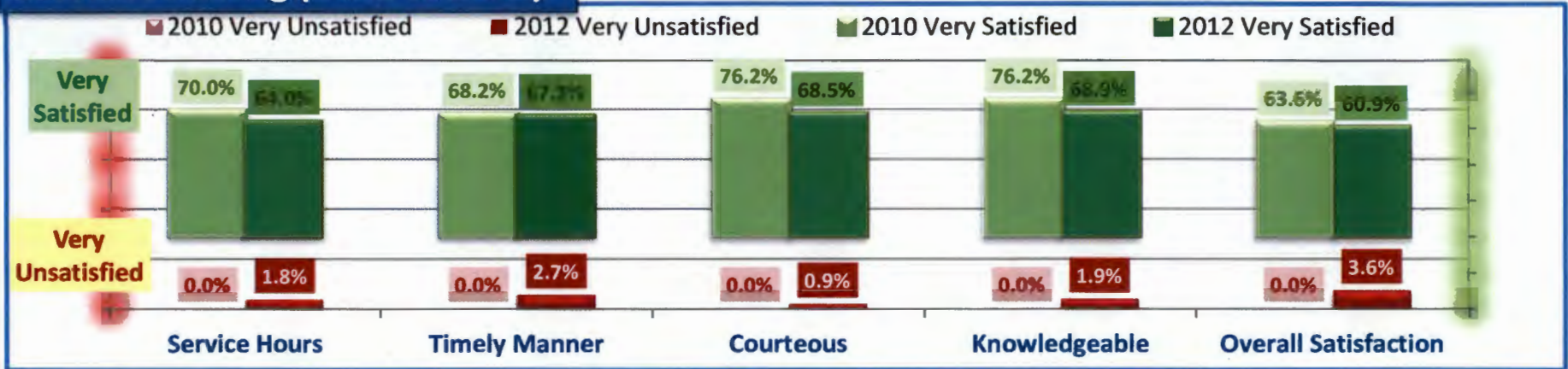
Service Learning



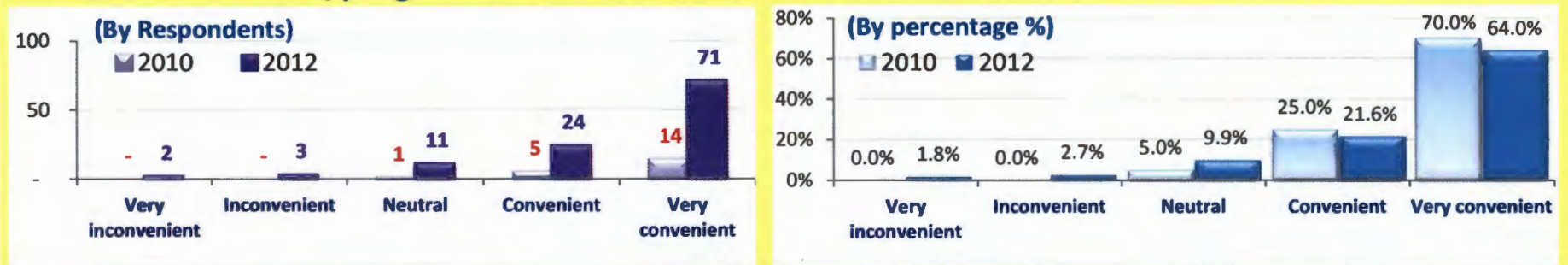
Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
Cooperative Work Experience	34	2.9%	0.0%	17.6%	8.8%	70.6%
Libraries	874	1.3%	1.1%	5.1%	23.1%	69.3%
Comuter labs	597	1.3%	1.3%	8.4%	24.5%	64.5%
Math labs	417	2.2%	2.4%	11.8%	24.7%	59.0%
Mentor Program	27	0.0%	0.0%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

Student Survey

Service Learning (2010 vs 2012)



The hours the service/program is available are convenient



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

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

Section I. Administrative Services

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

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

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

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

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

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

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

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

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

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

Descriptive Statistics

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

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

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

NOTE:

The unit procedures are efficient.

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

Descriptive Statistics

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

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

** Services to help with transfer process.

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

The unit procedures met my needs in timely fashion.

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

Descriptive Statistics

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

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

Services to help with transfer process.

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

**

NOTE:

The unit staff are knowledgeable.

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

Descriptive Statistics

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

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

** Services to help with transfer process.

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

The unit staff are courteous.

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

Descriptive Statistics

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

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

** Services to help with transfer process.

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

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

1= Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

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

** NOTE:

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

Please specify the reasons for your ratings.

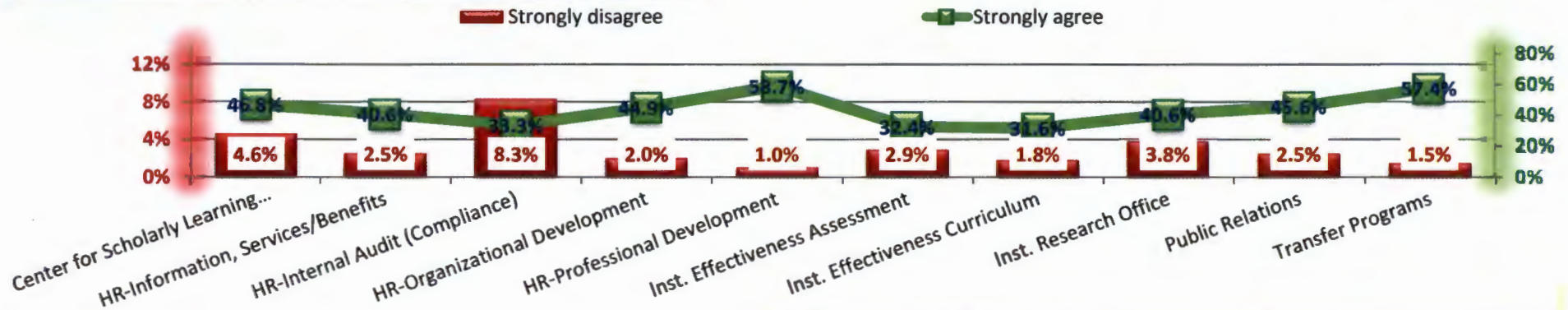
Specify reason for rating -Center for Scholarly Learning and Civic Engagement

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

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

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

1. The unit procedures are user friendly.



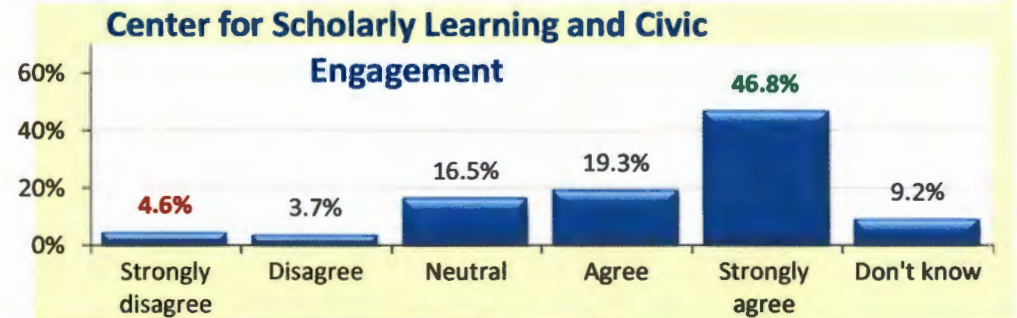
Faculty Survey:

Collin Educational Support

Services/Programs

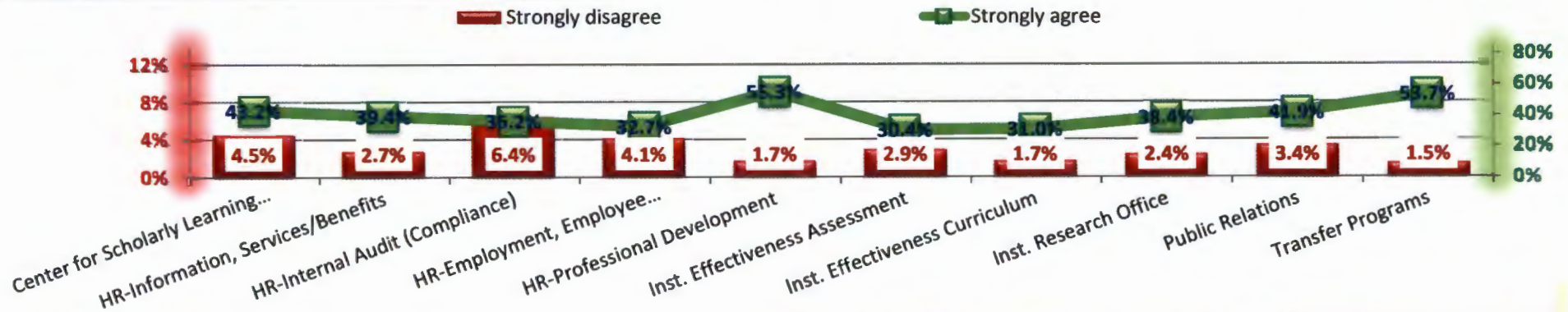
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



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

2. The unit procedures are efficient.



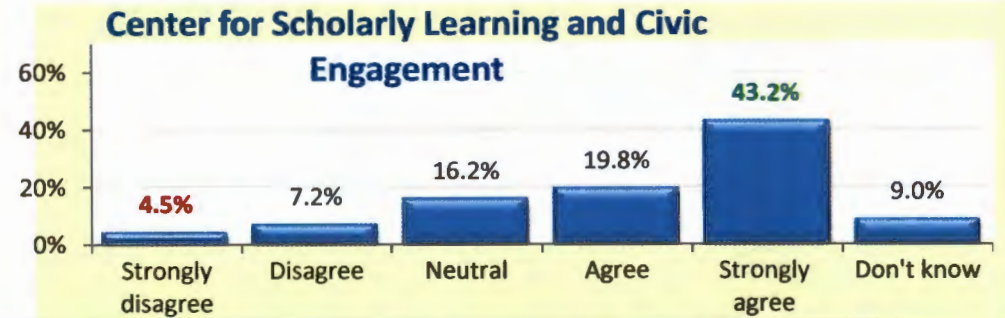
Faculty Survey:

Collin Educational Support

Services/Programs

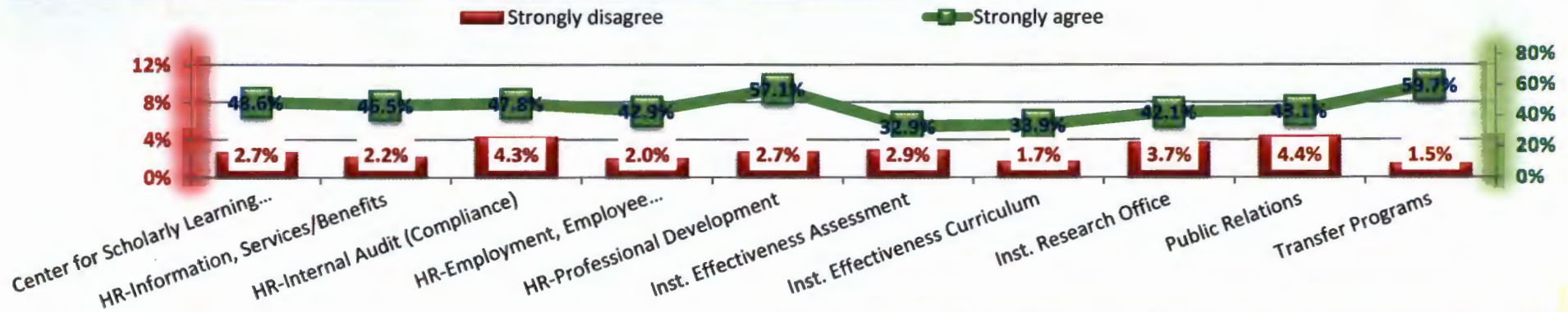
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)

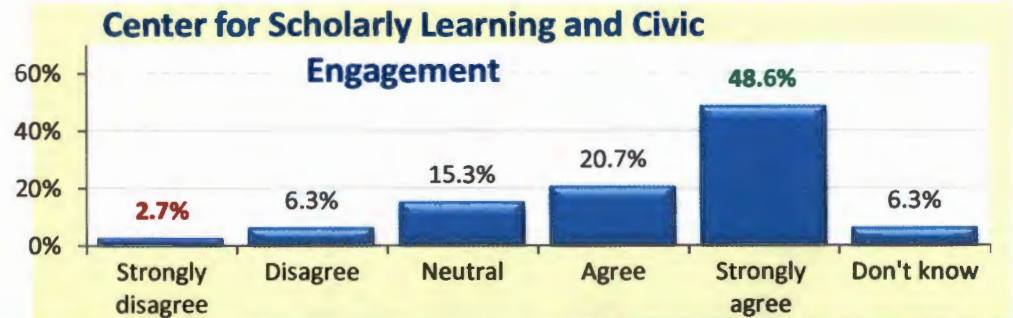


Service/Program	Respondents	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
Center for Scholarly Learning and Civic Engagement	111	4.5%	7.2%	16.2%	19.8%	43.2%	9.0%
HR-Information, Services/Benefits	411	2.7%	7.1%	14.6%	31.4%	39.4%	4.9%
HR-Internal Audit (Compliance)	47	6.4%	10.6%	12.8%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

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

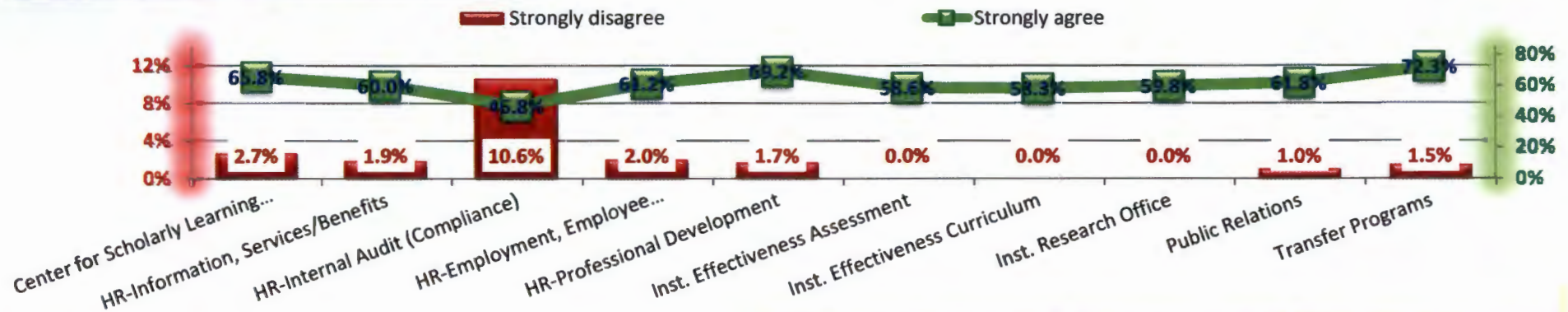


Faculty Survey:
Collin Educational Support
Services/Programs
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices
Spring 2011 (April 5, 2011)



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

4. The unit staff are courteous.



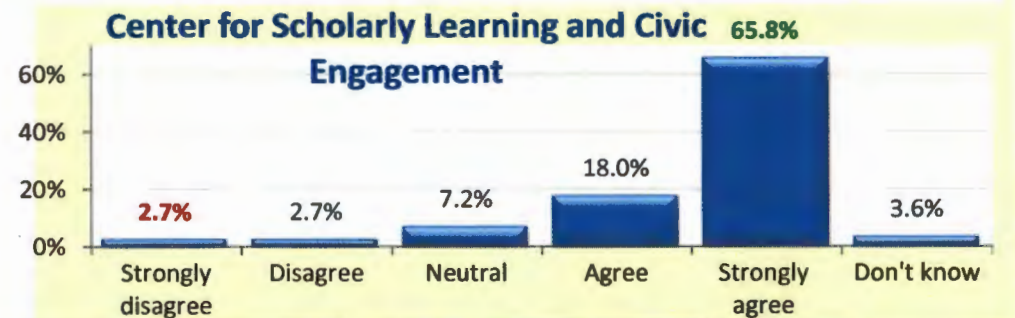
Faculty Survey:

Collin Educational Support

Services/Programs

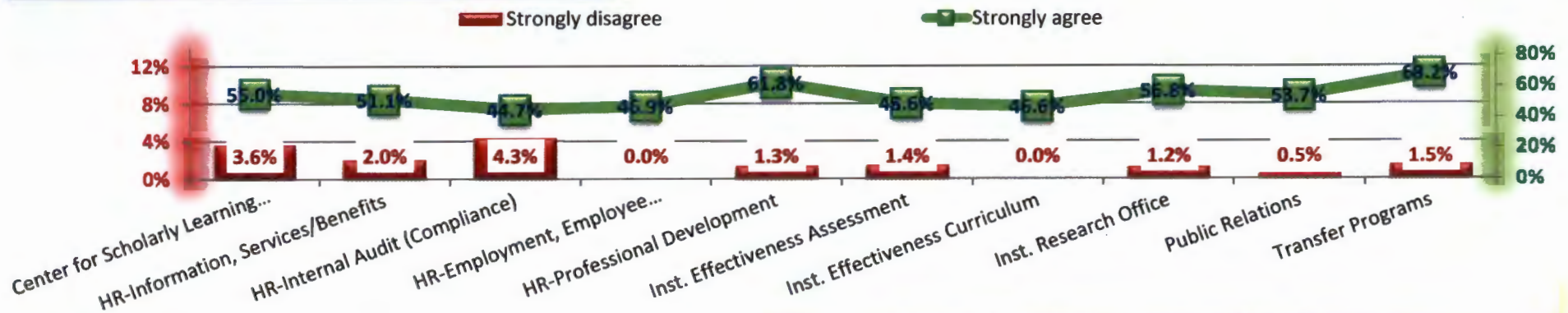
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



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

5. The unit staff are knowledgeable.



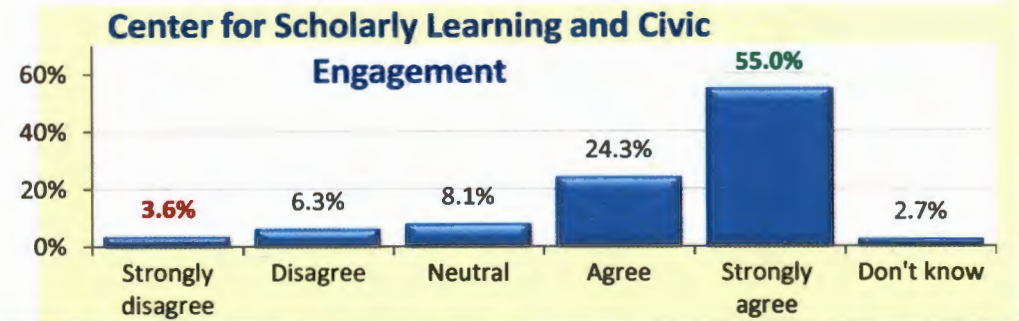
Faculty Survey:

Collin Educational Support

Services/Programs

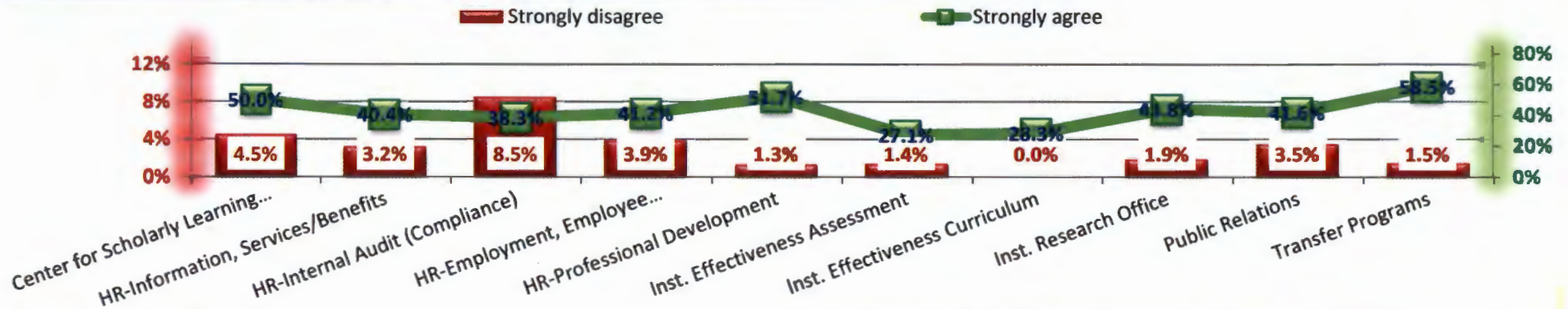
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2011 (April 5, 2011)



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

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



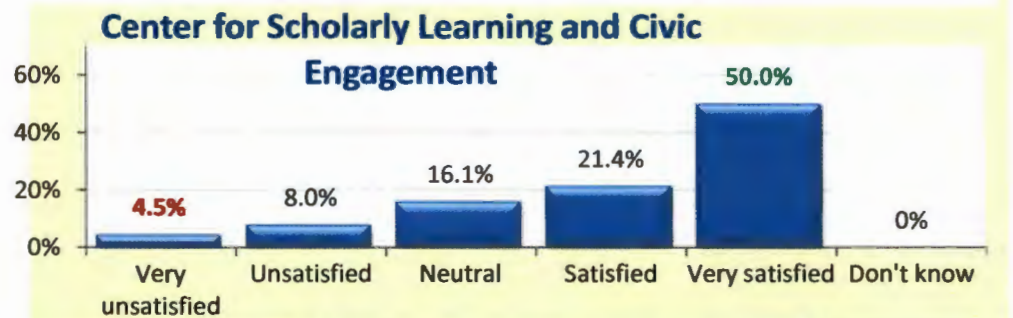
Faculty Survey:

Collin Educational Support

Services/Programs

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

Spring 2011 (April 5, 2011)



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

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

Demographic Background of Respondents:

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

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

*For details see next table.

***Please specify the other campus.**

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

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

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

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

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

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

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

1= Strongly disagree, 5 = Strongly agree

The unit procedures are user friendly.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit procedures are efficient.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit procedures met my needs in timely fashion.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit staff are knowledgeable.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

The unit staff are courteous.

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

Descriptive Statistics

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

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

**Services to help with transfer process.

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

1= Very unsatisfied, 5 = Very satisfied

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

Descriptive Statistics

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

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

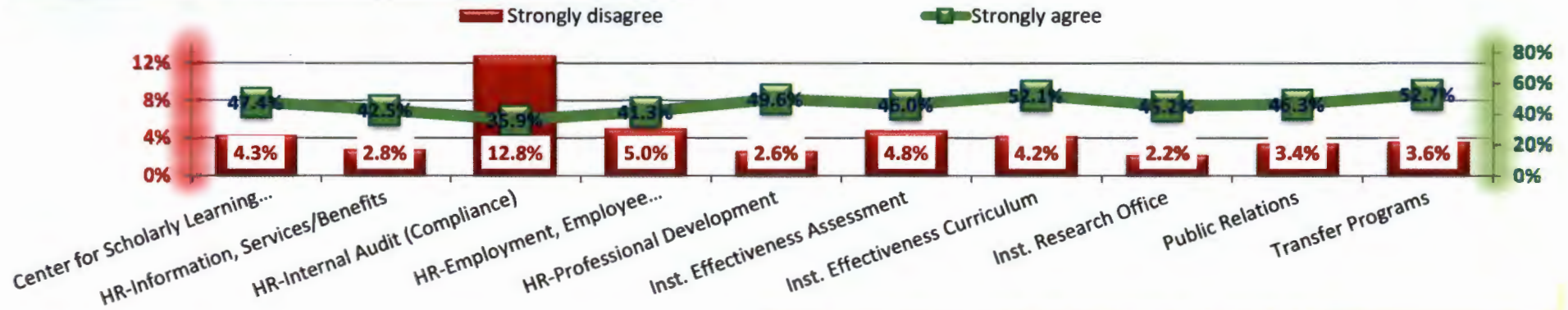
**Services to help with transfer process.

Please specify the reasons for your ratings.

Center for Scholarly Learning and Civic Engagement

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

1. The unit procedures are user friendly.



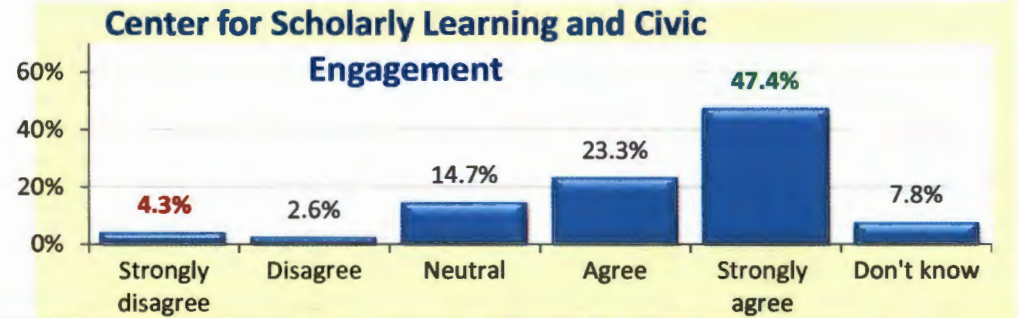
Faculty Survey:

Collin Educational Support

Services/Programs

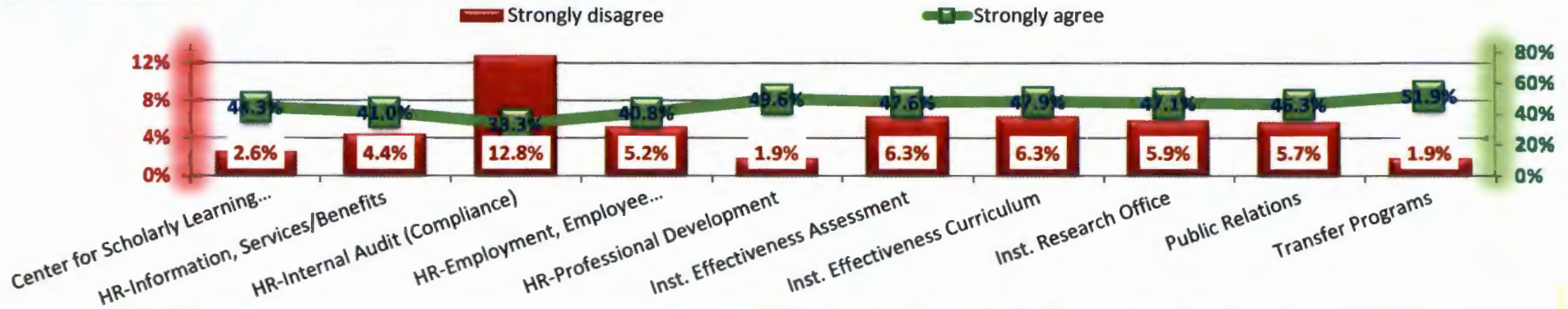
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



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

2. The unit procedures are efficient.



Faculty Survey:

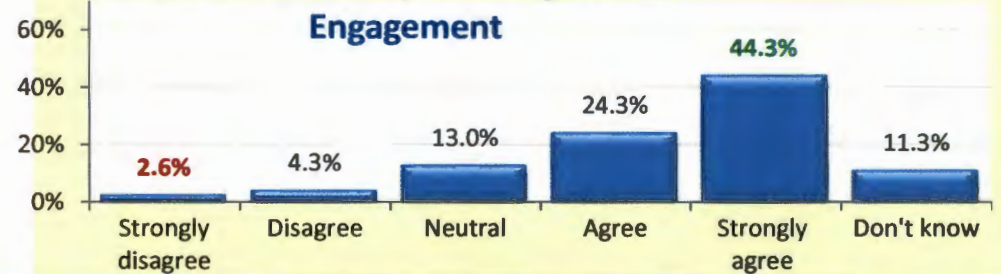
Collin Educational Support

Services/Programs

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

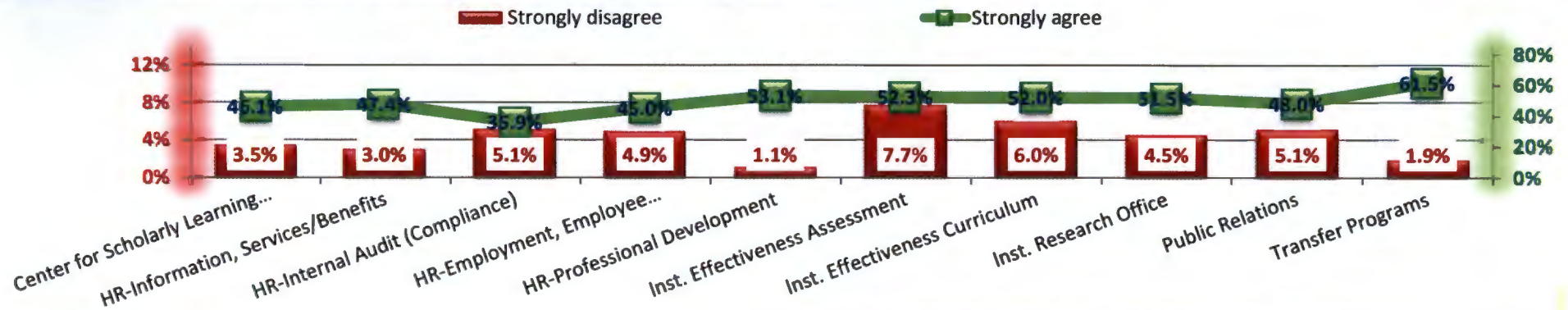
Spring 2012 (June 26, 2012)

Center for Scholarly Learning and Civic Engagement



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

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



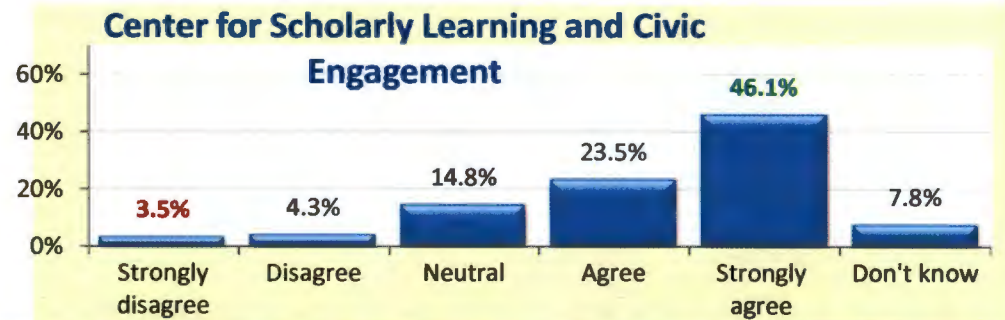
Faculty Survey:

Collin Educational Support

Services/Programs

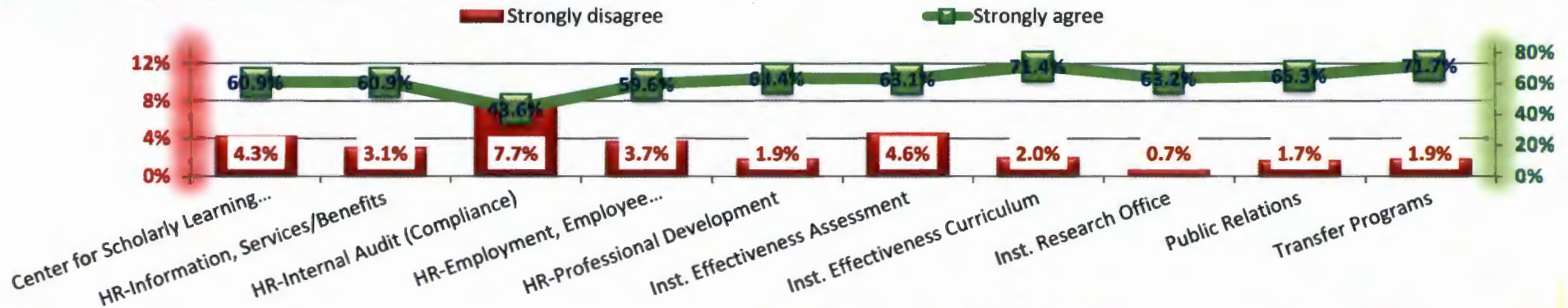
Section IV : Human Resources(HR), Public Relations,
Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



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

4. The unit staff are courteous.



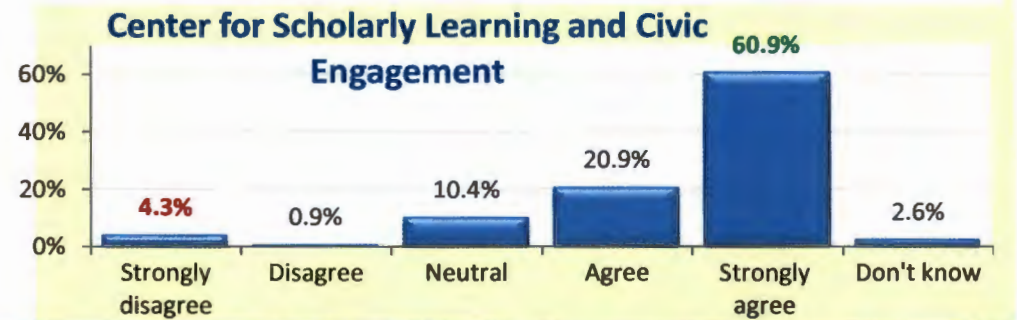
Faculty Survey:

Collin Educational Support

Services/Programs

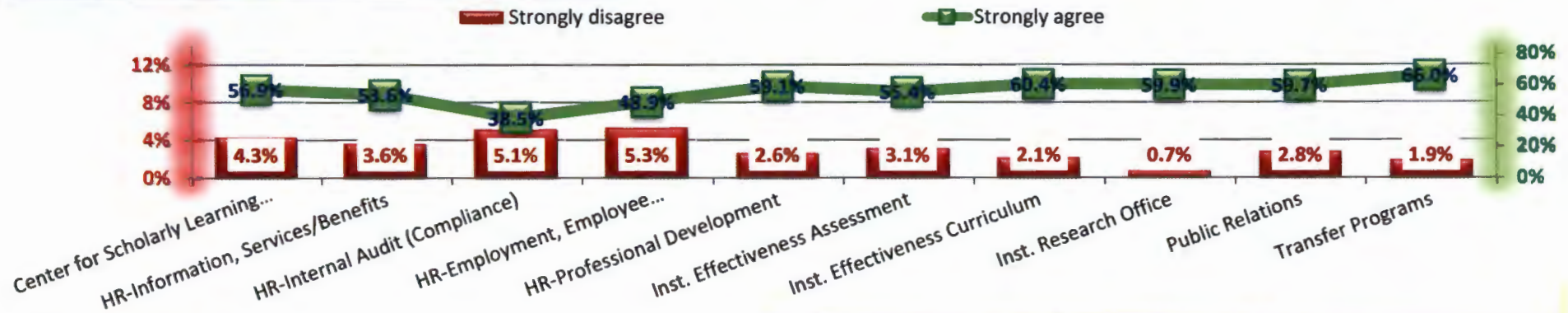
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



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

5. The unit staff are knowledgeable.



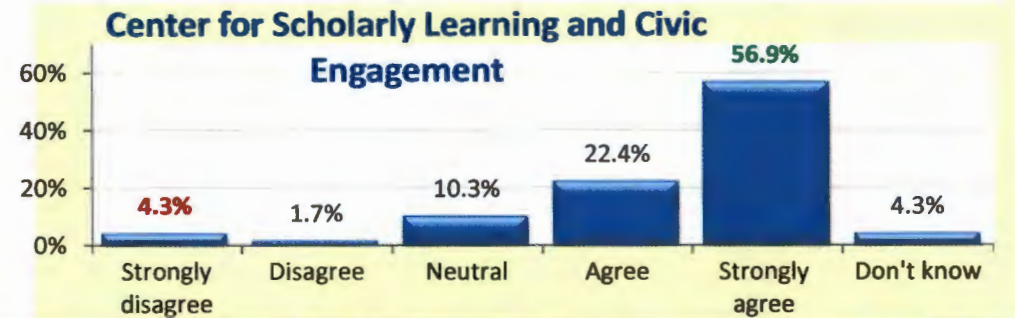
Faculty Survey:

Collin Educational Support

Services/Programs

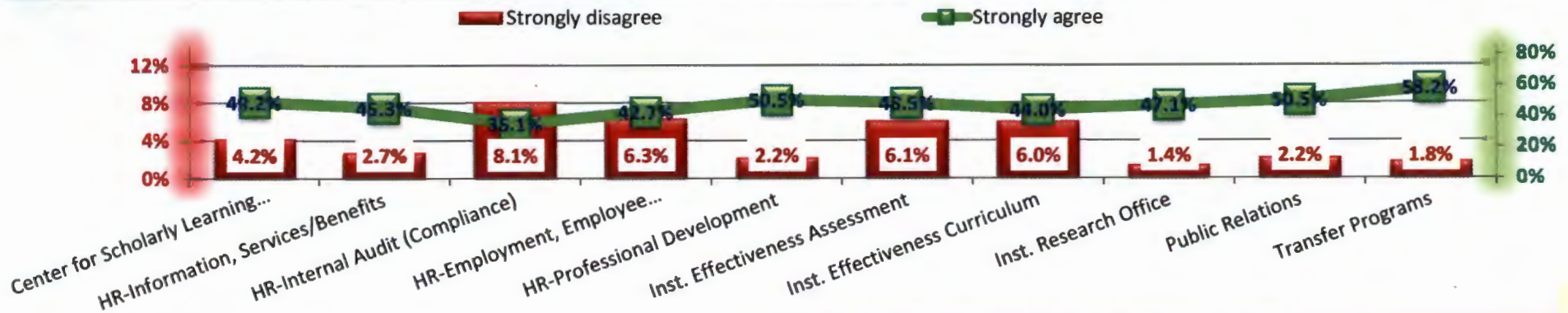
Section IV : Human Resources(HR), Public Relations, Institutional Effectiveness Offices

Spring 2012 (June 26, 2012)



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

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



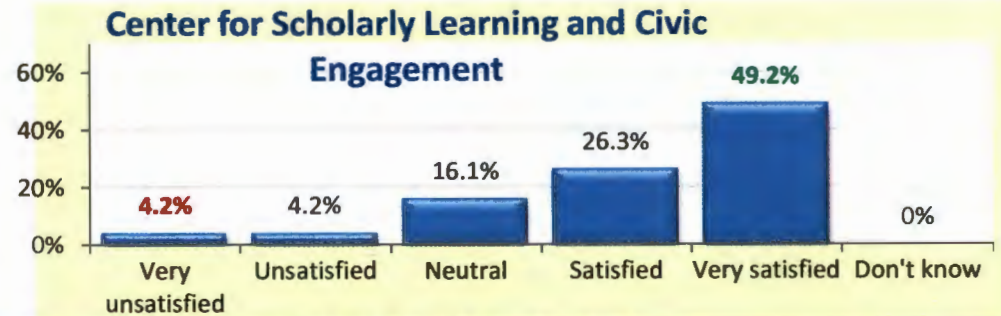
Faculty Survey:

Collin Educational Support

Services/Programs

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

Spring 2012 (June 26, 2012)



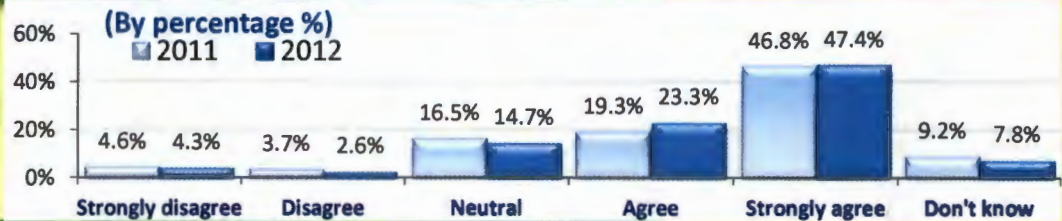
Service/Program	Respondents	Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied	Don't know
Center for Scholarly Learning and Civic Engagement	118	4.2%	4.2%	16.1%	26.3%	49.2%	0%
HR-Information, Services/Benefits	369	2.7%	6.5%	16.0%	29.5%	45.3%	0%
HR-Internal Audit (Compliance)	37	8.1%	10.8%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

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

Faculty Survey

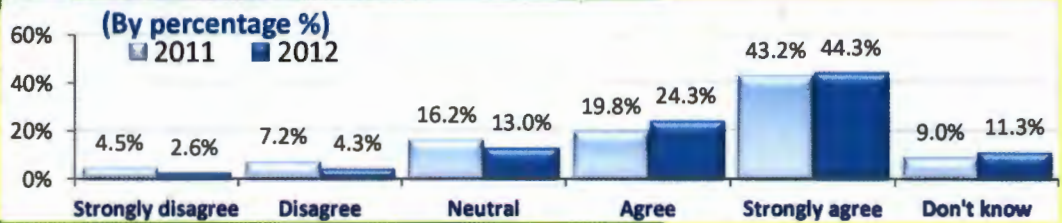
1. The unit procedures are user friendly.

Respondents	
2011	109
2012	116



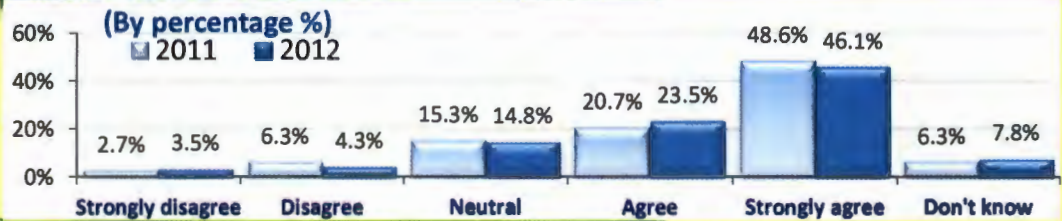
2. The unit procedures are efficient.

Respondents	
2011	111
2012	115



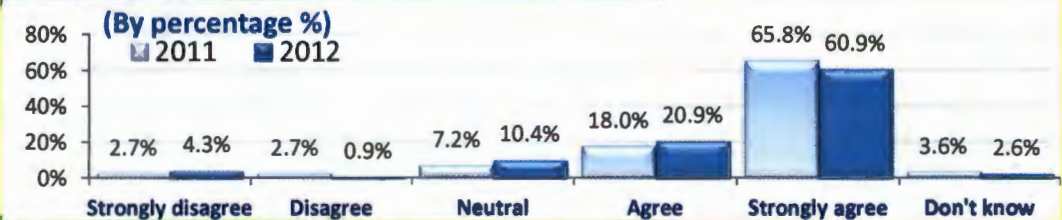
3. The unit met my needs in timely manner.

Respondents	
2011	111
2012	115



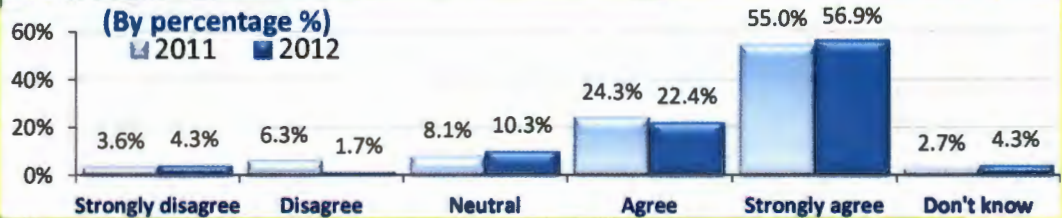
4. The unit staff are courteous.

Respondents	
2011	111
2012	115



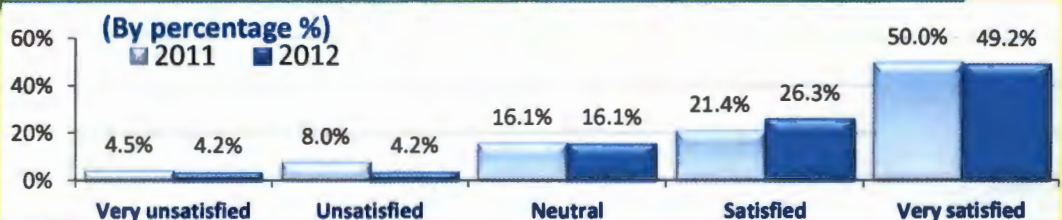
5. The unit staff are knowledgeable.

Respondents	
2011	111
2012	116



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

Respondents	
2011	112
2012	118



Appendix G:
Employee Resources

Vitae

Terry L. Hockenbrough, Ph.D.

2400 Slalom Dr., McKinney, TX 75072

Cell: 214.697.8638 / Personal Email: terryhock@yahoo.com

Office Phone: 972.881.5900 / Business Email: thockenbrough@collin.edu

KEY PROFESSIONAL SKILLS

- Strategic Planning
- Conflict Resolution
- Measurement and Assessment
- Project Design and Implementation
- Collaborative Leadership Style
- Application of Criteria to Certification Processing
- Teaching and Facilitation

DEGREES and EDUCATION

- Ph.D. in Public Affairs - May 2012
The University of Texas at Dallas, Richardson, Texas
- Masters of Public Affairs – May 2006
GPA 3.9
The University of Texas at Dallas, Richardson, Texas
- Bachelor of Arts in Interdisciplinary Studies – Dec. 2004
Emphasis: Criminal Justice, Psychology, and Business
GPA 3.8 - Magna Cum Laude
The University of Texas at Dallas, Richardson, Texas
- Management Development Certification with HR Specialization – May 2002
Collin County Community College District

PROFESSIONAL TRAININGS and CERTIFICATIONS

- Master's Certification in Non Profit Management - May 2004
The University of Texas at Dallas, Richardson, Texas
- PHI THETA KAPPA Leadership Development Series Trainer Certification (May 2013)
- MTI Mediation and Conflict Resolution Trainer Certification (August 2013)

PROFESSIONAL EXPERIENCE

- Collin College, Plano, TX Sept 2008-Present
Position: Director of the Center for Scholarly and Civic Engagement

- ✓ Provided leadership to numerous departments, faculty, staff, and students to design and implement twenty different programs across three Collin College district campuses, and to document and assess various aspects of academic and co-curricular programming. These programs included Service Learning, Auteur Film Series, Book in Common, Constitution Day, Community College Day at the Capitol, Debate Watch, Distinguished Speakers Series, Rock the Vote, and Student Leadership Academy.
- ✓ Developed and implemented various new programs including Community Ambassadors, IMPACT, Emergency Preparedness and Response training, Face of Homelessness, Poverty Simulation, Passport to the World, Alternative Spring Break, and Collin Serves (volunteerism), and Veterans' Day recognitions.
- ✓ Coordinated mentoring, evaluation, and professional development of CSCE staff.
- ✓ Managed hiring processes, performance evaluations, and project assignments for numerous staff, including full-time employee, student office workers, and a team of Federal Work Student Community Ambassadors.
- ✓ Facilitated conflict resolution of faculty challenges, individual student issues and concerns, student project teams, Phi Theta Kappa teams, departmental support, and district program faculty teams on consistent basis, insuring positive outcomes and professional growth.
- ✓ Provided leadership in the development and implementation of strategic plans for twenty District-wide academic and co-curricular programs over a five year period, including partner development, budgets, contracts, scheduling, program logistics, documentation and assessment, and marketing.
- ✓ Prepared reports and analyzed district wide program data for data-driven decisions and applications to national awards and recognitions.
 - Orchestrated application process for 2010 Elective Carnegie Community Engagement Classification award. Collin College awarded January 2011.
 - Orchestrated application process for 2012 President's Higher Education Community Service Honor Roll. Collin College awarded as Presidential Finalist March 2013.
 - Orchestrated application process for 2009 and 2010 President's Higher Education Community Service Honor Roll. Awarded both years.
- ✓ Designed and coordinated program impact and review processes for CSCE programs, utilizing surveys, focus groups, and interviews.
- ✓ Supervised the Center for Scholarly and Civic Engagement for five years, addressing faculty and student needs, and ensuring needs were met in a timely and effective manner.
- ✓ Served as liaison between the academic division and various departments, programs, community partners and services, including CSCE major programs and events, and Service Learning.
- ✓ Administrative oversight for Phi Theta Kappa, including budget management, travel arrangements, conflict resolution, and leadership training.
- ✓ Designed and implemented strategies for program improvement and program documentation streamlining.
- ✓ Provided leadership in the development of annual program and event calendar, and scheduling of approximately 100 different events a year, including facilities scheduling.

- ✓ Provided leadership in the development of Service Learning Core Objective Guidelines, including Collin College Core Values and the required learning objectives for the Texas Higher Education Coordinating Board.
 - ✓ Developed, implemented, and documented line-item \$93,000 budget for five years that incorporated line-items for twenty different CSCE programs and special events. Department came in under budget every year.
 - ✓ Provided leadership for program implementations, delegating responsibilities to lead faculty and insuring faculty input and by-in on CSCE programming
 - ✓ Fostered effective communication between departments, faculty, staff, and students through one on one meetings, committee meetings, emails, and presentations. Fostered collaborative spirit throughout district to insure program success.
 - ✓ Financial Aid Appeals Committee (January 2014 – present)
 - ✓ ACE Fellow - Academy of Collegiate Excellence 2011 – 2012 Collin College
 - ✓ Chair / SACSCOC sub-committee (2012 – present)
 - ✓ Member of Strategies of Behavioral Intervention (SOBI) (2011 - present)
 - ✓ Member of Collin College Scholarship Selection Committee (2009-present)
 - ✓ Student Mentor – (2009 – present)
 - ✓ Volunteer McKinney Center’s 2010 Community Education Volunteers of the Year. Collin College Service Learning faculty and students awarded April 2011.
 - ✓ Managed student organizations’ leadership team in program presentation at the MLK, Jr. 2011, 2012, and 2013 Leadership Breakfasts
 - ✓ Successfully managed approximately \$93,000 budget for four years, coming in under budget each year
 - ✓ Wrote Jack Kemp Cook Scholarship application letter for SGA President. Student awarded in Spring 2012.
 - ✓ Wrote the 2011 Frank E. Newman Civic Fellows application letter for student. Student awarded in April 2011.
 - ✓ Wrote application reference for student for semester long NASA internship. Student awarded Fall 2011.
 - ✓ Student VOICE organization advisor 2010-2011.
- The University of Texas at Dallas, Richardson, TX
Sept 2006-Sept 2008
Position: Service Learning Coordinator – Student Development
Special Assignments: Steering Committee for Presidential Community and Civic Engagement Initiative, UTD Community Emergency Response Team Coordinating Board Committee Chair, SECC Committee.
 - The University of Texas at Dallas, Richardson, TX
June 2005-Sept 2006
Position: Degree Plan Evaluator Office of the Registrar
Special Assignments: Chairman of Student Affairs Staff Development Committee
 - Job Corps, McKinney, TX
June 2002-June 2004
Position: Leadership Development Coordinator 2003-2004
Position: Former Enrollee Case Manager in Career Services 2002-2003

Special Assignments: Equal Opportunity Student Advocate
ADMINISTRATIVE AND/OR TEACHING EXPERIENCE

Administrative:

Director of the Center for Scholarly and Civic Engagement (2008 – present)

Faculty:

The University of Texas at Dallas, Richardson, TX

Position: Faculty Adjunct for Freshman RHET/First Year Experience (2007)

Teaching/Facilitator:

- Collin College Service Learning Faculty Camps and Faculty Workshops (2008 – present)
- Collin College Student Leadership Camps (August 2012 - present)
- Collin College Student Leadership Academy – (Guest Presenter 2012)
- Best Practices in Service Learning. Faculty Workshop. University of North Texas – Dallas Campus. April 29, 2011.
- Serve! Learn! Lead! Keynote. Faculty Retreat. University of North Texas. March 2011. Denton, TX.
- The Power of Collaboration. Workshop. Gulf South Summit Conference on Service Learning. March 2011. Roanoke, VA.
- Together We Can: The Power of Collaborative Leadership. National Conference on Student Leadership. November 2010. Lake Buena Vista, F.L.
- Heart to Serve: The Power of Servant Leadership in Service Learning. National Conference on Student Leadership. November 2010. Lake Buena Vista, F.L.
- The Power of Service Learning. 39th Annual National Society for Experiential Education “Highway to the Future” Conference. October 2010. Charlotte, N.C.
- The Power of Critical Reflection (in Service Learning). 39th Annual National Society for Experiential Education “Highway to the Future” Conference. October 2010. Charlotte, N.C.
- Best Practices in Service Learning. Sept. 23-24, 2010. By invitation to The City University of New York. New York, New York.
- The Power of Service Learning. Faculty Workshop. Dallas Baptist University. June 2010. Dallas, TX.

- Assessing the Effect of Service Learning. Gulf South Summit Conference on Service Learning. Athens, GA. March 2010
- ASB and to the Moon: Planning Effective Alternative Break Trips. Gulf South Summit Conference on Service Learning. Athens, GA. March 2010
- The Power of Self Leadership. Collin College. Spring 2009.
- The Power of Servant Leadership. 4th Annual Conference on Applied Learning in Higher Education, St. Joseph, MS. Spring 2009.
- Transforming Our Community and Those We Serve. Texas Campus Compact. Austin, Texas. October 2008.
- Developing Community Connections. Region 11 Educational Service Center. Fort Worth, Texas. June 2008.
- Developing Volunteer Capital. Region 11 Educational Service Center. Fort Worth, Texas. June 2008.
- Financial Development, Management, and Compliance. Region 11 Educational Service Center. Fort Worth, Texas. June 2008.
- Leadership and Character. Women's Leadership Conference. The University of Texas at Dallas. Richardson, Texas. February 2008.
- Service Learning Project Design. Tarrant County Community College District. Fort Worth, Texas. December 2007
- Learning Outcomes, Measurements and Assessments. Tarrant County Community College District. Fort Worth, Texas. December 2007
- Developing Effective Leaders. Tarrant County Community College District. Fort Worth, Texas. December 2007
- Developing Effective Leaders. Presentation at the Governor's Volunteer and Leadership Conference (GVLC). Galveston, Texas. October 2007
- Service Learning presentation to Dallas Baptist University Faculty. August 2007
- Presentations at Developing Leaders through Service and Civic Engagement Conference. Campus Compact. New Orleans, Louisiana. July 2007
- Service Learning and Civic Engagement, The Influence of Servant Leadership, The Benefits of Volunteering, and The Power of Mentoring. The University of Texas at Dallas. 2007.

- Developing Effective Leaders. Texas Campus Compact Conference on Leadership and Civic Engagement. Austin, TX. February 2007.

REFERENCES

Professor Michael Rose
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Professor Ryan Rynbrandt
Former Director / Honors Institute
Collin College
rrynbrandt@collin.edu

Donna Hatch
Director of Nursing
Collin College
dhatch@collin.edu

Sheila Miller
Executive Director (Retired 10/28/2011)
Volunteer McKinney Center
Rsmiller73@att.net
214.226.6750

Deborah A. Hall

8161 Christie Drive
Frisco, TX 75033

Phone: 972.439.8589
E-mail: tadah40@aol.com

Objective

To provide quality, professional support on a team at an institution of Higher Education

Qualifications

Mature professional with command of most MicroSoft Office programs including Word, Excel, ACCESS. Customer Service award winner. Courteous, patient, diligent, detail-oriented, focused and committed to completing tasks.

Work History

2008 to Current: Administrative Assistant, Collin College, Center for Scholarly and Civic Engagement
Plano, TX

Job Responsibilities: Front desk duties including greeting customers, answering phones, directing customers to locations around campus, email correspondence, scheduling meetings and facilities, submitting work-orders, mail-runs, ordering and purchasing supplies. Train students new to the department, assist with tracking student payroll, set up semester schedules. Tracking of department budget, create and complete requisitions/purchase orders, assist with setting budgets for new fiscal year. Assist with event programming including securing facilities, food, décor, distributing marketing materials, seeing contracts through to completion, tracking of speaker expenses for reimbursement, securing of speaker lodging. Tracking of program statistics/input and running of various reports for the department and college.

2002 to 2007: Administrative Assistant, Baylor University, Student Activities
Waco, TX

Job Responsibilities: Front desk duties including answering phones, greeting customers, mail runs, scheduling meetings, establishing travel itineraries for Director, budget tracking, ordering supplies. Responsible for annually securing contractors to decorate 40 foot Christmas tree and Barfield Drawing room for Christmas season. Assisting with ordering goods and tracking of the budget for the student organization, Baylor Chamber of Commerce. Organizing the stuffing of thousands of new student/parent sacks for the New Student Orientation division. Assisting with Christian Leadership Academy camp for High School juniors interested in attending Baylor in the future. Leader on the Move-in Day Team.

Education

1979 to 1983, B.A., Michigan State University

Training

Access in a Day— 2010

Non-verbal Communication—2010

Intermediate Microsoft Access 2007—2011

Deborah A. Hall

Awards Received

Unsung Heroine– Collin College 2010

National Society of Leadership & Success, Excellence to Students Award, Collin College 2011

Rose Award Winner, Collin College 2012

Interests and Activities

Music, sports, arts

Hobbies

Percussionists with several groups

Volunteer Experience

Collin College: Discipline Appeals Task Force (DATF), Cabaret, Graduation, MLK Breakfast, Student Life awards banquet, Black History Month potluck

Collin County Medical Reserve Corps

Habitat for Humanity

St. Mark's Catholic Church-music ministry

Bowman Middle School mentor

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

2011-2012

Service Unit Continuous Improvement Plan (CIP)

Date: March 14, 2012

Administrative or Educational Support Unit Name: Center for Scholarly and Civic Engagement

Primary contact name: Terry Hockenbrough/Director of the CSCE

Mission: To enhance student education through academic and co-curricular experiential, leadership, scholarly and civic engagement learning opportunities that result in leadership, service, and scholarly knowledge, skills, and abilities.

Goals:

1. Support faculty leadership and initiatives in academic and scholarly programs.
2. Engage students in experiential leadership, service, and co-curricular learning opportunities

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

End Result/ Intended Outcome Statement(s) (Institutional Outcomes)	Measure(s)	Standard(s) (Criteria for determining success)	Actual Outcome Results/Findings	Improvement Action(s)
Increase student participation in Alternative Spring Break program. Increase community partner participation in ASB.	Registrations and/or sign-ins	Increase student engagements by 25%. Increase community partnerships by one.	Spring 2011 Students = 40 Spring 2012 Students = 52 Student Increase = 30% increase Spring 2011 CP =2 Spring 2012 CP =4 CP increase = 2	Expand Alternative Break program to summer opportunities with one major partner and 10 participants.
Access to Service Learning protocols	Faculty focus groups via Service Learning Faculty Coordinators	Understanding of Service Learning protocols as evidence by feedback of focus groups.	All full and part time faculty were sent the Service Learning brochure with protocols and generic information regarding Service Learning at Collin College.	Continue to distribute Service Learning protocols brochures to all full and part time faculty at beginning of fall semesters. Increase distribution to spring semester.
Increased faculty	Registrations and/or sign ins	Increase participation in	Camps (2010-2011) = 18	Continue to offer Service Learning

involvement at Service Learning Faculty Camps		Service Learning Faculty Camp by 25%	Camps (2011-2012) = 45+22=67 272% increase	Faculty Camps in Summer and Winter. Specific invites to Associate Faculty
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SACS Principles of Accreditation

2010 Edition - Page 25

3.3 Institutional Effectiveness

3.3.1

- **The institution identifies expected outcomes,**
- **assesses the extent to which it achieves these outcomes,**
- **and provides evidence of improvement based on analysis of the results in each of the following areas:**

3.3.1.1 Educational programs, student learning outcomes

3.3.1.2 Administrative support services

3.3.1.3 Educational support services

Appendix I:
CSCE Collaborative Programs
Spring 2013



Center for Scholarly and Civic Engagement

Collaborative Programs

Spring 2013

Alternative Service Break – Spring 2013

<http://www.collin.edu/academics/csce/AlternativeBreaks.html>

Registration Link: <https://www.surveymonkey.com/s/ZKCJ2Q2>

Collin College's Alternative Breaks Programs offers volunteer and service opportunities to Collin College students during normal academic break periods. Alternative Breaks is free and open to all Collin College faculty, students, and staff.

Monday - March 11, 2013
8 a.m. – 4 p.m.

Tuesday - March 12, 2013
8 a.m. – 4 p.m.

Auteur Film Series

<http://www.collin.edu/academics/csce/AuteurFilmSeries.html>

THE GREAT DEBATERS

7 p.m.
Thursday - Feb. 7, 2013
Angelika Film Center in Plano
(PG-13, 2007, dir. Denzel Washington, 126 minutes)
In 1935, the first team of debaters from historically black Wiley College in Texas achieves tremendous success, culminating with a debate at Harvard. Based on a true story. Presented in conjunction with African American History Month

PAPER MOON

2:30 p.m.
Wednesday - Feb. 27, 2013
Spring Creek Campus Living Legends Conference Center

(PG, 1973, dir. Peter Bogdanovich, 102 minutes)

After her mother dies, a tough little girl forms a larcenous partnership with a con man who may or may not be her father. Together they trek across Depression-era Kansas, “selling Bibles.”

CABARET

7 p.m.

Wednesday - March 27, 2013

Preston Ridge Campus Conference Center

(PG, 1972, dir. Bob Fosse, 124 minutes)

Against the backdrop of rising Nazi power, American Sally Bowles, a nightclub performer in Berlin, develops relationships with a reserved British academic and a wealthy German baron.

THE UNTOUCHABLES

7 p.m.

Monday - April 22, 2013

Spring Creek Campus Living Legends Conference Center

(R, 1987, dir. Brian De Palma, 119 minutes)

Eliot Ness and his hand-picked team – an aging Irish beat cop, a rookie Italian sharpshooter, and a bookish accountant – wage a no-holds-barred battle with Al Capone in Prohibition-era Chicago.

Book in Common *My Dyslexia* by Philip Schultz

<http://www.collin.edu/academics/bookincommon/>

Tuesday - March 5, 2013

Author at Preston Ridge Campus

9700 Wade Boulevard Frisco, TX 75035

7 p.m.

Author Presentation, Q & A, and Book Signing

Preston Ridge Campus Conference Center

Wednesday - March 6, 2013

Author at Spring Creek Campus

2800 E. Spring Creek Pkwy Plano, 75074

10 a.m.

Writer's Workshop

Spring Creek Campus Living Legends Center

7 p.m.

Author Presentation, Q & A, and Book Signing

Spring Creek Campus Living Legends Center

Thursday - March 7, 2013

Author at Central Park Campus
2200 W. University Drive McKinney, TX 75070

1 p.m.
Author Presentation, Q & A, and Book Signing
Central Park Campus Conference Center

Community College Day at the Capital

Information and Registration Link: <https://www.surveymonkey.com/s/JGB5PL3>

Tuesday – February 5, 2013

This college sponsored trip to the Texas State Capital in Austin, Texas, provides an opportunity for community college students to meet their legislators and learn about the Texas legislative process. Each student will be responsible for scheduling appointments with their appropriate legislators PRIOR to the event.

Transportation and Meals:
Collin College will provide travel by bus and meals per diem.

Event is free and open to all Collin College faculty and students enrolled in Spring 2013.

All participants must complete a registration form and travel training.

Distinguished Speaker Series

<http://www.collin.edu/academics/csce/DistinguishedSpeakerSeries.html>

Excellence in Classical Rhetoric: The Six Most Astounding Discoveries About Literacy in the Ancient World in the Last 100 Years

Dr. Richard Enos
Texas Christian University

7 p.m.
Tuesday - April 9, 2013
Conference Center – Preston Ridge Campus
9700 Wade Boulevard Frisco, TX 75035

Martin Luther King, Jr. Leadership Breakfast and Day of Service

Information and Registration Link: <https://www.surveymonkey.com/s/JTN589X>

You are cordially invited to the annual MLK Leadership Breakfast and to the Afternoon of Service on January 19, 2013. Events are free.

Martin Luther King, Jr. Leadership Breakfast *Sponsored by President Cary A. Israel*

8:15 - 10:30 a.m.

Saturday - January 19, 2013

Living Legends Conference Center

Spring Creek Campus - Collin College

2800 E. Spring Creek Parkway, Plano, Texas 75074

Martin Luther King, Jr. Afternoon of Service

1 - 5 p.m.

Saturday - January 19, 2013

City of Plano Administrative Offices (parking lot by flags)

1520 Avenue K, Plano, Texas 75074

City-wide job site assignments will be made day of projects.

Passport to the World: Collin College's Cultural Connections

<http://www.collin.edu/academics/csce/PassporttotheWorld.html>

Israel: A Journey Through History

Presenter: Professor Joan Kennedy

1 p.m. - 2:15 p.m.

Wednesday - February 13, 2013

Conference Center "S" - Preston Ridge Campus

9700 Wade Blvd., Frisco

Discovering the Russian Far East

Presenters: Tom and Sharon Hudgins

12 noon - 2 p.m.

Wednesday - April 10, 2013

Living Legends Conference Center - AB

Spring Creek Campus

Rock the Vote

<http://www.collin.edu/academics/csce/Vote.html>

Central Park Campus Voter Registration

11 a.m. - 1 p.m.
Monday - February 11, 2013
Atrium
2200 W. University Dr. McKinney

Preston Ridge Campus Voter Registration

11 a.m. - 1 p.m.
Tuesday - February 12, 2013
Cougar Den - Preston Ridge Campus
9700 Wade Boulevard, Frisco

Spring Creek Campus Voter Registration

11 a.m. - 1 p.m.
Wednesday - February 13, 2013
Atrium - Spring Creek Campus
2800 E. Spring Creek Pkwy, Plano

Service Learning

<http://www.collin.edu/academics/servicelearning/index.html>

Service Learning Faculty Camp

8:30 a.m. – 12:30 p.m.
Wednesday - January 16, 2013
Living Legends Conference Center – Section “C”
Spring Creek Campus
REGISTRATION LINK: <https://www.surveymonkey.com/s/25QGHZ7>

Service Learning and Community Partner Fairs

Tuesday - February 5, 2013
11 a.m. – 1 p.m.
Spring Creek Campus Atrium

Wednesday - February 6, 2013
11 a.m. – 1 p.m.
Central Park Campus Atrium

Thursday - February 7, 2013
11 a.m. – 1 p.m.
Preston Ridge Campus Cougar Den

Service Learning Recognition and Reflection Events

Monday – May 6, 2013
Spring Creek Campus Atrium
Time TBD

Tuesday – May 7, 2013
Preston Ridge Campus Conference Center
Time TBD

Thursday – May 9, 2013
Central Park Campus
Time and Location TBD

Special Events

<http://www.collin.edu/academics/csce/CSCESpecialEvents.html>

The Face of Homelessness: Finding Solutions for Collin County

7 - 9 p.m.
Tuesday - January 29, 2013
Living Legends Conference Center - Spring Creek Campus
2800 E. Spring Creek Pkwy, Plano

Presentations by city representatives, school districts, social service agencies, and the Collin County Homeless Coalition regarding initiatives to resolve the homeless issue in Collin County. Question and Answer session to follow.

Event is free and open to the public.

For more information, contact the Center for Scholarly and Civic Engagement at csce@collin.edu or call 972.881.5927.

Multi-Cultural Community Tables

Sponsored by Collin College and City of Plano, MCOR Multicultural Outreach Roundtable

Monday - February 18, 2013
7 – 8:30 p.m. (Sign in at 6:45 p.m.)
Living Legends Conference Center
Collin College Spring Creek Campus
2800 E. Spring Creek Pkwy., Plano

Come experience a unique new program designed to build and strengthen our community! Enjoy coffee, tea and small-group discussions in discovery of unique backgrounds and perspectives.

RSVP by February 14, 2013 at <https://www.surveymonkey.com/s/T687Z9H>

Earth Day

Monday - April 22, 2013
Earth Day is typically observed on April 22nd. Look for Earth Day activities at your campus.

Student Leadership Academy

<http://www.collin.edu/academics/sla/index.html>

Spring 2013 Course Information:

LEAD 1301 - C01
10 - 11:15 a.m.
Tuesday/Thursday
Central Park Campus – Professor Judi Wohead

LEAD 1301 - P01
8:45 - 11:30 a.m.
Friday
Preston Ridge Campus – Professor Meredith Martin

Appendix J:
Next Continuous Improvement
Plan (CIP)



Continuous Improvement Plan (CIP) Documentation

Date: February 1, 2014

Name of Administrative or Educational Support Unit: Center for Scholarly and Civic Engagement (CSCE)

Contact name: Terry Hockenbrough

Contact email: thockenbrough@collin.edu

Contact phone: 972.881.5927

Office Location: SCC F-102

Mission:

The Center for Scholarly and Civic Engagement (CSCE) fosters student learning, leadership development and civic responsibility through student and community-centered experiential programming that engages students, faculty and community partners in interactive, collaborative, and reciprocal partnerships. These opportunities develop skills, strengthen character, challenge the intellect, and address community global, national, and local issues through critical thinking, research, service, and hands-on application of knowledge.

PART I: Might not change from year to year

A. Outcome(s) Results expected in this department/program	B. Measure(s) The instrument or process used to measure results	C. Target(s) The level of success expected
Student learning of discipline specific learning objectives through structured and active Service Learning program.	<ul style="list-style-type: none"> • Service Learning Student Survey Report (indirect measure of self-reported learning) • Service Learning Faculty Survey • President’s Higher Education Community Service Honor Roll application (annual cycle) 	<ul style="list-style-type: none"> • Average of 70% of students self-reporting on the Student Learning Student Survey indicate learning in specific outcome areas relating to Core Values and Texas Board of Higher Education Learning Objectives. • President’s Higher Education Community Service Honor Roll recognition. • 1% increase in number of students’ engagements in Service Learning opportunities.
Recognized student leaders resulting from participation in a structured program to cultivate leadership knowledge, skills, and abilities.	<ul style="list-style-type: none"> • Registration and sign-in of students participating in Collin College-sponsored Leadership program activities • Student survey of Leadership program impact 	<ul style="list-style-type: none"> • Average of 70% of students self-reporting on the Leadership Student Survey indicate learning in specific outcome areas to be decided by CSCE Director and LDI Task Force. • Leadership Development opportunities on all campuses each semester.
Civically engaged students through a structured program promoting participatory opportunities in government and the election process, systematized volunteerism, and community issues education.	<ul style="list-style-type: none"> • Registration and sign-in sheets of students participating in Collin College-sponsored Civic Engagement (CE) events • Student surveys of Civic Engagement program impact, which will be administered at certain CE programs and events 	<ul style="list-style-type: none"> • Four (4) Civic Engagement program events at each campus per academic year. • Average of 70% of student survey respondents at Civic Engagement opportunities indicate new gained knowledge.



Continuous Improvement Plan (CIP) Documentation

A. Outcome(s) Results expected in this department/program	B. Measure(s) The instrument or process used to measure results	C. Target(s) The level of success expected
Co-curricular support of faculty-led academic programming outside of the classroom, non-specific to Service Learning, through effective distribution of resources and program responsibility.	<ul style="list-style-type: none"> Approved criteria for directing the organizational assignment of responsibility for miscellaneous co-curricular programs and activities not encompassed in the recognized programs for Service Learning, Leadership, and Civic Engagement Documentation of approval of redistribution of resources and programming 	<ul style="list-style-type: none"> Distribution of resources and program responsibility for at least three (3) faculty-led academic programs through implementation of new criteria.

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

From Part I				
A. Outcomes(s) Results expected in this department/program	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
Student learning of discipline specific learning objectives through structured and active Service Learning program.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Design, develop, and distribute a "Best Practices in Service Learning at Collin College" Service Learning policies, procedures, and protocols manual.</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]
Recognized student leaders resulting from participation in a structured program to cultivate leadership knowledge, skills, and abilities.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Implement plan and collect data.</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]



Continuous Improvement Plan (CIP) Documentation

A. Outcomes(s) Results expected in this department/program	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
Civically engaged students through a structured program promoting participatory opportunities in government and the election process, systematized volunteerism, and community issues education.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Form a faculty committee for Civic Engagement with faculty leads at each campus.</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]
Co-curricular support of faculty-led academic programming outside of the classroom, non-specific to Service Learning, through effective distribution of resources and program responsibility.	Year 2: [Enter action plan here] Year 5: [Enter action plan here]	<i>Management plan for the redistribution of resources and program responsibility, with supervisor's approval.</i>	Year 2: [Summarize results here] Year 4: [Summarize results here]	Year 2: [Enter conclusions here] Year 4: [Enter conclusions here]